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QUESTION 1

Which one of the following diagrams when properly laid out is always laid in a left to right display to properly reflect the chronology of all project work?

A. Influence diagram

B. Project schedule network diagram

C. Arrow diagramming method

D. Time-scaled schedule network diagram

Correct Answer: B

QUESTION 2

You are the business analyst for your organization and are beginning the requirements analysis processes.

Which one of the following statements best describes the requirements analysis processes?

A. It ensures that analysis and implementation efforts focus on the most critical requirements.

B. It covers the definition of stakeholder requirements, which describe what a solution must be capable of doing.

C. It defines all of the work, and only the required work, to complete the project objectives.

D. It is conformity to requirements and a fitness for use.

Correct Answer: B

QUESTION 3

As a milestone is reached, the project is funded for enough capital to reach the next milestone. This approach is called _____.

A. Step funding

B. Phase funding

C. Stakeholders funding

D. Milestone funding

Correct Answer: A

QUESTION 4

You are the business analyst for your organization. You are working with several IT professionals to determine all of the

connected systems in your organization. You are creating a mapping of the servers, workstations, printers, and other connected devices and their purposes for an analysis of how information is input, processed, stored, and output from each system.

What business analysis process are you completing?

A. Networking topology mapping

B. Data dictionary and glossary creation

C. Data flow diagram

D. Prototype

Correct Answer: C

QUESTION 5

A very large insurer of General Liability and Property Damage insurance has an upward trend of increased claims over the past 5 years.

The Risk Control Area for that company has just completed a 12 month Pilot of a new improved Risk Control Site.

The purpose of the site is to help their customers manage their exposures and ideally prevent them from having claims. There were 100 customers that were part of the Pilot that represented 25 different industries. The business goals were to

increase use of the site and provide tools to help customer awareness of their exposures, so that they may reduce existing exposures and ultimately reduce claims.

The sites Features were as follows:

Improvements to the search engine to all customers to search for articles, tools and services on the site.

A checklist function that allow customer to create their own unique Checklists or utilize a sample provided by ABC company to use daily, weekly etc for an area of their facility.

A promotion feature ?where Risk preventing Articles, and tools on the site are marketed toward a customer.

A profile section allowing for Customer Name, Address and contact Phone number.

After the 12 months pilot, the business sponsor received an assessment of what was working and what was not. The Assessment of the pilot revealed overall site activity had significantly increased, however only 5% of the time the promotions

were viewed. And the most shocking was that total claims increased by nearly 20% for these 100 customers during the pilot period. The business sponsor was perplexed as he had an expectation of reduced claims and at least for 30%

viewing of promotions since the project team had spend a lot of careful time and effort on this feature. A BA was assigned to do further analysis regarding the low use of the promotions and why claims were not being reduced.

Regarding the use of promotion the BA looked into other similar companies to see what they did differently to get their customer to look at their promotions. The BA found that similar companies had promotions that targeted the industry the

customer was in so it was more relevant to them and they were more interested to view the promotion. In addition the BA sent out survey to all 100 pilot customers asking probing questions about what they thought of the site and if they felt it had decreased their exposure to risk sufficiently. The Survey responses came back with raving positive comments and providing examples of how the site had been helping in the reduction of claims from the customer\\'s perspective. In addition the survey also revealed insight that the customers found the promotion often irrelevant to their industry.

The BA asked for a dump of all documentation of the 100 claims that were filed over the 12 month pilot period. The BA found the nearly 90% of the claim field were all in one region of the country and were all for property damage related to several severe winter storms in the region and the claims were nearly all unavoidable by the customers. The BA brought all this analysis back to the business sponsor and made the recommendation to the business sponsor to require the customer to select 1 of 25 industries in their profile. This would in turn allow for the ability to show industry specific promotions and promote search results relative to a customer\\\'s industry to be stored at the top giving the customer a more personalized experience.

What technique was the BA using to understand why the promotions were not being viewed?

A. Use cases and scenarios

B. Benchmarking and market analysis

C. Observation

D. Data mining

Correct Answer: D