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QUESTION 1

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 type of recommendation has the BA made to the business sponsor?

A. Identify additional capabilities

B. Reduce complexity of interfaces

C. Perform organizational change.

D. Retire the solution

Correct Answer: B

QUESTION 2

A business analyst (BA) is preparing to specify requirements. Various attributes can be specified for each requirement or set of requirements. Which approach contains a suitable set of attributes?

A. Stakeholder Engagement

B. Information Management

C. Business Analysis

D. Governance

Correct Answer: B

QUESTION 3

A health insurance provider undertakes enhancements to its mobile application platform and finalizes the following capabilities as part of the scope of the next release:

A. Ability to integrate online maps and global positioning system (GPS) technology with the mobile application in real time to display location of service providers in the subscriber\\'s vicinity that participate in the subscriber\\'s plan network.

II. Ability for the subscriber to lookup the service providers by specifying either a postal code or a search area radius in miles.

III. Ability for the subscriber to initiate the download of fee information for one or more service providers in a single request.

Through requirements workshops the business analyst elicits the following detailed business requirements:

1. The company\\'s mobile application platform must support real time integration with the following third party systems:

A) GPS System

B. Postal Code Validation

2.

The service providers available for selection must participate in the subscriber\\'s medical plan network as of the current system date.

3.

The map display shall highlight the boundary of the search area with a dotted yellow line.

4.

The extent and shape of the search area shall be determined based on one of the following user choices:

A) Postal code ?Subscriber location acquired from GPS shall be used to determine and populate the related postal code as the default postal code with options for the user to change the postal code.

B) Radius for the search area around the subscriber\\'s location, that will have default value of 5 miles. The radius can be changed by the subscriber with a maximum range of 50 miles.

5.

Subscriber shall be able to select one of the options above and supply corresponding input.

6.

System shall validate the user input and display appropriate error messages if invalid.

7.

Based on the inputs and the plan of the subscriber, the system shall retrieve information for the participating service providers that are located within the designated search area.

8.

System shall display a map including visual markers to indicate locations of the service providers in the top half of the device screen and a list of the same service providers in the bottom half of the device screen.

9.

The list of service providers shall include the Name, Phone Number and Street Address.

10.

If the subscriber specified the radius or retained the default postal code for the search area, the list shall additionally include the approximate driving distance in miles from the subscriber\\'s last registered location and the list shall be

sorted in the ascending order of the driving distance.

11.

The subscriber shall be able to select a service provider either from the list or from the map and download a document that contains the name, contact telephone, email address, fax number and the fee schedule for the covered

services applicable to the subscriber\\'s plan.

Which of the following is the appropriate technique to define communication flows between the Postal Code validation system with other systems?

B. Capability Analysis

C. Interface Analysis

D. Process Analysis

E. Decision Analysis

Correct Answer: C

QUESTION 4

A business analyst (BA) is in the process of allocating requirements to various releases of a solution.

On what should the BA base requirements to maximize the value of the solution?

A. Priority set by stakeholders

B. Available resources

C. Timing of the release and its impact on business

D. Components in scope for that release

Correct Answer: D

QUESTION 5

Which of the following component of the communication model is responsible for transferring the message between two or more entities?

A. Sender

B. Medium

C. Decoder

D. Receiver

Correct Answer: B