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QUESTION 1

An airline has the following requirement:

A passenger requiring a service animal must document the type of animal, the size of animal, and any relevant medical information the crew may need during the flight. The application prompts the passenger for this information when the

passenger declares that they will travel with a service animal.

How do you configure the case life cycle to meet this requirement?

A. Configure a stage in the case life cycle for service animal accommodation and apply a stage validation condition.

B. Add a process to the case life cycle for service animal accommodation and apply a condition to determine when to run the process.

C. Apply an optional action to the appropriate stage to allow the passenger to provide the information as needed.

D. Create a child case for service animal accommodation to automatically resolve unless the passenger required the accommodation.

Correct Answer: A

QUESTION 2

DRAG DROP

Select and move the Business Architect tasks to the Journey Centric Development project order column and place them in the correct order.

Select and Place:

Business Architect Tasks

Groom backlog stories

Playback configurations

Prepare for project kickoff meeting

Capture sessions on discrete aspects of the case type

Correct Answer:

Journey Centric Development project order



Business Architect Tasks

Journey Centric Development project order

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Groom backlog stories

QUESTION 3

Consider the following scenario:

An employee submits a request to purchase equipment. The request is sent to the manager for review. If approved, the request is forwarded to the Fulfillment department.

How do you name the step where the request is sent to the manager?

- A. Approve Employee Request
- **B.** Request Employee
- C. Review Request
- D. Manager Approves Request

Correct Answer: C

QUESTION 4

As part of a purchase order case, after someone completes a purchase, a confirmation email is sent. How do you design the case life cycle to send the email?

- A. As part of the case configuration
- B. As part of the stage configuration
- C. As a separate process step
- D. As an alternate stage

Correct Answer: A

QUESTION 5



Select the characteristic used to identify candidate rules to be delegated to business users.

- A. Changing business conditions require that the rule be managed without IT intervention.
- B. Ownership of changes to delegated rules changes from work group to work group.
- C. Frequent changes are needed to continuously redefine the user experience.
- D. Changes to business conditions require that the rule be managed with IT intervention.

Correct Answer: B

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