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QUESTION 1

An insurance company wants to increase sales by 15% and customer retention by 10% within 1 calendar year. Various strategies to achieve this were considered and a restructure to the existing pricing model is selected to help achieve these goals.

A business analyst (BA) works with stakeholders such as actuaries, product specialists, sales staff, risk managers, and underwriters who agree to applying varying levels of discounts to customers based on:

?Total annual premium the customer has with the company (Financial worth)

?Time with the insurance company (Loyalty)

Various financial models are considered but the stakeholders agree that an initial applicable discount is determined based on the customer's overall premium:

Total Annual Premium	Maximum Discount Possible
\$17,000+	-15%
\$14,001 - \$17,000	-14%
\$11,001 - \$14,000	-12%
\$9,001 - \$11,000	-10%
\$7,001 - \$9,000	-7.5%
\$5,001 - \$7,000	-5.5%
\$3,001 - \$5,000	-4%
\$2,001 - \$3,000	-3%
\$1001 - \$2,000	-2%

The percentage of the maximum possible discount available to the customer is adjusted based on time with the company:



Time with company (years)	Percentage of total discount
0	65%
1	73%
2	80%
3	85%
4	95%
5+	100%

As the new pricing structure was being implemented, the chief executive officer (CEO) of the company wanted to change the premiums and associated discounts offered to customers. The BA investigated the cost, anticipated benefits and the length of time the change would likely take to complete before presenting the results back to the CEO.

What type of analysis has the BA just conducted?

- A. Impact
- B. Capability
- C. Market
- D. Document

Correct Answer: A

QUESTION 2

When an organization is using a change-driven approach to business analysis, how are communications managed?

- A. Communications in a change-driven approach to business analysis focus more on the frequency of communication.
- B. Communications in a change-driven approach typically use face-to-face channels.
- C. Communications in a change-driven approach focus more on formal communications.
- D. Communications in a change-driven approach are all ad hoc.

Correct Answer: A

QUESTION 3

A bank moves currency from the main office to the branches daily for operational use. To avoid paying overnight interest, the branches return the currency at the end of the business day. The bank requires a new inventory management system to account for the whereabouts of the cash at all times. A software provider has proposed a



heavily customized version of their standard inventory management software. As the project progresses, the business analyst (BA) identifies a number of subtleties that would suggest a fully made to order solution may be a better option for the bank. What inputs does the BA need to perform the analysis?

- A. Change strategy and performance objectives
- B. Requirements and business policies
- C. Potential value and design options
- D. Needs and business analysis approach

Correct Answer: C

QUESTION 4

In a requirements elicitation effort, the business analyst (BA) needs to define boundaries for business domains, categorize and create a hierarchy of items, and show data sources and their relationships for specific audiences. Which of the following modeling formats should the BA use?

- A. Diagrams
- B. Graphics
- C. Matrices
- D. Prototype

Correct Answer: A

QUESTION 5

Company A has been engaged to provide solution software to Company B as part of a combined service offering to Company C. This initiative requires a sub-project for Companies A and B to learn Company C's statutory requirements, a sub-project for Company A to write custom functionality for the solution, and a sub-project for Company B to develop infrastructure and support for the solution as well as the main project of implementation and cutover from Company C's current data processing solution to the service from Company B. How does the business analyst (BA) assign requirements to the various solution components to ensure all objectives are met?

- A. Define Solution Approaches
- B. Identify Improvement Opportunities
- C. Allocate Requirements
- D. Describe Design Options

Correct Answer: B