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QUESTION 1

Mary is the business analyst for your organization. She asks you what the purpose of the assess capability gaps task is.

Which of the following is the best response to give Mary?

- A. It identifies new capabilities required by the organization to meet the business need.
- B. It identifies the causal factors that are contributing to an effect the solution will solve.
- C. It describes the ends that the organization wants to improve.
- D. It identifies the skill gaps in the existing resources.

Correct Answer: A

QUESTION 2

Which of the following qualitative techniques involves a disciplined analysis of the event sequences that could transform a potential hazard into an accident?

- A. Failure mode and effects criticality analysis
- B. HAZOP technique
- C. Failure mode and effects analysis
- D. Preliminary Risk Analysis

Correct Answer: D

QUESTION 3

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 was the business sponsor looking to validate about the use of promotions?

- A. Performance Variance
- B. Accuracy
- C. Risks
- D. Market Trends

Correct Answer: B



QUESTION 4

Donna is leading a brainstorming session for her organization. She has asked the participants in this group to come up with at least ten ideas for possible solutions to an identified problem.

What is the problem with setting the goal as ten ideas for possible solutions in this session?

- A. The goal should be to come up with as many solutions as possible, not just ten ideas.
- B. The goal should be to generate ten ideas within a set time period.
- C. The goal should be to come up with the best solution for the problem, not ten ideas.
- D. The goal should be to include everyone's input to the solutions.

Correct Answer: A

QUESTION 5

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

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