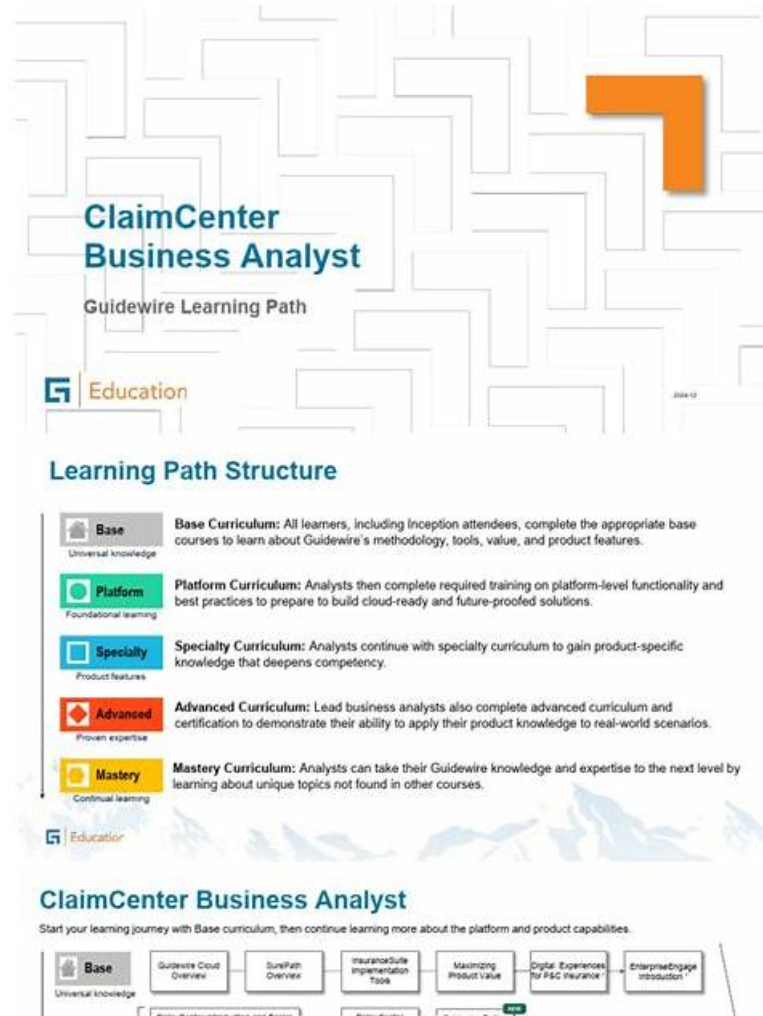


# ClaimCenter-Business-Analysts技術内容 & ClaimCenter-Business-Analystsコンポーネント



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>> ClaimCenter-Business-Analysts技術内容 <<

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## Guidewire ClaimCenter-Business-Analysts 認定試験の出題範囲:

トピック	出題範囲
トピック 1	<ul style="list-style-type: none"> <li>Claim Center Data Model and Adjudication: This domain examines ClaimCenter's data model architecture, claim setup, adjudication processes, financial terminology and concepts, and payment creation procedures.</li> </ul>
トピック 2	<ul style="list-style-type: none"> <li>Quality Analyst Basics: This domain covers quality assurance fundamentals including driving quality throughout development, integrating quality from inception, risk assessment and mitigation, test strategy selection, and defect management processes.</li> </ul>
トピック 3	<ul style="list-style-type: none"> <li>Claim Processes and Maintenance: This section focuses on end-to-end claims processes, organizational structure setup, line of business coverage configuration, claim intake procedures, and ongoing claim maintenance activities.</li> </ul>
トピック 4	<ul style="list-style-type: none"> <li>InsuranceSuite Analyst Fundamentals: This domain covers InsuranceSuite platform fundamentals including user interface, data model, application logic, integration mechanisms, and hands-on workshop exercises for practical application.</li> </ul>

## Guidewire ClaimCenter Business Analyst - Mammoth Proctored Exam 認定 ClaimCenter-Business-Analysts 試験問題 (Q33-Q38):

### 質問 #33

When creating a new Personal Auto claim, Succeed Insurance would like to identify when Rideshare is the primary use for a vehicle. A Business Analyst (BA) thinks that Primary Use already exists as a typekey on the Vehicle Details screen. What are two ways the BA can confirm whether this field is configured in ClaimCenter and, if it is, which values are available in the typelist? (Choose two.)

- A. Access the Guidewire ClaimCenter Application Guide > Go to section on Personal Auto Object Model which lists available entities.
- B. Access the Data Dictionary > Click the Data Entities link > Open the PrimaryUse entity from left-hand pane to view field details on the right pane.
- C. Log in to ClaimCenter > Create a new Personal Auto claim > Navigate to Vehicle Details > Use keyboard shortcut CTRL + F to find information about the fields on the screen.
- D. Open Guidewire Studio for ClaimCenter > Navigate to the Vehicle Details screen > Locate the Primary Use field to view its typelist.

正解: B、D

### 解説:

To verify the configuration of a specific field and its available values (typelist) within a specific implementation (like Succeed Insurance), a Business Analyst must consult the sources that reflect the current, actual system configuration, not just the out-of-the-box documentation.

\* Option A (Data Dictionary): The Data Dictionary is the definitive, generated documentation of the running application's data model. It lists all Entities (such as Vehicle) and their Typekeys (such as PrimaryUse). By navigating to the Data Dictionary, a BA can confirm if the field exists in the database schema and view the specific Typelist values (e.g., "Rideshare", "Commuting", "Pleasure") associated with it. This is a primary tool for BAs to understand the data structure.

\* Option D (Guidewire Studio): Guidewire Studio is the Integrated Development Environment (IDE) used to configure the application. It contains the "Source of Truth" for all configuration files. A BA (or a developer assisting them) can open the Page Configuration (PCF) files to see the Vehicle Details screen definition or open the Typelist files (.tti/.txt) directly to see exactly which values are defined and active.

Why other options are incorrect:

\* Option B (Application Guide): The Application Guide documents the Base (Out-of-the-Box) product features. It does not contain customer-specific customizations or extensions. If "Primary Use" or

"Rideshare" were added or modified by Succeed Insurance, the Application Guide would not reflect this.

\* Option C (UI Inspection with CTRL+F): While logging into the application allows a user to see the dropdown on the screen, the shortcut CTRL + F is merely the browser's "Find" function. It searches visible text on the page but does not provide configuration metadata, hidden values, or definitive proof of the underlying data model structure. The correct shortcut for inspecting widget properties in Guidewire is Alt + Shift + I (Location Info), but even that is less efficient for viewing a full typelist than the Data Dictionary or Studio.

### 質問 # 34

Succeed Insurance is implementing a slightly modified version of ClaimCenter to suit its organization's needs.

The modification will include adding two new required fields to the standard user interface to capture the reporter's Preferred Language and Preferred Contact Time. This requirement is critical for Succeed to improve efficiency and the expediency of claims processing in its region.

Under which ClaimCenter theme will the User Story Card be found for documenting these requirements?

- A. Settle/Close
- **B. Intake**
- C. Special Services
- D. Adjudicate

正解: B

解説:

In the Guidewire implementation methodology, User Stories are categorized into Themes that align with the high-level business processes of the claim lifecycle.

\* Intake (Option A): The Intake theme covers the First Notice of Loss (FNOL) process and the "New Claim Wizard." The requirement specified is to capture data regarding the "Reporter" (the person reporting the loss) and their contact preferences. In ClaimCenter, Reporter information is collected at the very beginning of the New Claim Wizard (Step 1: Search/Create Policy and Reporter). Because this data entry occurs during the initial setup of the claim, the User Story governing these UI changes belongs to the Intake theme.

\* Context: Improving "expediency of claims processing" often relies on accurate data capture at the Intake stage so that downstream assignment and communication can be handled correctly from the start.

Why other options are incorrect:

\* Adjudicate (B): This theme covers the investigation, evaluation, and negotiation phases that occur after the claim is created.

\* Settle/Close (D): This theme covers the payment issuance and final closure of the file.

\* Special Services (C): This typically refers to Vendor Management or specialized sub-processes, not the core FNOL reporter data.

### 質問 # 35

An Adjuster at Succeed Insurance increases the reserve on a claim's exposure from \$1,000 to \$1,500 to account for inflation in repair costs. A week later, a Supervisor reviews the claim and wants to know specifically who made this change, the exact date and time it was made, and what the previous value was.

The Supervisor needs a chronological audit trail of changes to the claim file without navigating through complex financial ledgers.

Which screen in the ClaimCenter user interface should the Supervisor access to find this information?

- A. Notes
- B. Loss Details > Status
- **C. History**
- D. Financials > Transactions

正解: C

### 質問 # 36

A car accident in a rural area of Durango, Colorado is reported to Succeed Insurance. The driver of the damaged car reportedly hit the base of a windmill tower while driving at night. There was no other passenger in the car when the accident happened, and the driver has a valid auto policy on file.

While the driver is not physically injured, the entire passenger side of the car has been severely damaged.

Although the windmill is still functioning, the base of the tower has sustained multiple broken parts.

Which two incidents need to be created for the claim based on the reported accident? (Choose two.)

- A. Create another structure incident for windmill power damage
- B. Create an injury incident for the driver
- C. Create a loss of use incident for the windmill tower
- **D. Create a property incident for the damaged windmill**
- **E. Create a vehicle incident for the damaged car**

正解: D、E

解説:

In Guidewire ClaimCenter, an Incident is the data object used to capture the specific facts about "what" was damaged or affected during the loss event. It serves as the foundation for creating Exposures (the financial liabilities).

\* Vehicle Incident (Option C): The scenario states that the insured's car has been "severely damaged" on the passenger side. To record these facts-including the point of impact, the severity, and the vehicle description-the Adjuster must create a Vehicle Incident. This incident will eventually support the collision coverage exposure.

\* Property Incident (Option B): The accident involved the car hitting a "windmill tower," resulting in "broken parts" to the base. In ClaimCenter, damage to third-party non-vehicular objects (like fences, poles, buildings, or towers) is captured using a Fixed Property Incident (often referred to generically as a Property Incident). This incident records the damage description and ownership of the windmill, which is necessary to handle the Property Damage Liability claim.

Why other options are incorrect:

\* Option E (Injury): The scenario explicitly states the driver is "not physically injured." Therefore, an Injury Incident is not required.

\* Option A ("Another structure"): The standard object for third-party fixed property damage is the Property Incident/Fixed Property Incident, not "Another structure."

\* Option D (Loss of Use): While possible later, the primary immediate damage is physical. Loss of Use is usually a secondary exposure type, not the primary incident definition for the tower itself.

### 質問 # 37

Losses incurred because of an accident with other vehicles can be very large. Because of the risk of large losses, all claims must include both a police report and the details of any passengers in the vehicle, whether they sustained injuries or not. The claim must show whether there were passengers in the vehicle at the time of the accident. Succeed wants the ability to include a very detailed description of the loss event information on intake of the claim.

When the claim is created, Succeed wants to flag the claim with a reminder for the Adjuster to contact the insured.

There should be reminders for the Adjuster to complete the following items for every new claim created:

- . Review any photographs of the accident
- . Contact and Interview each passenger
- . Collect statements from each witness
- . Record the vehicle's mileage

Which business requirement is based on assumptions?

- A. All claims must include both a police report and the details of any passengers in the vehicle, whether they sustained injuries or not.
- **B. There should be reminders for the Adjuster to complete the following items for every new claim created: review any photographs of the accident.**
- C. There should be reminders for the Adjuster to complete the following items for every new claim created: collect statements from each witness.
- D. When the claim is created, we want to flag the claim with a reminder for the Adjuster to contact the insured.

正解: B

解説:

In the context of business requirements analysis, an assumption is a statement that is accepted as true or certain to happen without proof.

\* Why B is the correct answer: The requirement to generate a reminder to "review any photographs" for every new claim assumes



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