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Salesforce Certified Business Analyst Exam Sample Questions	
Topic 1	• Understand and explain business Analyst roles and responsibilities in different phases of the implementation lifecycle • Given a scenario, choose the most effective technique for eliciting business needs from stakeholders
Topic 4	• Distinguish between requirements vs. user stories to assign business and technical stakeholders • Demonstrate knowledge of Salesforce capabilities and its potential to recommend solutions to the business
Topic 5	• Gather UAT and manage the results to determine whether the solution meets the requirements • Analyze the customer's Salesforce environment to identify opportunities and constraints
Topic 6	• Given a scenario, manage competing priorities to address user feedback stakeholders • Contrast the difference between acceptance criteria vs. definition of done
Topic 7	• Define and prepare the User Acceptance Test plan to confirm the solution meets the business requirements • Demonstrate how to define the scope of a complex business process and convert it into testable steps

NEW QUESTION # 13

Universal Certifiers want to streamline a complex business process. The business analyst (BA) assigned to the project is creating a business process map of the existing process. The BA is having difficulty documenting the process because there is disagreement among the stakeholders about the steps that are being followed. Which recommendation should the BA make to help the stakeholders reach agreement about the process?

- A. Focus on the inputs and outputs of the current process.
- B. Refer to the Performance Assessment, Consensus, Schedule (PACS) chart to determine who is accountable.
- C. Encourage users to make the process more efficient.

Answers: A

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HITRUST CCSFP Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Methodology updates and enhancements: This section of the exam measures skills of Information Security Managers and explains the importance of staying current with updates to the HITRUST methodology. It ensures that candidates are prepared to apply new enhancements and align their assessment practices with evolving standards.
Topic 2	<ul style="list-style-type: none">Understanding assessor roles and responsibilities: This section of the exam measures skills of Information Security Managers and clarifies the responsibilities of assessors during the HITRUST certification process. It emphasizes the importance of independence, objectivity, and professional conduct when evaluating compliance.
Topic 3	<ul style="list-style-type: none">Considerations for scoping an assessment: This section of the exam measures skills of Information Security Managers and explains how to properly define the scope of an assessment. Candidates learn how organizational size, systems, and regulatory requirements affect the scoping process, ensuring the assessment is accurate and relevant to business needs.

HITRUST Certified CSF Practitioner 2025 Exam Sample Questions (Q68-Q73):

NEW QUESTION # 68

For an r2 assessment, HITRUST requires a Corrective Action Plan (CAP) when the Control Reference required for certification scored a 70 or less, and Implementation scores less than 100%.

- A. True
- B. False

Answer: A

Explanation:

In an r2 assessment, CAP requirements are determined at the Control Reference level. If the aggregate score falls below the certification threshold of 71, and the Implementation maturity level is not at 100%, a Corrective Action Plan (CAP) must be documented. This ensures that organizations commit to remediating critical control deficiencies before certification can be finalized. CAPs must include clear details such as responsible parties, remediation steps, and timelines. Without CAPs, HITRUST will not accept the assessment for certification. Even if Policy or Procedure scores are strong, missing implementation creates unacceptable risk. Therefore, HITRUST mandates CAPs in these cases to close certification-critical gaps.

References: HITRUST Scoring Rubric - "CAP Trigger Conditions"; CCSFP Practitioner Guide - "CAPs in r2 Certification."

NEW QUESTION # 69

On an r2 assessment, when considering the CAP vs. gap decision, will CAPs be required if a Control Reference has an aggregate raw score of 72.5 across Requirement Statements with gaps?

- A. No
- B. Yes

Answer: A

Explanation:

HITRUST applies the CAP requirement at the Control Reference level. A CAP is required when the Control Reference score falls at 70 or below and Implementation maturity is not at 100%. In this case, the aggregate score is 72.5, which is above the certification threshold of 71. Even though there are gaps within individual requirement statements, the Control Reference as a whole is performing above the threshold, meaning a CAP is not mandatory. However, the gaps must still be documented, and remediation may be encouraged, but they will not block certification. This policy ensures that CAPs are only required where deficiencies present material risk to certification.

References: HITRUST Scoring Rubric - "CAP Trigger Conditions"; CCSFP Practitioner Guide - "Gap vs. CAP Decisions."

NEW QUESTION # 70

Where is an Offline Assessment initiated?

- A. From the MyCSF landing page
- B. From the HITRUST Analytics Page
- C. From the assessment object
- D. Via the HITRUST Support Desk

Answer: C

Explanation:

The Offline Assessment function is initiated within the assessment object in MyCSF. This feature allows assessors to export requirement statements into an Excel spreadsheet format, which can then be used offline to collect responses, notes, and preliminary evidence. Once populated, the spreadsheet can be uploaded back into MyCSF to synchronize with the online assessment object. This capability is particularly useful when assessors or clients must work in environments with limited internet access or when they prefer batch updates. It is not launched from the landing page, analytics, or via the support desk; it is always tied directly to a specific assessment object.

References: MyCSF User Guide - "Offline Assessment Workflow"; CCSFP Practitioner Training - "Exporting and Importing Requirement Statements."

NEW QUESTION # 71

Which version of the CSF supports a traversable requirement statement portfolio? [0107]

- A. v9.4
- B. 0
- C. v9.6.1
- D. v9.2

Answer: B

Explanation:

The HITRUST CSF v11 introduced a traversable requirement statement portfolio, allowing organizations and assessors to navigate requirements across versions more effectively. This capability ensures consistency, historical traceability, and clarity when mapping requirement statements between CSF iterations. Earlier versions (v9.2, v9.4, v9.6.1) did not support the full traversable portfolio functionality.

Extract Reference (HITRUST CSF v11, CCSFP Study Guide):

Version 11 introduced structural updates including a traversable portfolio of requirement statements, enabling easier mapping and navigation across framework versions for consistent assessments.

NEW QUESTION # 72

If a requirement statement beginning with "The Privacy Officer..." scored a 50 instead of 42, would the overall assessment achieve certification?

□

- A. True
- B. False

Answer: A

Explanation:

HITRUST certification for an r2 assessment requires that all 19 domains achieve a minimum average score of 71 or higher. Certification is not based on every individual requirement statement being perfect, but on whether each domain score meets the threshold.

Looking at the Data Protection & Privacy domain in the table:

* Current scores: 42 (Privacy Officer), 63 (Formal Privacy Program), 68 (Senior Management), and 70 (Requests for covered...).

* These average to 60.75, which is below the 71 threshold.

If the "Privacy Officer" requirement score increases from 42 to 50, the recalculated domain average becomes:
 $(50 + 63 + 68 + 70) \div 4 = 62.75$.

- "Impact of Individual Requirement Scores on Domain Averages."

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