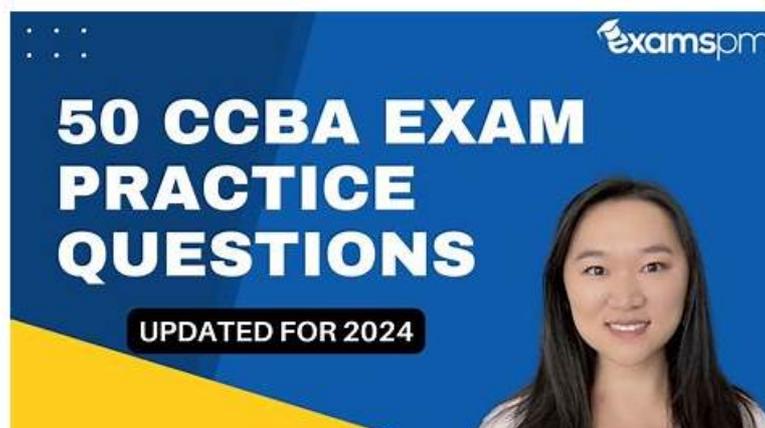


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## IIBA Certification of Capability in Business Analysis (CCBA) Sample Questions (Q609-Q614):

### NEW QUESTION # 609

A business analyst (BA) is tasked with designing a method of ensuring that the requirements captured during the elicitation sessions satisfy the needs and expectations of the customer experience, within an initiative. The BA identifies a way that the stakeholder requirements can be structured to ensure realization of the desired customer experience. Which viewpoint describes the approach taken by the BA to structure the requirements?

- A. Business process model
- B. User interactions
- C. Audit and security
- D. Business model

**Answer: B**

Explanation:

According to the BABOK Guide, a user interactions viewpoint focuses on how stakeholders interact with a solution or a product to achieve their goals<sup>1</sup>. This viewpoint can help the BA structure the requirements to ensure realization of the desired customer experience, as it describes the features, functions, and interfaces that enable users to perform their tasks effectively and efficiently<sup>2</sup>. Therefore, the correct answer is A. Reference: BABOK Guide, CCBA Exam Questions

#### NEW QUESTION # 610

A business analyst (BA) is assessing risks on a project addressing the implementation of a new web portal. Which of the following would the BA classify as a project risk?

- A. Current infrastructure may not support increased performance
- B. Expenditures are currently below budgeted estimates
- C. Customer service ratings will increase with the new system
- D. Support calls will increase if the change is not performed

**Answer: A**

Explanation:  
Explanation

In the context of project risks, particularly for the implementation of a new web portal, the potential inadequacy of the current infrastructure to support increased performance is a significant concern. This is because if the infrastructure is not capable of handling the enhanced demands of the new system, it could lead to performance issues, system downtime, or even failure, which would negatively impact the project's success.

References: The CCBA® certification emphasizes the importance of identifying and evaluating opportunities for better business outcomes, which includes assessing risks that could hinder these outcomes<sup>1,2,3</sup>. The IIBA's BABOK® Guide is a key resource for understanding the tasks and techniques associated with business analysis, including risk assessment<sup>4</sup>.

#### NEW QUESTION # 611

A business analyst (BA) has been asked to develop a plan to complete the associated business analysis activities for a project in which an organization is switching from a manual to an automated process for receiving payments. As the final step in developing the plan, which technique will the BA use?

- A. Process modelling from previous initiatives
- B. Surveys or Questionnaires for the current initiative
- C. Functional Decomposition for the current initiative
- D. Lessons learned from previous initiatives

**Answer: B**

Explanation:

According to the BABOK® v3 guide, the purpose of survey and Questionnaires is "to elicit business analysis information - including information about customers, products, work practices, and attitudes - from a group of people in a structured way and in a relatively short period of time."

#### NEW QUESTION # 612

You are the business analyst for your organization and you're working with your team to define the business problem. As part of this analysis, you've identified the adverse impacts of the problem, the benefits from a potential solution, and how quickly the problem could be solved. What other element should you consider?

- A. Underlying source of the problem
- B. Vendors input and paid solutions
- C. Dataflow of the problem
- D. Competition and their approach

**Answer: A**

Explanation:

Defining the business problem is the task of identifying and describing the root cause or causes of a situation that prevents the organization from achieving its desired goals<sup>1</sup>. As part of this analysis, the business analyst should consider the following elements<sup>2</sup>:

The adverse impacts of the problem, such as reduced revenue, increased costs, customer dissatisfaction, or regulatory non-compliance.

The benefits from a potential solution, such as increased efficiency, improved quality, enhanced customer loyalty, or competitive advantage.

The urgency of the problem, such as how quickly the problem needs to be solved, what are the consequences of delaying the solution, and what are the dependencies or constraints that affect the timing of the solution.

The underlying source of the problem, such as the gap between the current and desired state, the root cause or causes of the gap, the assumptions or constraints that influence the problem, and the stakeholders who are affected by or can influence the problem.

The other options are not elements that should be considered when defining the business problem, but rather factors that may be relevant for other tasks, such as evaluating solution options, conducting market research, or analyzing requirements. Reference:

1: BABOK Guide, Version 3.0, p. 30

2: Business Analysis Expert Certification, CCBA| IIBA

### NEW QUESTION # 613

A business analyst (BA) is facilitating a meeting with subject matter experts (SMEs) in which the SMEs are answering questions about the major business processes and associated activities the business performs. The BA will create a deliverable from this discussion that will assist in defining scope. What technique is the BA using?

- A. Functional decomposition
- B. SWOT analysis
- C. Decision modeling
- D. Mind mapping

**Answer: A**

Explanation:

Comprehensive and Detailed TheFunctional Decompositiontechnique is used tobreak down complex business processes into smaller, more manageable components. This helps define scope by identifying key functions, sub-functions, and dependencies. TheBABOK Guide (Chapter 10.22 - Functional Decomposition)explains that this method is useful for understandinghow major business activities contribute to overall project goals.

### NEW QUESTION # 614

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