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Guidewire ClaimCenter Business Analyst - Mammoth Proctored Exam Sample Questions (Q32-Q37):

NEW QUESTION # 32

Succeed Insurance has a requirement to add a new high-risk indicator to the Claim Status screen for property claims that have a lien on the property. A new icon will be added to the configuration to provide a visual indicator making it easier for Adjusters and other ClaimCenter users to determine that a claim has a lien.

Which two common areas of the user interface (UI) can display the new lien icon? (Choose two.)

- **A. Screen Area**
- B. Workspace
- C. Sidebar
- D. Tab Bar
- **E. Info Bar**

Answer: A,E

Explanation:

In the standard Guidewire ClaimCenter User Interface architecture, high-priority alerts and claim indicators are displayed in two primary locations to ensure visibility:

* The Info Bar (Option D): This is the persistent strip located at the top of the claim file (just below the Tab Bar). It remains visible regardless of which specific claim sub-screen (Medical, Financials, Notes) the user is navigating. It is designed specifically to host "High Risk Indicators" such as Litigation, Fatalities, Coverage issues, and in this scenario, a "Lien" indicator. This ensures the adjuster is aware of the critical status immediately upon opening the claim.

* The Screen Area (Option A): Specifically, the Claim Status (or Summary) screen—which resides in the main Screen Area—contains a dedicated section for "Claim Indicators." Here, the icon is displayed along with a text description and potential toggle status (On/Off). The prompt explicitly mentions the requirement to "add a new high-risk indicator to the Claim Status screen," confirming the Screen Area as the second location.

Why other options are incorrect:

* Sidebar (B): The sidebar (left panel) is used for the "Actions" menu and navigation links (steps) to move between screens. It does not typically host status icons for the claim object itself.

* Workspace (C): While "Workspace" can refer to the application frame, in UI terminology, it often refers to the specific worksheets (bottom pane) or the container, not the specific UI element for indicators.

* Tab Bar (E): The Tab Bar is for high-level navigation (Claim, Desktop, Administration, Search) and does not display claim-specific data icons.

NEW QUESTION # 33

Why are unique requirement numbers so important for business analysis?

- **A. Requirement numbers are useful for technical support and allow customers to track back on root causes for a support ticket.**
- B. Requirement numbers are not absolutely necessary but they make it easier to trace changes that occur.
- C. Requirement numbers organize requirements with a unique ID and provide a standardized order for insertion of new requirements.
- D. Requirement numbers are specific to the document control portion of the Story Card and allow the analyst to trace who did what and when.

Answer: A

Explanation:

Traceability is the primary driver for assigning unique identification numbers to every business requirement.

* Root Cause Analysis (Option C): Throughout the software development lifecycle (SDLC), a requirement flows from the Business Analyst (User Story) to the Developer (Code) and the Tester (Test Case). When a defect is found in production (a support ticket), the unique requirement number allows the team to trace the issue backward. They can determine if the defect was caused by a coding error (Requirement was right, code was wrong) or a requirements gap (Code met the requirement, but the requirement was wrong). This link "back to the root cause" is critical for quality assurance and continuous improvement.

Why other options are incorrect:

* A: Unique IDs are considered absolutely necessary in formal agile methodologies (like the one used by Guidewire) for traceability matrices.

* B: Document control tracks the file history, not the granular requirement history.

* D: While IDs do organize data, their function in "standardized order for insertion" is administrative and secondary to the strategic value of traceability described in Option C.

NEW QUESTION # 34

Succeed Insurance requires that all vehicles involved in collisions be evaluated to determine if the vehicle is a total loss. A vehicle claim is deemed a total loss using a calculation based on points earned for selecting specific vehicle information.

What are two examples of acceptance criteria for this business requirement? (Choose two.)

- A. Ensure that the business rule generates the Review for Salvage Activity.
- B. Create a business rule to calculate total loss points.
- C. Add a question to the Total Loss Calculator that identifies the relevant damage.
- D. Validate the assignment to the Salvage Group when calculated points are 25 or greater.

Answer: A,D

Explanation:

Acceptance Criteria (AC) are specific conditions that the software must satisfy to be accepted by the user. In the context of a User Story, AC must be written as testable outcomes or verification steps (pass/fail conditions), not as implementation tasks for the developer.

* Option D (Testable Outcome): "Validate the assignment to the Salvage Group when calculated points are 25 or greater." This is a perfect example of AC. It describes a specific scenario (Points ≥ 25) and the expected system behavior (Assign to Salvage Group). A tester can run this scenario and objectively determine if the system passes or fails.

* Option A (Testable Outcome): "Ensure that the business rule generates the Review for Salvage Activity." Similarly, this describes the expected result of the logic. It does not tell the developer how to write the code, but it tells the QA team what to look for (the creation of a specific Activity) to confirm the requirement is met.

Why other options are incorrect:

* Option B ("Add a question..."): This is an Implementation Task. It describes work the developer must do ("Add a question"), but it is not a criterion for verifying the end-to-end business value.

* Option C ("Create a business rule..."): This is also an Implementation Task. A user cannot "test" that a rule was created; they test the effect of that rule (which is described in A and D). Acceptance criteria focus on the "What" (behavior), while tasks focus on the "How" (configuration).

Here are the 100% verified answers for Question 16 and Question 17, formatted as requested.

NEW QUESTION # 35

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

Answer: B,E

Explanation:

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.

NEW QUESTION # 36

A Business Analyst (BA) noticed that one of the User Story Card files for the project indicated that it had recently been modified. The BA wanted to see who changed it, what was changed, and why it was changed.

Where on the Story Card can the BA go to determine the changes recently made to it?

- A. Go to the UI Fields tab > New or Modified fields
- B. Go to the Action Items tab > Description > Resolution/Comments
- C. Go to the Document Control tab > Amendment History
- D. Go to File > Properties

Answer: C

Explanation:

In the standard Guidewire User Story Card template (an Excel-based tool used for requirements gathering), version control is manually tracked to ensure auditability and clarity among the project team.

* Document Control Tab (Option C): This is typically the first tab in the Story Card workbook. It contains a section specifically for Amendment History (or Revision History).

* Content: This section is designed to capture:

* Who: The author of the change.

* When: The date of the change.

* What/Why: A description of the modification (e.g., "Updated Acceptance Criteria based on Workshop feedback").

This provides the specific "Who, What, and Why" requested in the scenario.

Why other options are incorrect:

* File > Properties (A): This is standard Excel metadata. It shows the "Last Modified By" user and date, but it cannot explain what specific cells were changed or why (the business context).

* Action Items (B): This tab tracks open questions or tasks, not the revision history of the document requirements.

* UI Fields (D): This tab tracks the requirements for screen fields, but does not serve as a changelog for the entire document.

NEW QUESTION # 37

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