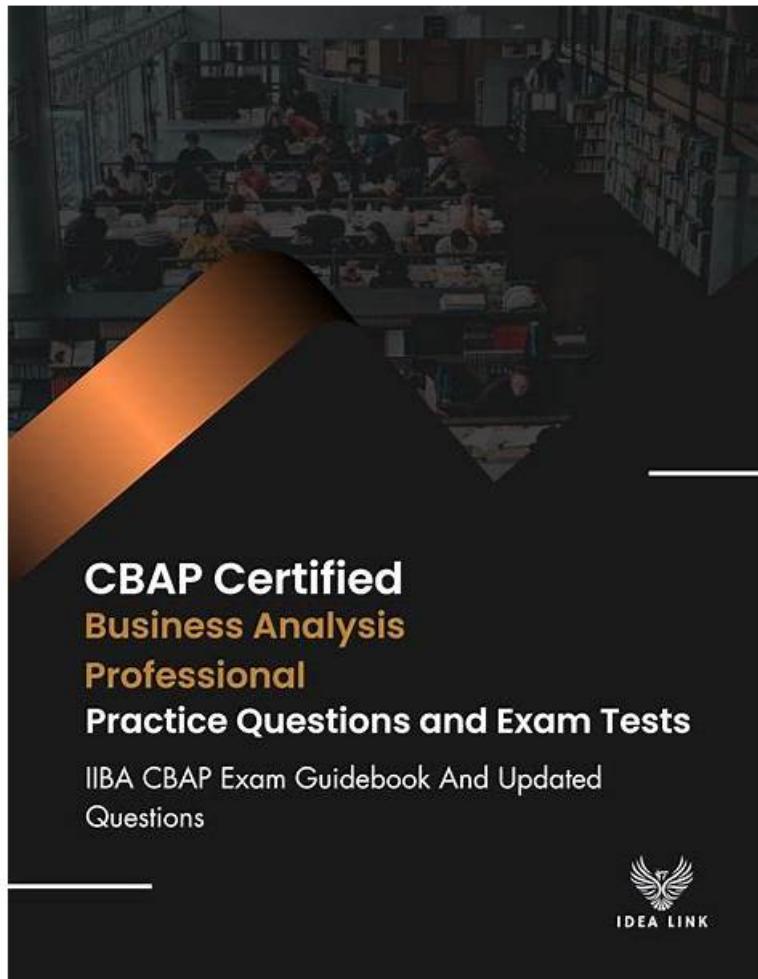


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### IIBA Certified business analysis professional (CBAP) application Sample Questions (Q18-Q23):

#### NEW QUESTION # 18

Ben is the business analyst for his organization. Ben is currently working on a solution to improve a laser printer. He has taken the laser printer apart, identified each component, and documented each component's purpose. What type of requirements organization is Ben doing in this scenario?

- A. Data modeling
- B. Process modeling
- C. Scope modeling
- D. Functional decomposition

**Answer: D**

#### NEW QUESTION # 19

You are hosting a collection of stakeholders from across the organization to identify the ideas and attitudes about your company's help desk. You want the stakeholders to honestly share their opinions about the help desk service so you can identify problems, solutions, and take actions to improve the service.

What type of requirements elicitation activity is this?

- A. Stakeholder analysis
- B. Focus groups
- C. Workshop
- D. Root cause analysis

**Answer: B**

Explanation:

Focus groups are a type of requirements elicitation activity that involve gathering a group of stakeholders from different perspectives and backgrounds to discuss a specific topic or issue. Focus groups can help to identify the ideas and attitudes of the stakeholders about the current situation, the desired outcomes, the problems, the solutions, and the actions needed to improve the service. Focus groups can also help to generate new ideas, uncover hidden needs, and reveal conflicting opinions. Focus groups are facilitated by a moderator who guides the discussion, asks open-ended questions, and encourages participation from all members. Focus groups are usually recorded and analyzed to extract the key findings and requirements.

Software Engineering | Requirements Elicitation - GeeksforGeeks 2: A Review of Fundamental Tasks in Requirements Elicitation 3: Top 10 Most Common Requirements Elicitation Techniques 4: 20 Tips for Effective Requirements Elicitation | Inflectra

#### NEW QUESTION # 20

An insurance company wants to increase sales by 15% and customer retention by 10% within 1 calendar year. Various strategies to achieve this were considered and a restructure to the existing pricing model is selected to help achieve these goals.

A business analyst (BA) works with stakeholders such as actuaries, product specialists, sales staff, risk managers, and underwriters who agree to applying varying levels of discounts to customers based on:

\*Total annual premium the customer has with the company (Financial worth)

\*Time with the insurance company (Loyalty)

Various financial models are considered but the stakeholders agree that an initial applicable discount is determined based on the customer's overall premium:

<b>Total Annual Premium</b>	<b>Maximum Discount Possible</b>
\$17,000+	-15%
\$14,001 - \$17,000	-14%
\$11,001 - \$14,000	-12%
\$9,001 - \$11,000	-10%
\$7,001 - \$9,000	-7.5%
\$5,001 - \$7,000	-5.5%
\$3,001 - \$5,000	-4%
\$2,001 - \$3,000	-3%
\$1001 - \$2,000	-2%

The percentage of the maximum possible discount available to the customer is adjusted based on time with the company:

<b>Time with company (years)</b>	<b>Percentage of total discount</b>
0	65%
1	73%
2	80%
3	85%
4	95%
5+	100%

As the new pricing structure was being implemented, the chief executive officer (CEO) of the company wanted to change the premiums and associated discounts offered to customers. The BA investigated the cost, anticipated benefits and the length of time the change would likely take to complete before presenting the results back to the CEO.

What type of analysis has the BA just conducted?

- A. Market
- B. Capability
- C. Document
- D. Impact

**Answer: D**

Explanation:

Explanation

The type of analysis that the BA has just conducted is impact analysis. Impact analysis is a technique that evaluates the potential

effects of implementing a particular change in the existing business operations, in this case, changing the premiums and associated discounts offered to customers. Impact analysis helps to:

Assess the feasibility and viability of the proposed change

Identify the benefits and costs of the change for the organization and the stakeholders Estimate the time and resources required to implement the change Analyze the risks and issues associated with the change Communicate and justify the change to the decision-makers and the affected parties References:

[BABOK Guide v3], Section 6.2: Define Future State, p. 164-165

CBAP / CCBA Certified Business Analysis Study Guide, 2nd Edition, Chapter 3: Strategy Analysis, p. 97-98

Certified Business Analysis Professional (CBAP) Specialization, Course 3: Business Analysis:

Strategy Analysis, Week 2: Define Future State, Video: Impact Analysis

Impact Analysis - How to Conduct an Impact Analysis in 5 Steps, Blog Post, June 2023

### NEW QUESTION # 21

You are the business analyst for your organization and have many solutions available to an identified problem.

You would like a way to quickly and fairly determine which solution is the best choice for your organization.

Which of the following approaches would allow you to determine the top-rated solutions for your organization?

- A. Vendor assessment
- B. Acceptance and evaluation criteria
- C. Voting system
- D. **Scoring system**

**Answer: D**

Explanation:

Section: Volume A

Explanation/Reference:

### NEW QUESTION # 22

Holly is the business analyst for her organization. Management has asked Holly to create a document that will define solution alternatives and how each identified solution may provide an expected business benefit to meet the identified business need.

Management has asked Holly to provide data and statistics in this document to support her claims and findings. What type of document is management asking Holly to create?

- A. Current state assessment
- B. **Feasibility study**
- C. Vision statement
- D. Project scope statement

**Answer: B**

### NEW QUESTION # 23

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