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Question 1

Scenario

Please read this scenario prior to answering the question

Independent insurance brokers that work with ArchiSurance have complained of difficulty in communicating with salespeople and other personnel at ArchiSurance. They have said that email is too clumsy and slow for working on urgent deals, people do not always answer their mobile phones, and it is difficult to tell whether an individual is available. They have also complained that it is too time-consuming for them to manage their commission payments using an older web application that requires them to print out and mail forms for making some routine changes, and also does not work on many mobile devices. Some brokers have said that it is easier to do business with ArchiSurance competitors that provide easy-to-use mobile applications for both general communication and commission management. In fact, the ArchiSurance Vice President of Sales and Chief Marketing Officer have both expressed concern about reports from the ArchiSurance market research department that the company is gradually losing market share with some of the same brokers that have been complaining. These executives are also concerned that ArchiSurance may not meet the targets for revenue growth.

Upon hearing about these issues, the ArchiSurance Chief Information Officer (CIO) hired a consultant to design a new mobile infrastructure for broker interaction. This infrastructure is required to enable easier communication with ArchiSurance brokers in order to help the company increase its market share with each of them and consequently attain its targets for revenue growth. In order to ensure that the new infrastructure would meet these goals, the CIO told the consultant that the new infrastructure must make it easy for ArchiSurance to develop and deploy applications and content for its brokers. It must provide federated authentication and an encrypted communication channel as well as instant messaging and presence services.

The new mobile broker interaction infrastructure architecture includes a number of system software components. A secure reverse proxy authenticates users and provides an encrypted channel to communicate with them. The proxy uses a service provided by directory server software to authenticate users. The directory server communicates with the ArchiSurance federation server, which in turn communicates with peer federation servers hosted by trusted brokerage organizations. Once the user is authenticated, the ArchiSurance broker portal uses the ArchiSurance web content management system to assemble authorized and relevant content for each broker. In order to provide presence services, a unified communications (UC) server exchanges information with the directory server and an instant messaging server.

All of these components are hosted on a single physical hardware platform hosting a virtualized server infrastructure. The server infrastructure is connected to a converged local area network (LAN), which is also connected to a commercial wide area network (WAN) over which ArchiSurance communicates with its brokers.

Refer to the Scenario

The solution delivery team for broker interaction would like to get a clearer idea of the motivations behind this solution as they plan a second release. You must model the stakeholders, drivers, assessments and goals that shape this strategic initiative. You must also show the relationships between these motivational elements.
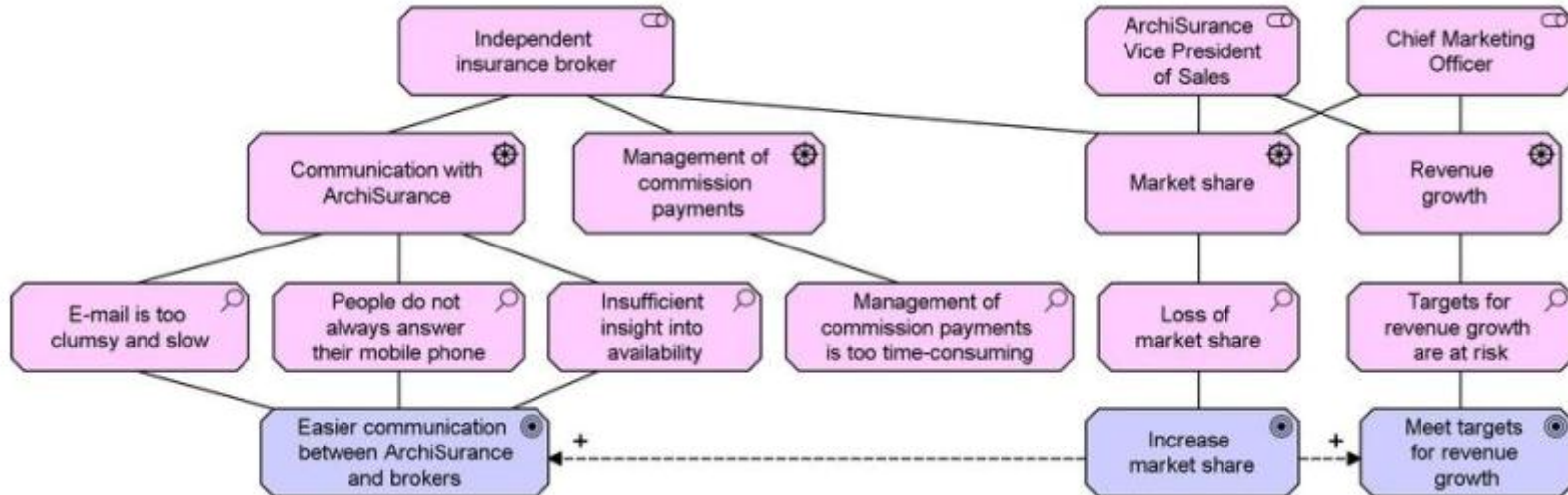
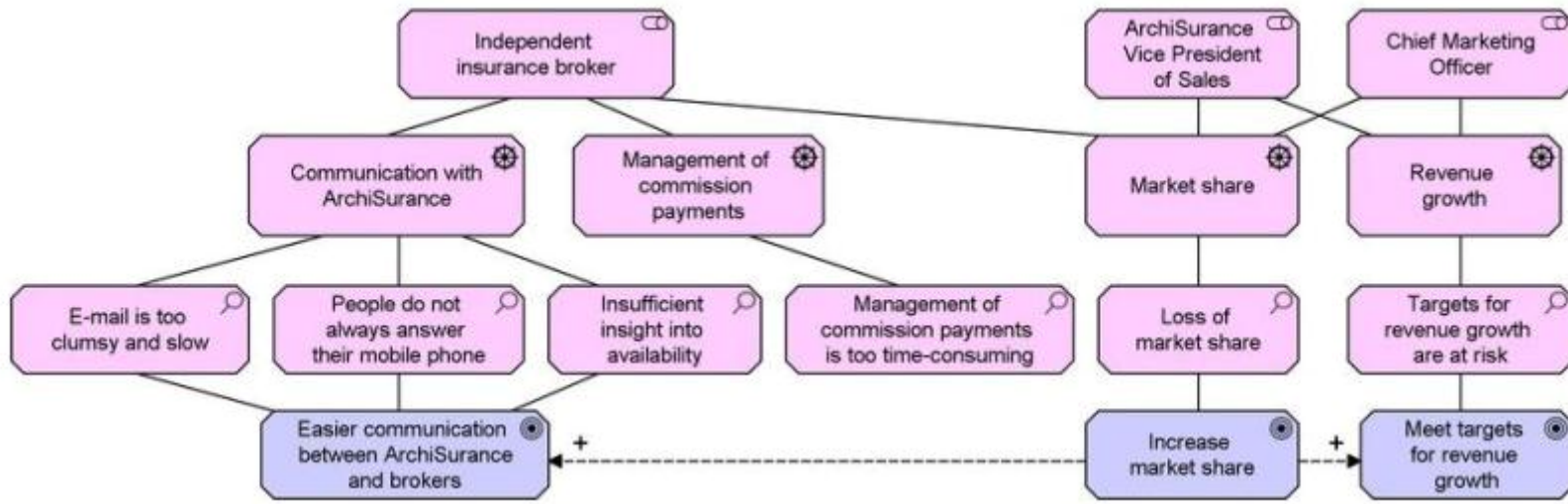Which answer provides the most complete and accurate model?
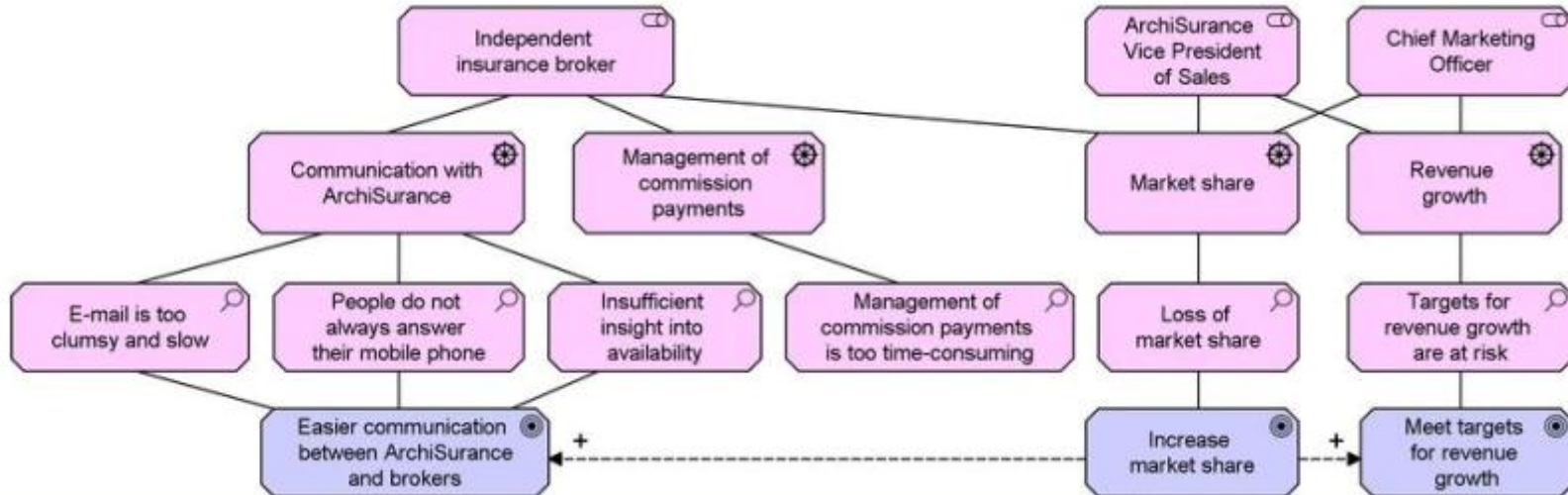
Options:

A- Option A
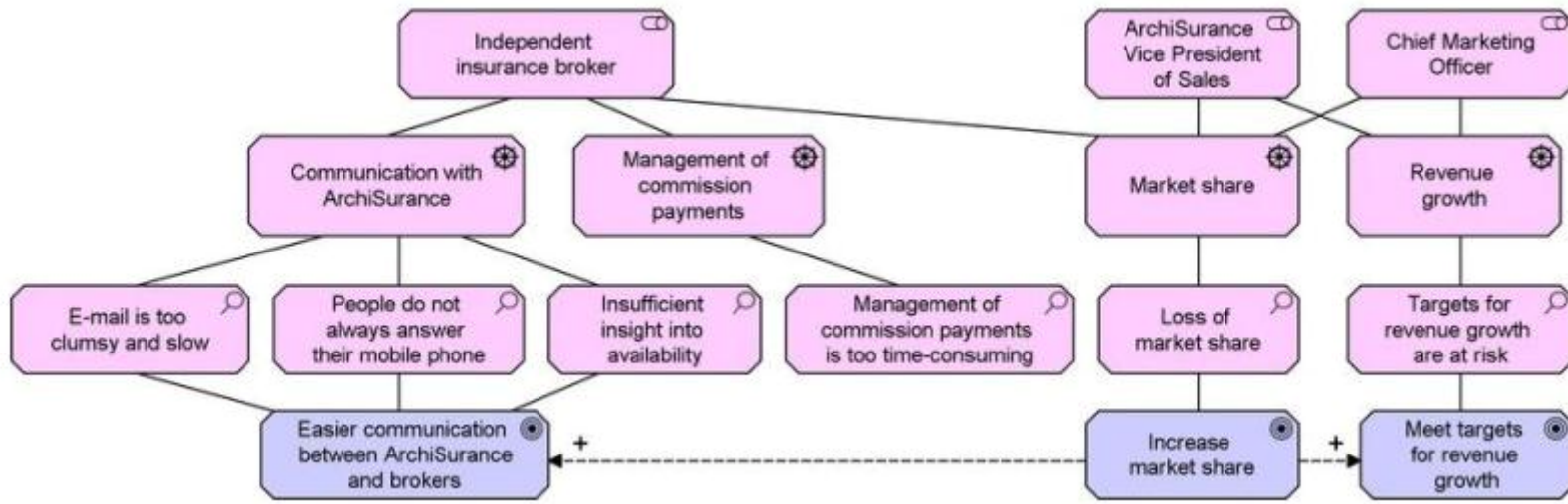
B- Option B

C- Option C

D- Option D

Answer:

A

Question 2

Question Type: MultipleChoice

Scenario

Please read this scenario prior to answering the question

ArchiSurance has a partnership with ArchiBank in which the two companies market each other's consumer offerings to their own customers. Each quarter, the chief marketing officers (CMOs) of the two companies work together to plan the next quarter's promotions. First, they review each other's business objectives related to the partnership. Then, they formulate the co-operative marketing plan. The CMOs determine which offerings they will promote, the characteristics of the target customers, and the timing of each promotion. They assemble their findings into a co-operative marketing plan that Is reviewed separately by the chief financial officer (CFO) of each organization. If either of the CFOs finds a problem, the CMOs must quickly work together to formulate another version of the plan. The review and reformulation process continues until both CFOs have approved a version of the plan. Then, the CMOs share the plans with their respective operations teams. Each organization's operations team configures the bank's systems to execute the joint promotions.

The cooperative marketing process is enabled by CRM software delivered as a service (SaaS). The two organizations each use separate logical instances of a multi-tenant customer relationship management (CRM) application hosted by a service provider. Each company's CRM instance is a dedicated function of the same CRM application component. The dedicated functions also share the same multi-tenant database. The component's data access layer is designed with safeguards to keep each company's data separate unless it

is intentionally shared.

Each CRM instance has targeting, exchange and outreach sub-functions. The targeting sub-functions select customers based on criteria developed by the CMOs and configured by the operations teams. The exchange sub-functions share the selected customer profiles with each other, and the outreach sub-functions generate promotional email. In this way, each company's CRM system generates a list of target customers that the other company's CRM system uses to send promotional email.

The multi-tenant CRM application component is hosted on a large virtual server complex that is connected via a site network to a physical storage array and a commercial wide-area network (WAN) used by both companies. Both companies access their CRM systems via PCs connected to Local Area Networks (LANs) that are in turn connected to the shared commercial WAN.
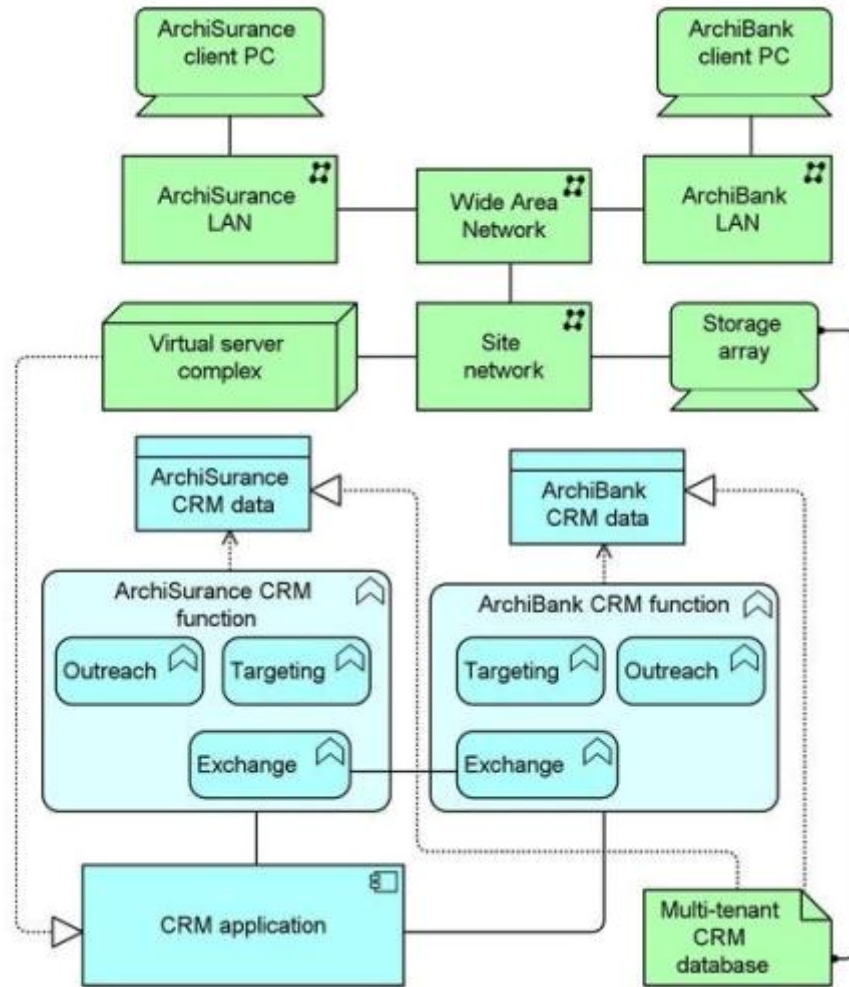
Refer to the Scenario

The new head of IT has asked you to describe how the CRM application supports the partnership, including the CRM application itself, the various application functions and the data flows between them, and the hosting and networking that supports the CRM application.
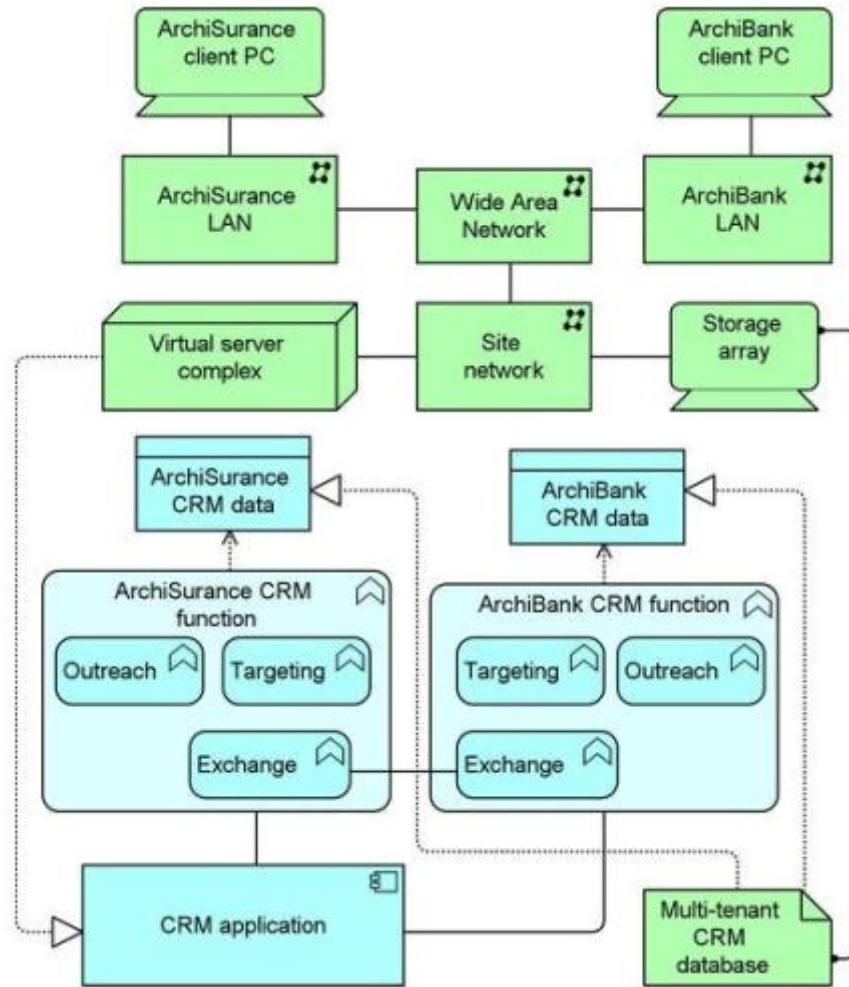
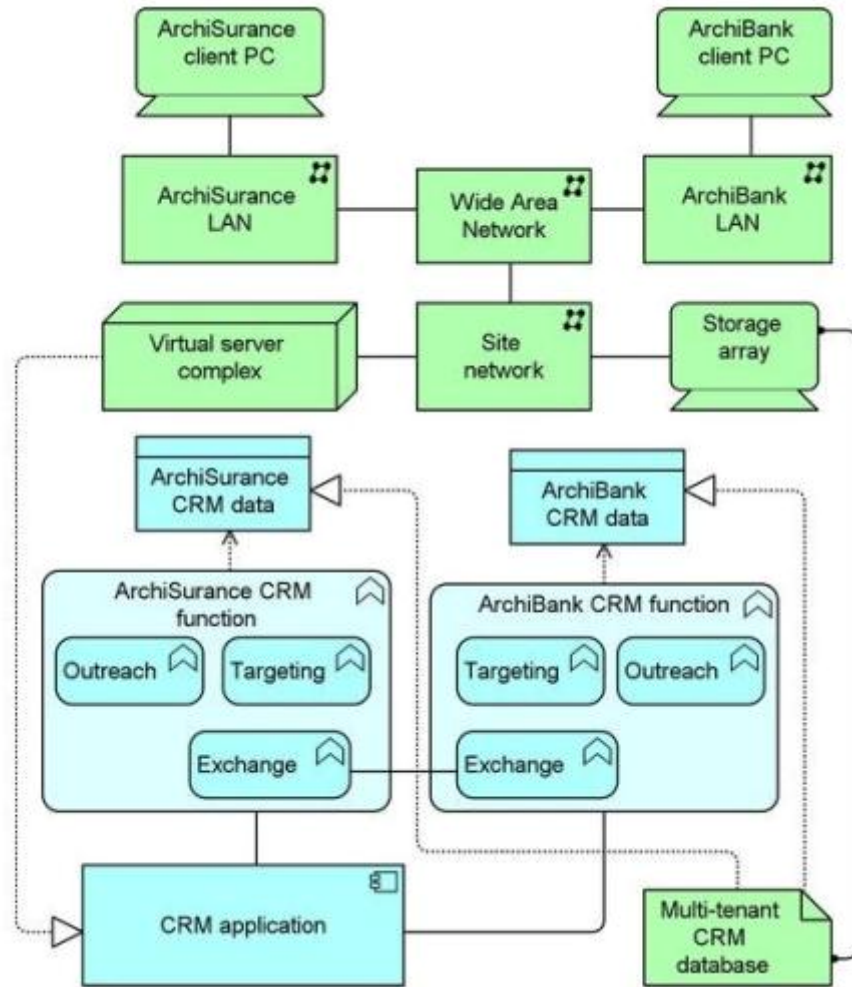Which answer provides the best description?
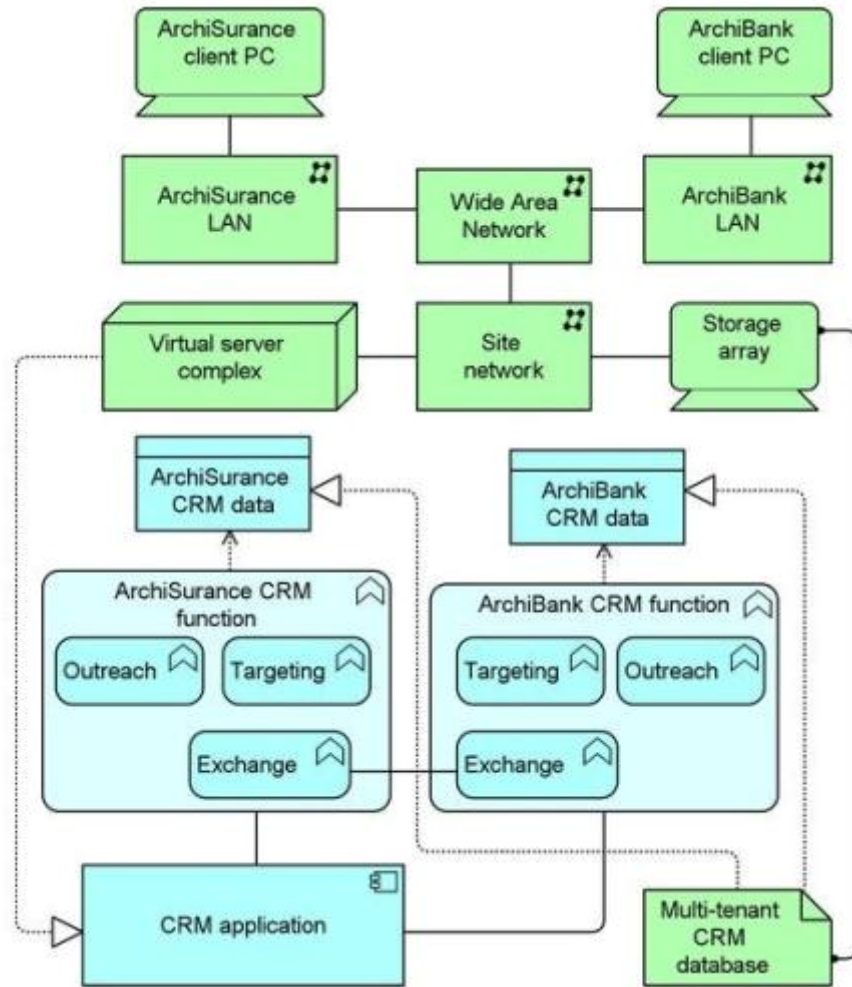
Options:
A- Option A

B- Option B

C- Option C

D- Option D

Answer:

C

Question 3

Scenario

Please read this scenario prior to answering the question

ArchiSurance has entered into a legal agreement to acquire ArchiSpecialty, a specialty insurer that has several lines of business, including insuring organizations that conduct high-stakes contests. Prior to entering into this agreement ArchiSurance staff carefully examined the ArchiSpecialty Enterprise Architecture to develop an integration plan with four successive phases. Each phase of the plan provides a stable foundation for ArchiSurance to conduct its newly expanded business while making significant progress toward the targeted integration of ArchiSpecialty operations. The first phase of the plan, Common Ownership, will begin on the acquisition date specified in the legal agreement. The second through fourth phases will begin after their predecessors are complete.

During the Common Ownership phase, the two companies' websites will be linked to each other and their Interactive voice response (IVR) system menus will be integrated. During the second phase, known as Integrated Organizations, the corresponding ArchiSurance and ArchiSpecialty departments will be combined and all financial processing will be migrated to the original ArchiSurance systems. In the third Phase, known as Integrated Customer Operations, ArchiSpecialty customer relationship management (CRM) data will be migrated to the corresponding ArchiSurance applications. In the fourth and final phase, known as Integrated Operations, the ArchiSpecialty claims data will be migrated to the corresponding ArchiSurance applications. However, the ArchiSpecialty underwriting solution for high-stakes contests will be retained due to its unique capabilities.

The underwriting solution for high-stakes contests assists underwriters in creating a policy to insure against the possibility of a contestant winning an improbable but expensive award, such as $1 million US for hitting a hole-in-one on a golf course, or a luxury world cruise for a winning spin of a roulette wheel. In return for a single premium payment, the insurer agrees to pay the award if a contestant earns it fairly. When an underwriter receives a request for an insurance quote, either from a promotions company that is planning the contest or from a company with its own promotions department, he uses the Contest Modeler application to precisely describe the planned contest and the coverage requested, and to store the contest model in a machine-readable format. Then, the underwriter uses the Contest Query application, which reads the contest model and queries a collection of audited contest results to find records of similar contests. Then, the underwriter uses the Contest Estimator application to estimate the premium for the coverage request, and also to produce a report with a recommended set of conditions to provide with the quote. After consulting the report, the underwriter uses the Quoting Tool application to prepare a quote for the customer. Then, the underwriter sends the quote to the customer via secure email. If the customer accepts the quote, the underwriter uses the Contract Generator to prepare t contract for the customer, which he also sends via secure email. In the contract, the customer agrees to employ a contest auditor who will report the audited results of the contest regardless of whether prizes are awarded. The underwriter uses the Contest Tracker application to add these reports to the collection of audited contest results. Note that all reports are delivered in a standard markup language that can be read by other software programs and either processed in the background or rendered visually.
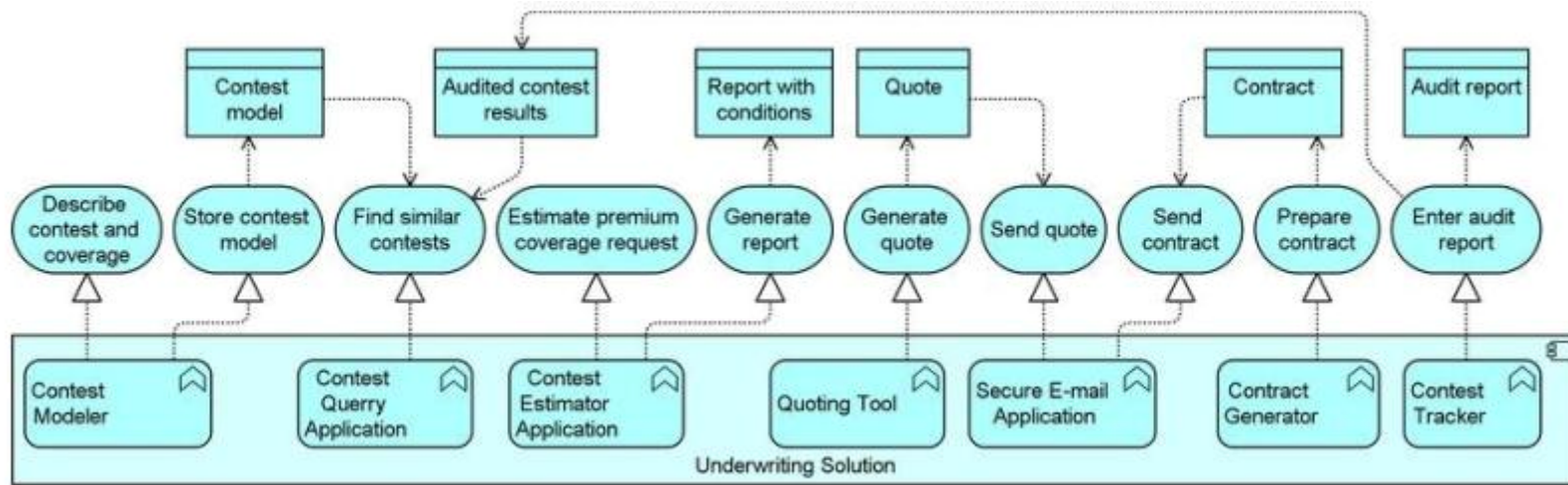
Refer to the Scenario

The ArchiSurance chief information officer has asked you to explain the unique suite of applications that ArchiSpecialty uses to underwrite high-stakes contest insurance. You must model these applications, the services they provide and the data they access.
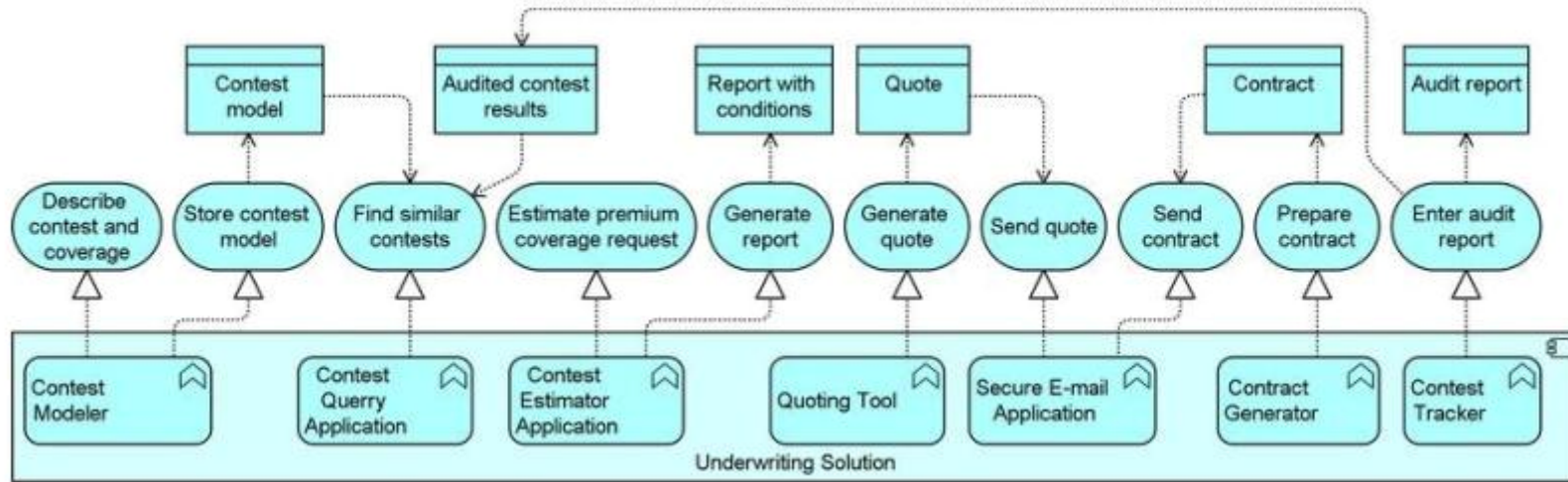
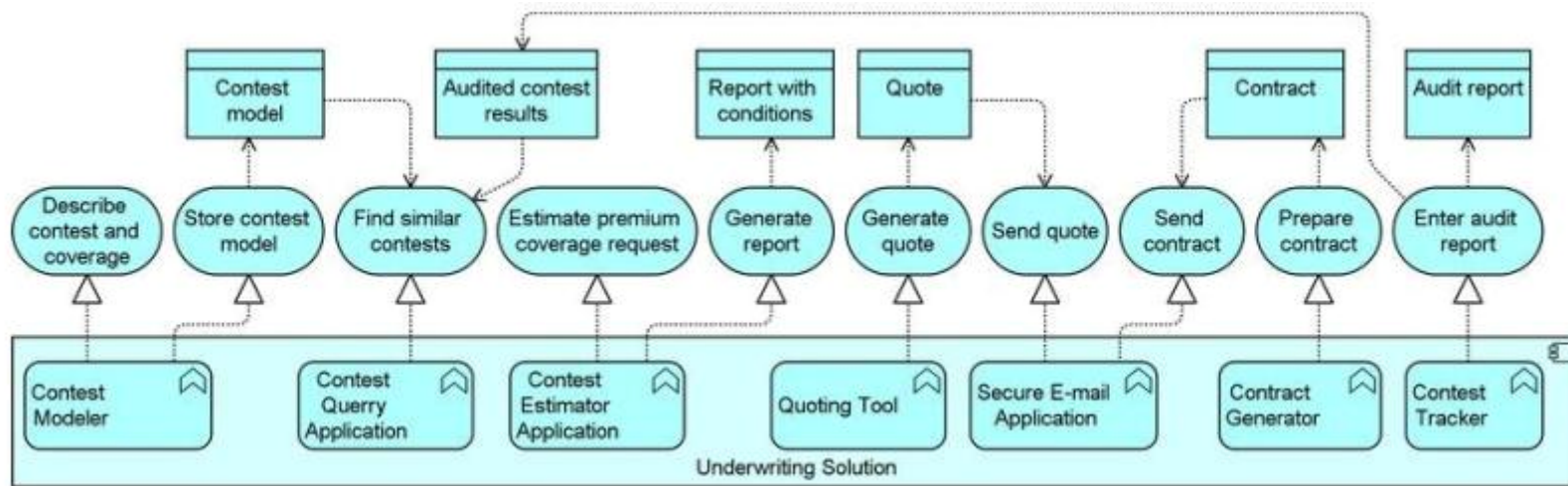Which answer provides the best explanation?

Options:
A- Option A

B- Option B

C- Option C

Answer:

C

Question 4

Scenario

Please read this scenario prior to answering the question

The ArchiSurance enterprise document management infrastructure provides critical support for myriad types of documents and document-based transactions, many of which are executed in high volume each day. At the core of the infrastructure is the document management systems software, which has three major modules: a document engine that stores, retrieves and performs a variety of operations on documents, a workflow engine that hosts document management applications, and an application engine, which hosts the most sophisticated applications. The application engine invokes the document and workflow engines as necessary when hosting application components that require their services.

The claim management application component is critical to ArchiSurance business operations. It is hosted by the application engine, and launches whenever an individual files a new claim. The claim management component requires different documents to demonstrate proof of loss depending on the type of claim filed, the type of insurance that is in force, and various other circumstances. When the correct documents are filed and verified by an intake operator, proof of loss is complete, and the claim management component assigns the claim to a claim analyst by reading and updating analyst status data and applying business rules stored as data.

Due to its business-critical nature, the document management solution is hosted redundantly at two geographically separate data center sites known as Site A and Site B. Both sites provide identical infrastructure. Each site contains a highly available data center network (DCN) that is connected to the highly available ArchiSurance wide area network (WAN). Each claim management server is connected to its site DCN, and each DCN is a converged network that connects both servers and storage arrays, including a physical storage array dedicated to the claim management application. Each site contains four high-powered separate physical servers rules stored as data.

Due to its business-critical nature, the document management solution is hosted redundantly at two geographically separate data center sites known as Site A and Site B. Both sites provide identical infrastructure. Each site contains a highly available data center network (DCN) that is connected to the highly available ArchiSurance wide area network (WAN). Each claim management server is connected to its site DCN, and each DCN is a converged network that connects both servers and storage arrays, including a physical storage array dedicated to the claim management application. Each site contains four high-powered separate physical servers dedicated to the claim management application. At any one time, one server is on standby while the other three servers are, respectively, hosting the document, workflow and application engines. Each active server provides a monitoring service that is In constant two-way

communication with the monitoring service on the standby server. If a server fails, the surviving monitoring services perform a failover sequence to assume failed server's workload if it was active. The surviving monitoring services also alert the operations team on duty.

Refer to the Scenario

A new IT manager has asked you to model the infrastructure hardware and networks that supports document management, including the data center sites, servers, storage, and networks as well as the services necessary for automated failover within a server cluster. Since the two data centers provide identical document management infrastructure, for Site B it is only necessary to show the associated networking.
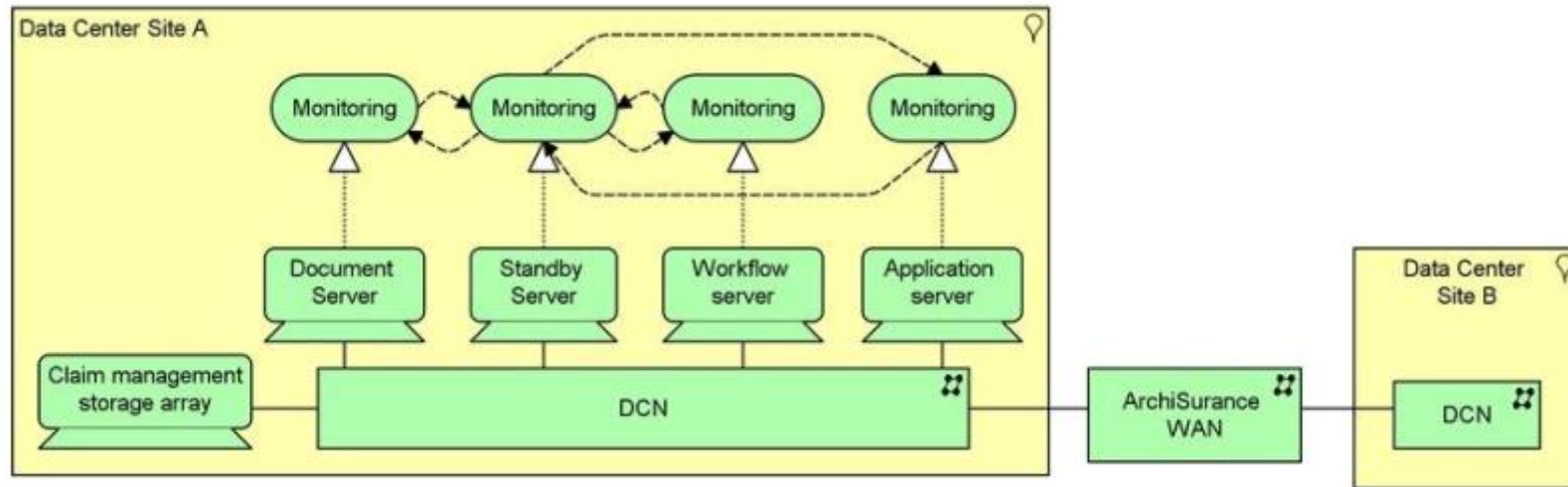
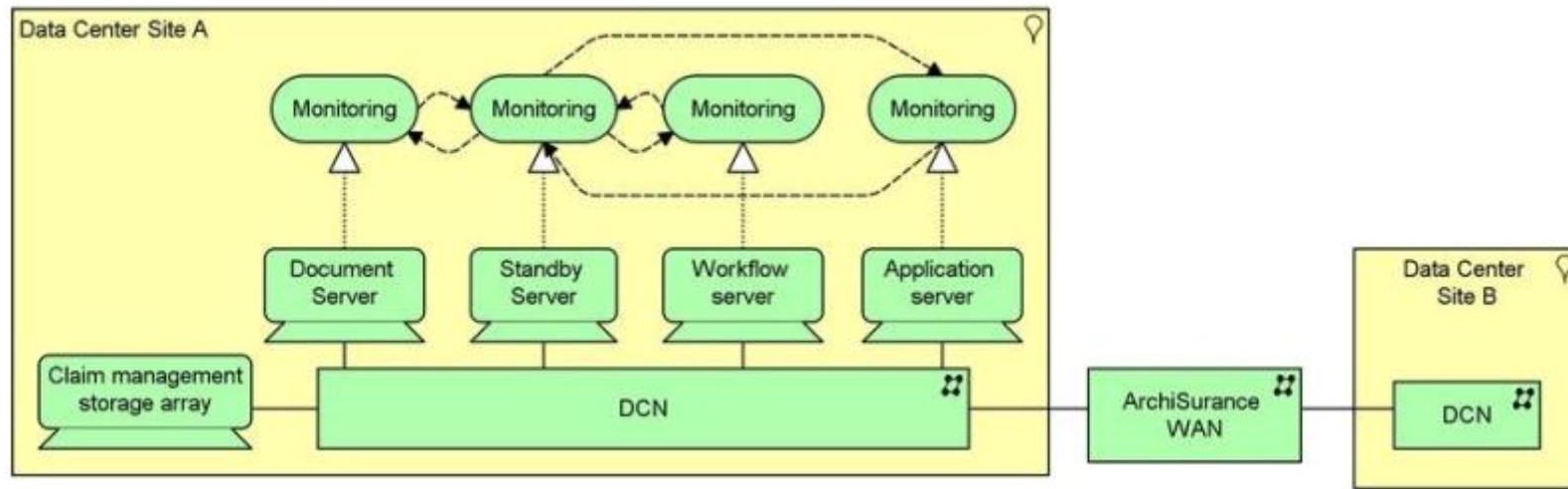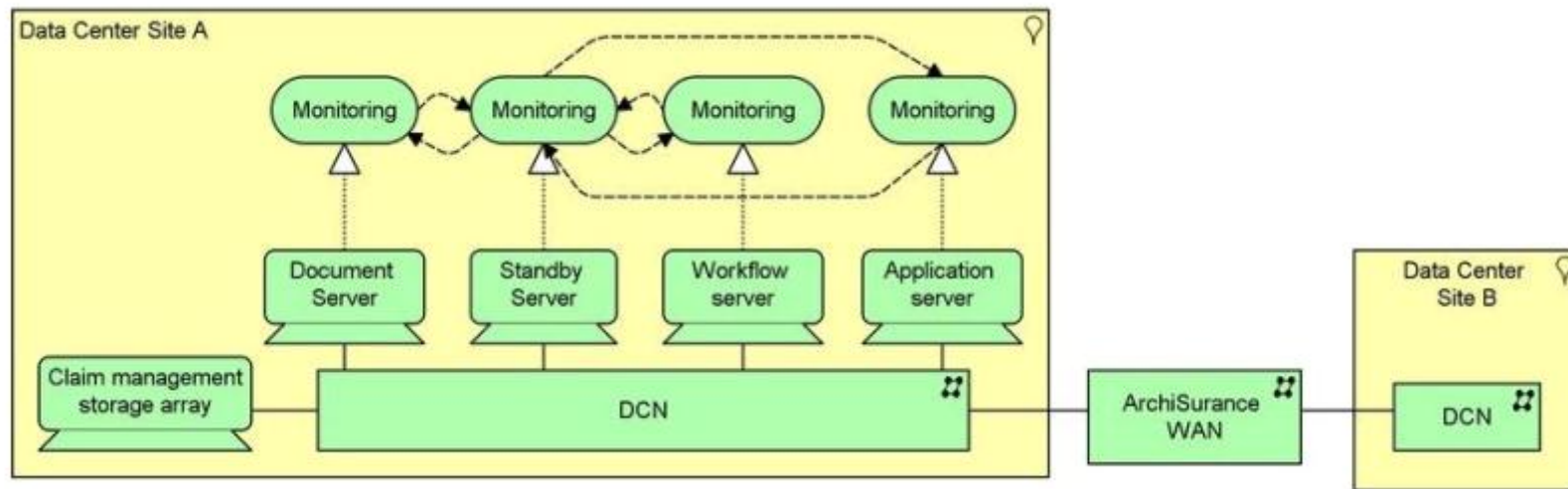Which is the best answer?

Options:

A- Option A
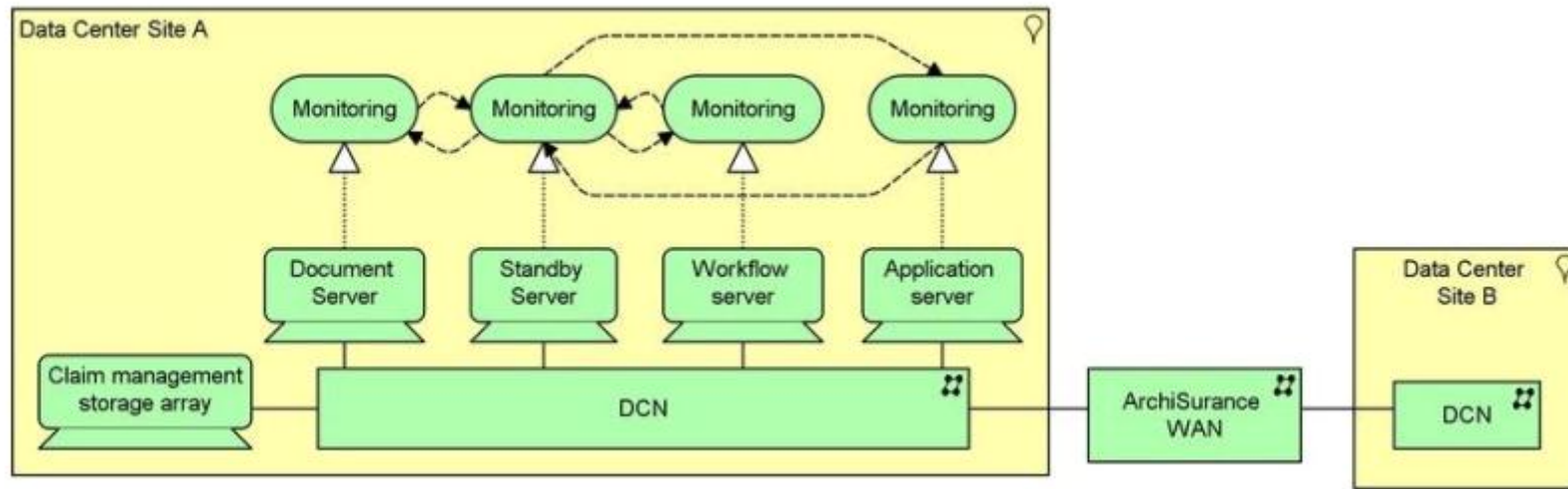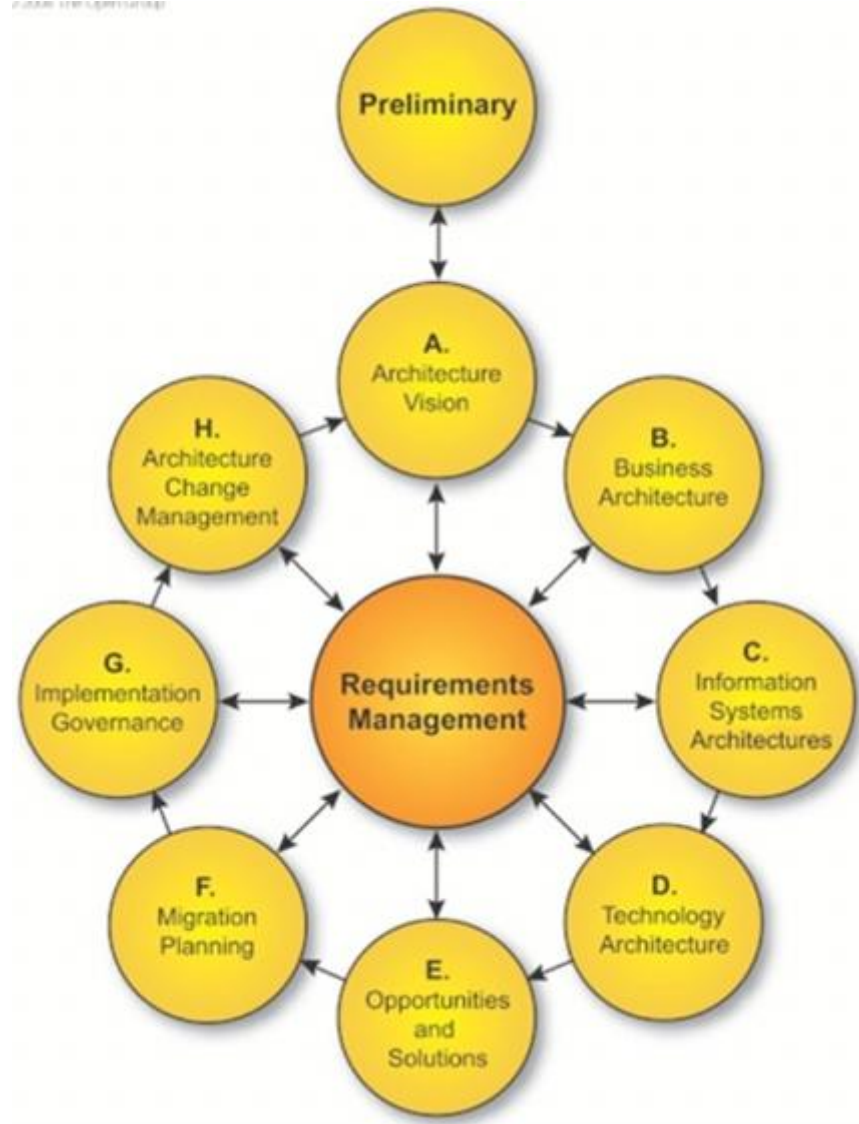
B- Option B

C- Option C

D- Option D

Question 5

Question Type: MultipleChoice

Which of the following phases of the TOGAF ADM correspond most closely to the ArchiMate Implementation and Migration Extension?

A- Preliminary, Architecture Vision, Requirements Management

B- Opportunities and Solutions, Migration Planning, Implementation Governance

C- Architecture Change Management

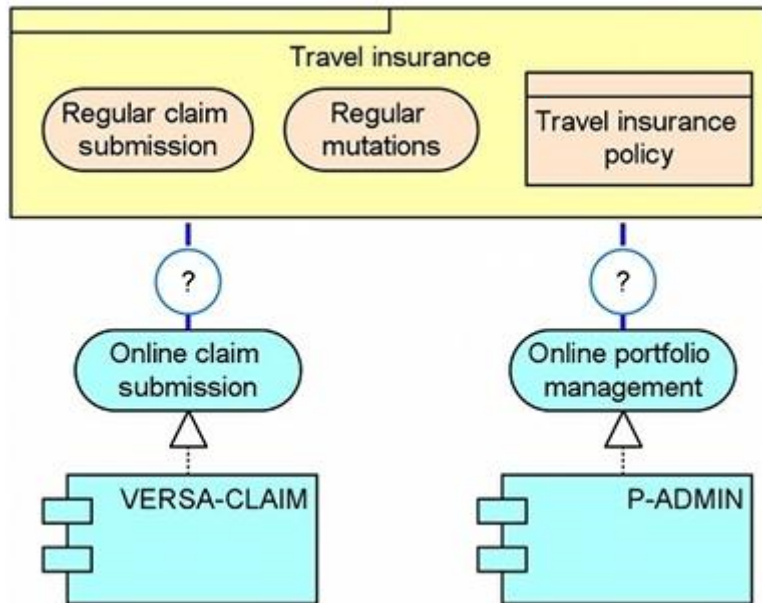**D-** Business Architecture, Information Systems, architectures, Technology Architectures

Answer:

B

Question 6

Question Type: **MultipleChoice**

A travel insurance product offers a combination of non-automated and automated services to customers, as shown in the following diagram.

Which of the following is the correct relationship to be used between the product and the application services?

Options:

A- Product aggregates Application Services

B- Application Services aggregate Product

C- Product realizes Application Services

D- Application Services realize Product

Answer:

A

Question 7

Question Type: MultipleChoice

In ArchiMate viewpoint classification, which of the following lists the three types of architecture that support the purpose dimension?

Options:

A- Modeling, Analyzing, Communicating

B- Modeling, Deciding, Analyzing

C- Creating, Deciding, Communicating
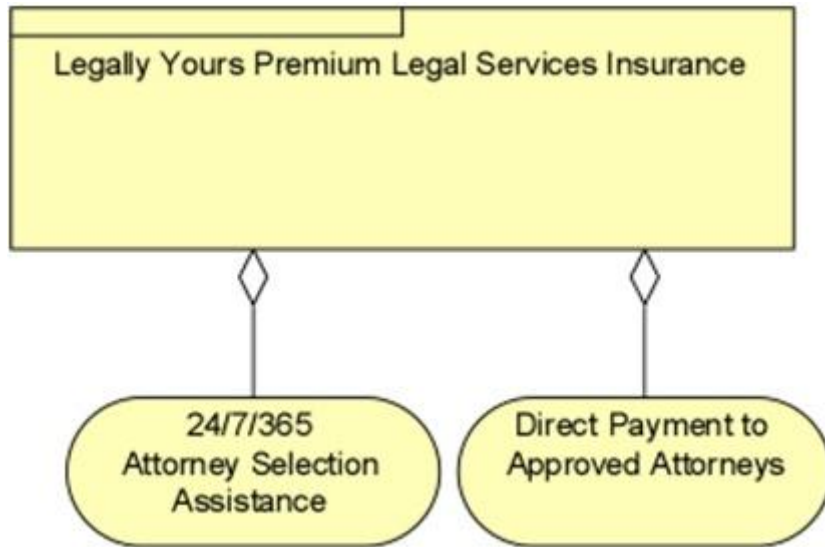
D- Designing, Deciding, Informing

Answer:

D

Question 8

The Legally Yours division of ArchiSurance has introduced a new product described in the following diagram:

Based on the diagram, what can we tell about the Legally Yours Premium Legal Services Insurance product?

Options:

A- It is delivered by two separate departments

B- It has two separate structural components

C- It includes two distinct services

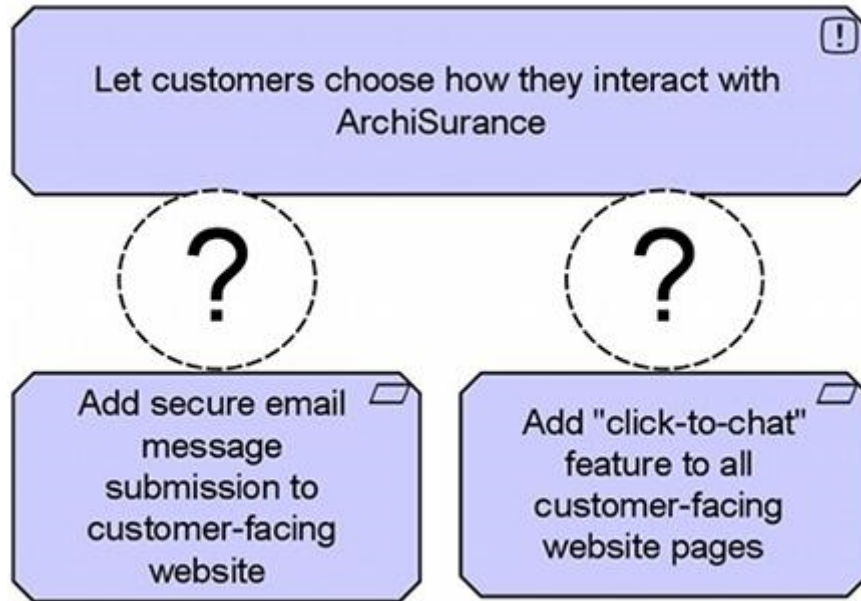**D-** It offers specific services that are not included with any other product

Answer:

C

Question 9

Question Type: **MultipleChoice**

The following diagram uses ArchiMate Motivation Extension concepts. The concepts at the bottom of the diagram fulfill the concept at the top of the diagram.

What is the correct relationship between the bottom concepts and the top concept to show this situation?

Options:

A- access

B- realize

C- specialize

D- aggregate

Question 10

Question Type: **MultipleChoice**

Which two concepts from the generic ArchiNlate metamodel represent the external view on a system?

Options:

A- Services and components

B- Service and interface

C- An active siructure element and interface
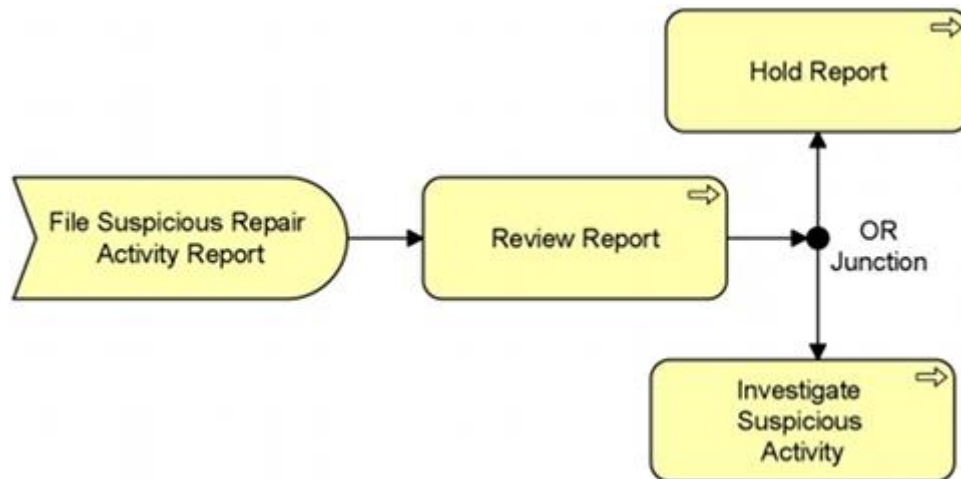
D- A behavior element and interface

Answer:

B

Question 11

The PRO-FIT automobile insurance division of ArchiSurance instructs its employees to watch carefully for claims that may be fraudulent, and to file a Suspicious Activity Report if they suspect fraud. Consider the following diagram that describes how PRO-FIT reacts when its employees suspect fraud:

Which of the following statements is expressed by the diagram?

Options:

A- Investigations of suspicious activity can be triggered by report reviews

B- Suspicious Repair Activity Reports are reviewed before they are filed

C- Suspicious Repair Activity Report Filed is the process that always occurs first

D- The same people file reports and review them

Answer:

A