

## The Open Group Certification for People

# ArchiMate® 3 Part 2 Practice Test

Version 1.02  
May 2017



This Practice Test is representative of the content covered in the ArchiMate 3 Part 2 Examination. It includes question formats found in the actual examination. It also includes questions of varying difficulty. A candidate's performance on this Practice Test does not guarantee similar performance on the actual examination.

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## **The Open Group Certification for People: ArchiMate® 3 Part 2 Practice Test**

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Updated 27 April 2017 to correct the answer grid to question 7.  
Updated 9 May 2017 to correct answer C to question 4.

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## 1. Instructions

This Practice Test is an open book test. The permitted reference text is the ArchiMate 3.0 Specification.

You should spend no more than 90 minutes on this test.

### Open Book Examinations



This Practice Test is representative of the content covered in the ArchiMate 3 Part 2 Examination and is designed as an open book test. You should refer to the ArchiMate 3.0 Specification while taking this test.

Please note that, when taking the official examination, a PDF version of the ArchiMate 3.0 Specification is provided built into the test and available on the REFERENCE button.

## 2. Examination

This test consists of eight gradient-scored, multiple-choice, single-response questions. In order to answer each question you will need to read the related scenario fully. On the basis of the information provided in the scenario, and the guidance in the ArchiMate 3.0 Specification, you will have to determine which one of the four possible answers is the best answer.

There is a maximum of five (5) points per question.

The CORRECT answer scores five (5) points.

The SECOND BEST answer scores three (3) points.

The THIRD BEST answer scores one (1) point.

The DISTRACTER (the incorrect answer) scores zero (0) points.

**In order to pass this test, you must achieve a total of 28 points<sup>1</sup> or more out of a maximum of 40 points (70%).**



### Practice Tip

An alternative technique when using these questions for practice purposes is to place the four answers in order of correctness from best answer to worst answer.

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<sup>1</sup> Note that this pass mark may differ from the live ArchiMate 3 Part 2 Examination. Consult The Open Group certification website for the latest information on examination pass marks.

## 2.1 Question 1

### Scenario

The top executives of ArchiSurance met recently to agree on a new strategy to address concerns about the performance of the business, including revenues, profit margins, and market share. After several years of strong revenue growth and stable profit margins, the year-over-year revenue growth figures are flat. Profits declined year-over-year due to an unexpectedly high volume of travel and auto accident claims.

The CEO is willing to raise premiums, but is concerned that such actions could cause customers to switch to newer, lower-cost insurers whose business operations are mainly performed online. In fact, the Chief Marketing Officer presented evidence that younger customers are moving from ArchiSurance to these lower-cost insurers, preferring not only the lower rates, but also the fact that they can transact most business from their mobile devices.

Each of the executives at the meeting proposed a new set of goals and accompanying measures to the board. The ArchiSurance Chief Information Officer (CIO) presented a plan to increase revenue by integrating the application landscape, while the modernization of client applications should help increase the market share. To accomplish these goals, he proposed a single far-reaching effort called the Mobile Consumer Application Development + Enterprise Integration Program. This program would require additional app-based software development capabilities.

However, the Chief Financial Officer (CFO) did not support the plan. She expressed concerns that the rising costs of additional technology initiatives would further impact the company's profit margins without any guarantee of increased revenue. Instead, she proposed a Business Reconfiguration Program to change the mix of business services supporting a more profitable business model. This program includes a suspension of development of new IT capabilities in order to control costs. The meeting ended with agreement to involve a larger group of managers in studying the two alternatives.

### Question

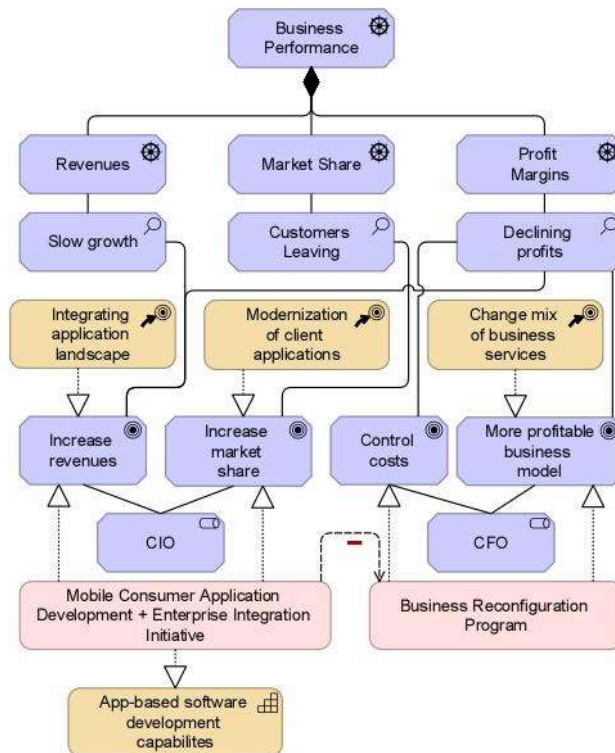
*Refer to the Scenario.*

As a consultant supporting the study group considering new strategic initiatives for ArchiSurance, you have been asked to model both alternatives in order to brief the managers who were not at the meeting. The model must show the CIO and CFO's conflicting plans and goals along with the proposed courses of action, capabilities, drivers, and assessments.

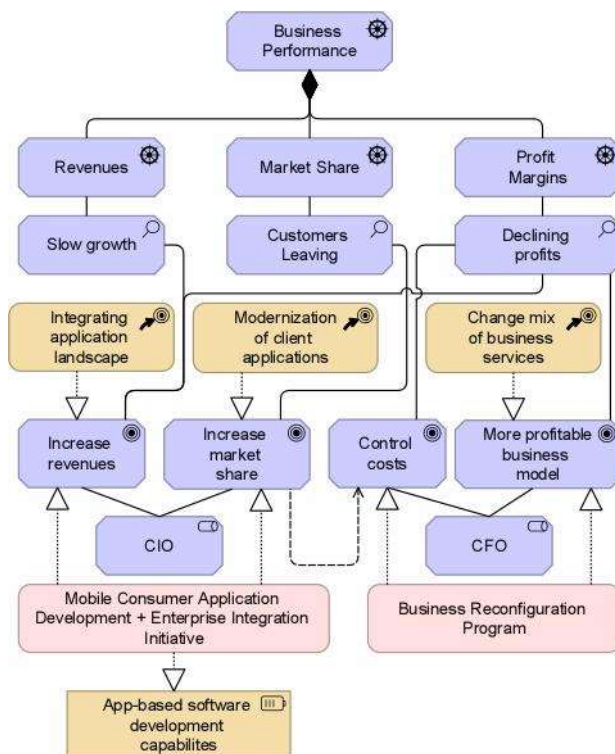
Which of the four answers best illustrates this situation?

## Answers

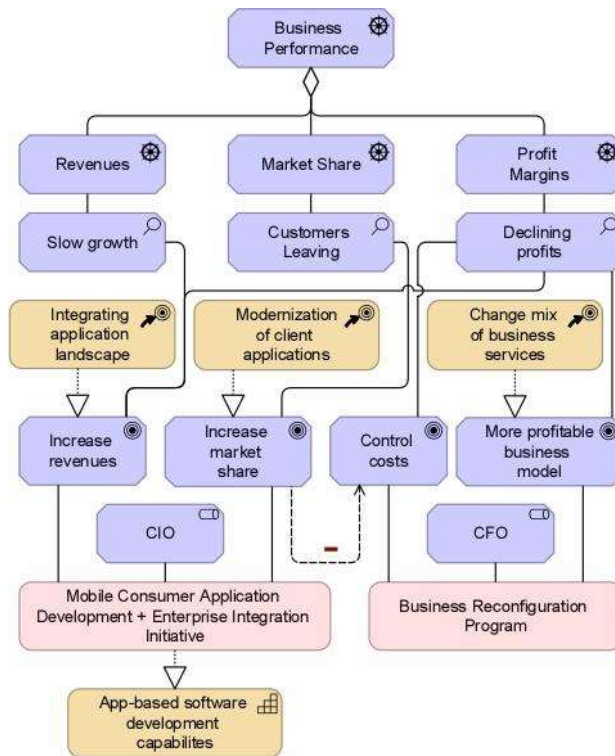
A.



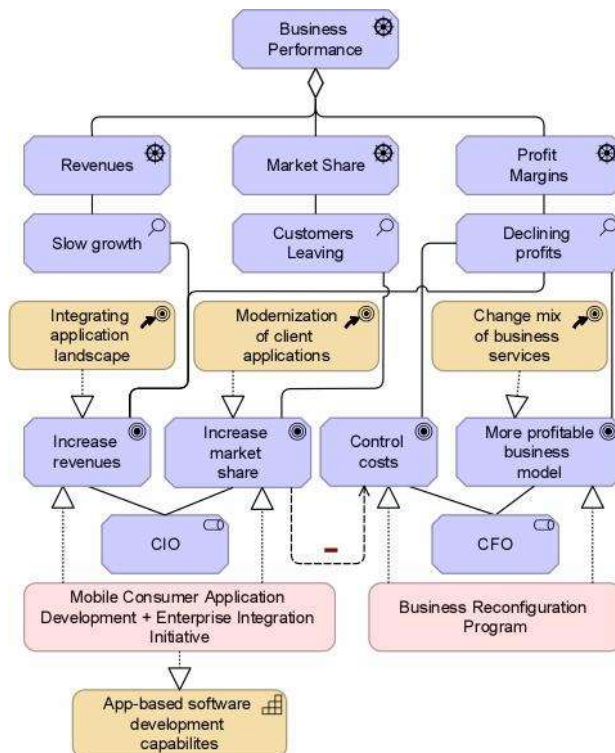
B.



C.



D.





## 2.2 Question 2

### Scenario

In order to address wide swings in workload for some of its key business applications along with a new set of stringent requirements for application availability, the ArchiSurance Infrastructure Engineering group is designing a hybrid cloud infrastructure. The infrastructure architecture specifies two virtual server pools at each of three regional data center sites plus two additional virtual server pools at different commercial data center sites. The virtual server pools are system software environments dedicated to different computing functions. The two commercial data centers host high-volume Online Transaction Processing (OLTP) pools, while ArchiSurance data centers host pools for JEE Applications, Enterprise Integration, and Business Intelligence. Each type of pool is duplicated in two of the three regional data centers.

Each server pool is connected to a site network, and each site network is connected to a redundant wide-area network. Each network is designed with redundant connections and switching devices, so that a single hardware or software failure cannot affect the connectivity of the network as a whole.

In addition, virtual servers can be provisioned, monitored, and maintained through Resource Management services, which have both a web interface for system administrators and an Application Program Interface (API) for tools that these administrators write to automate their work.

### Question

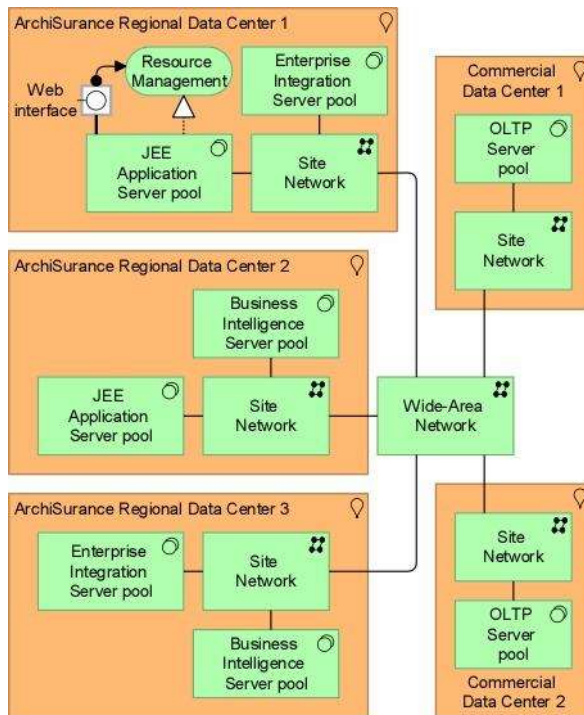
*Refer to the Scenario.*

You have been asked to present the new infrastructure design to the ArchiSurance Chief Information Officer (CIO). Which of the following answers best represents, as described in the scenario, the various hosting locations, the virtual server pools, the networks, and, for one of the virtual server pools for JEE applications, the Resource Management service and its web interface?

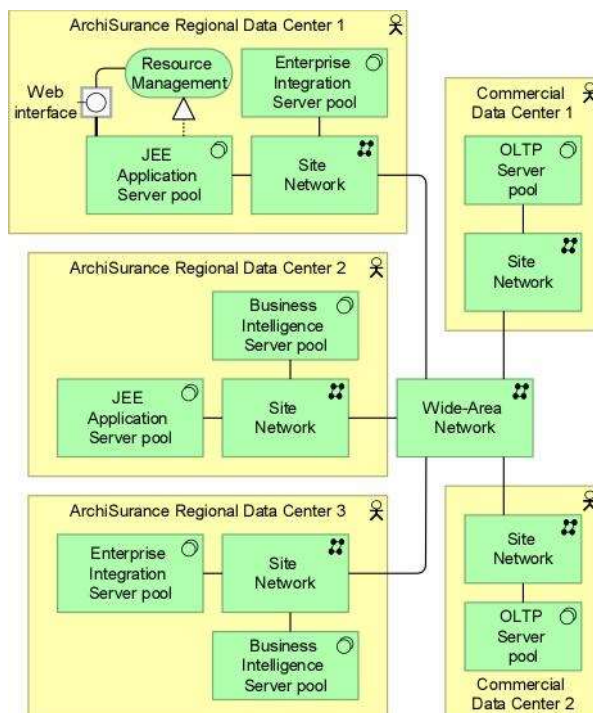
[Note that is not necessary to show redundant network features.]

## Answers

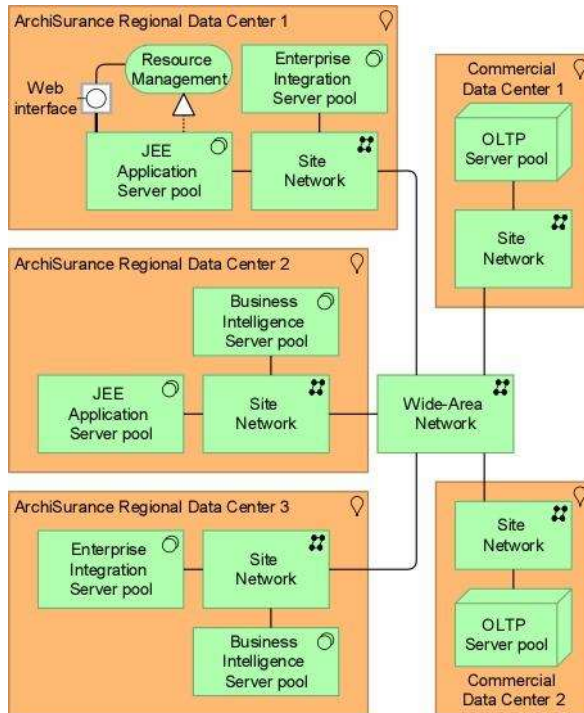
A.



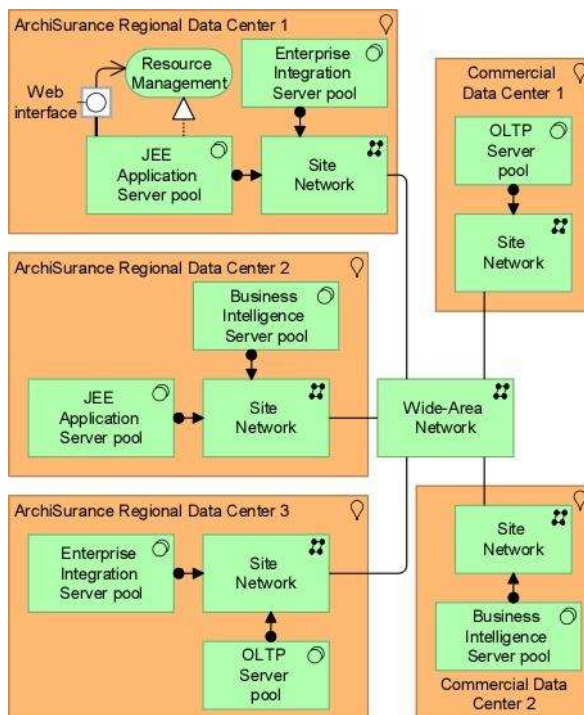
B.



C.



D.



## 2.3 Question 3

### Scenario

ArchiSurance sells insurance to tour operators organizing package tours. The tour operators partner with ArchiSurance to protect their customers against trip cancellation and interruption, medical and evacuation expenses, and baggage loss and theft. Since a single incident can affect many or all of the travelers on a particular tour, ArchiSurance must take special precautions to protect against large losses. Only employees qualified as senior underwriters are allowed to underwrite this type of business.

The first step in the underwriting process is pre-qualification. This pre-qualification process involves retrieving and analyzing historical information about the tour operator, the transportation and lodging providers involved in the tour, and the tour destinations themselves. The senior underwriter retrieves this information from internal ArchiSurance records. The other channel for retrieving information is via a commercial travel industry risk service. Depending on the results of the pre-qualification step, the underwriting process then either commences the business acquisition step or declines the business.

The business acquisition step is regulated by the state law and must be executed within 21 days. The senior underwriter prepares a quote for the tour operator, often with several options involving different coverage at different premium levels. The next step is negotiation: the senior underwriter collaborates with the ArchiSurance account executive and the tour operator's broker to finalize the terms of coverage. When negotiations are not successful, or if the broker and tour operator choose another insurer, then the process is over and the case is closed. When negotiations are successful, the next step is final underwriting: the senior underwriter collaborates with an actuary to finalize the terms of coverage and determine whether ArchiSurance must transfer some of the risk to a reinsurer. The underwriting step produces a risk profile. When reinsurance is necessary, an additional step is required to obtain reinsurance. Based on the risk profile produced in the underwriting step, a reinsurance specialist collaborates very closely with a reinsurance broker to obtain sufficient coverage.

The final step in the underwriting process is always policy issuance. The senior underwriter must produce the final version of the package tour insurance policy using the latest contractual document received by the ArchiSurance Legal Department.

The CIO office sponsors the Enterprise Architecture practice at ArchiSurance. One of its architecture principles is "Working with reliable information". The architecture principles are stored in a central repository along with all company records. The record storage process includes a verification step to ensure the principle is adhered to. When underwriting an insurance policy the company has a requirement that only validated information is used for decision-making.

### Question

*Refer to the Scenario.*

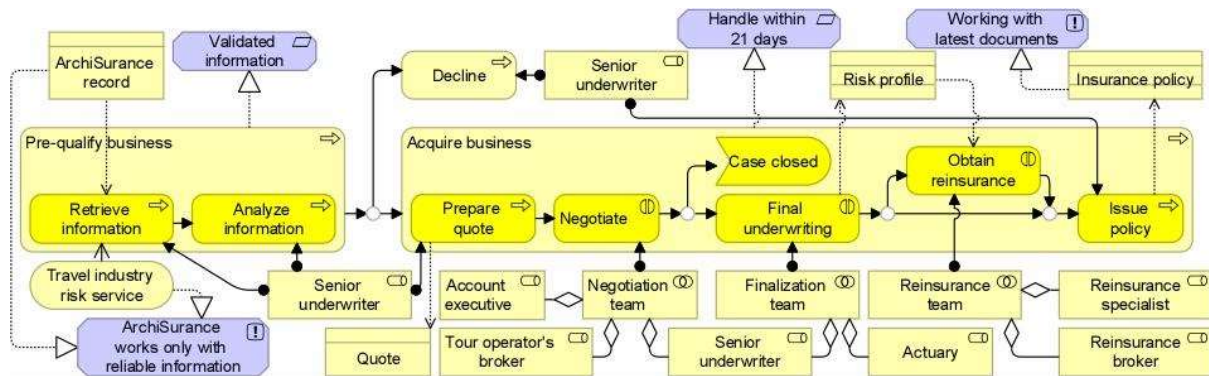
You have been asked to model the business process for underwriting package tours in order to help ArchiSurance determine how it could be better supported by information systems. You need to model the major underwriting steps as related processes with alternative flows. You also need to relate the steps to the principles and requirement put in place by the CIO office. The steps of these processes are carried out by business roles that should also be included in the model. In addition, you need to show how those roles work together to perform interactions that accomplish certain process steps.

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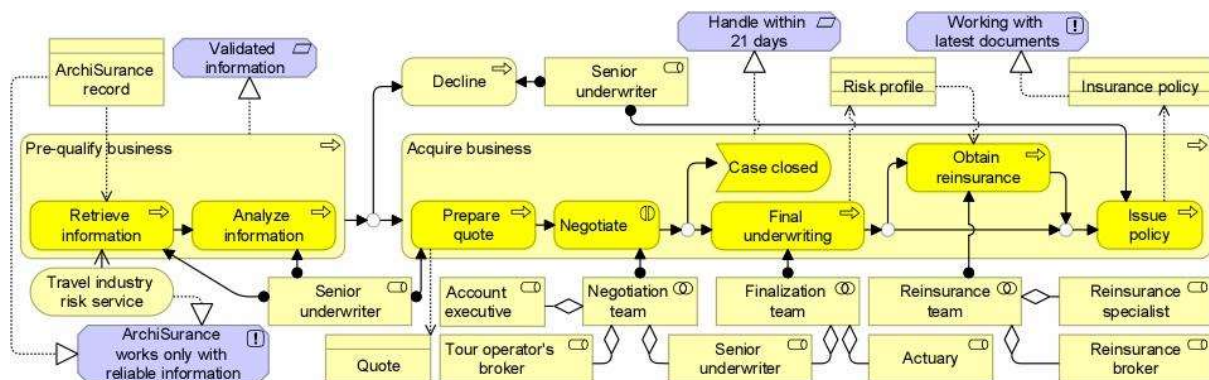
Which of the following answers best represents the underwriting process?

## Answers

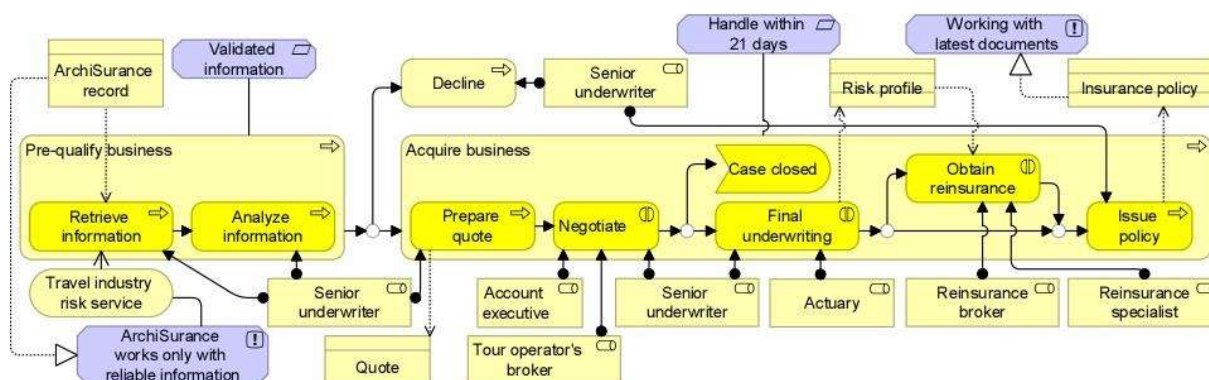
A.



B.

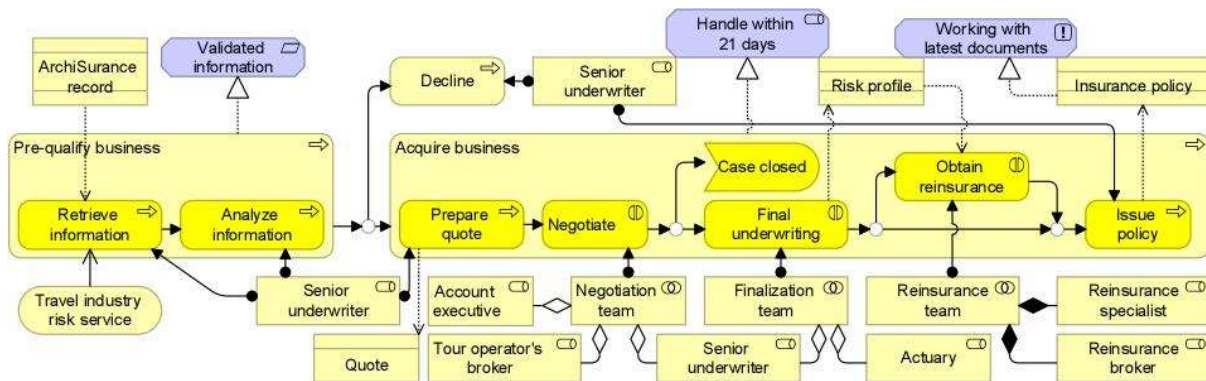


C.





D.



## 2.4 Question 4

### Scenario

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. This process needs to be done in a structured and regulated way.

In order to be able to configure the bank's systems separately, both organizations have agreed to embark upon a small development program they have called Consumer Offering 2.0. This program is composed of two separate projects where the configurations are developed, with the clear separation of projects ensuring that changes occur as required in a structured and regulated way. The Consumer Offering 2.0 program has a overarching plan to deliver results within one month and is due to start once the two CMOs approve the program.

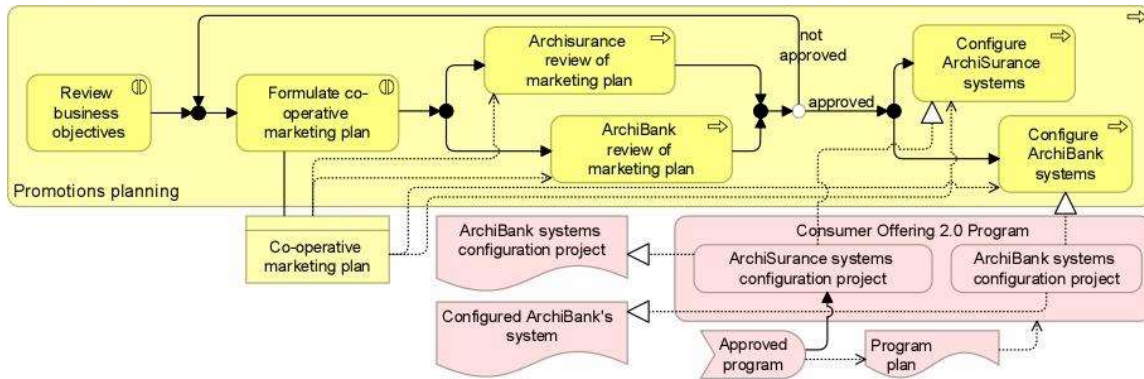
### Question

*Refer to the Scenario.*

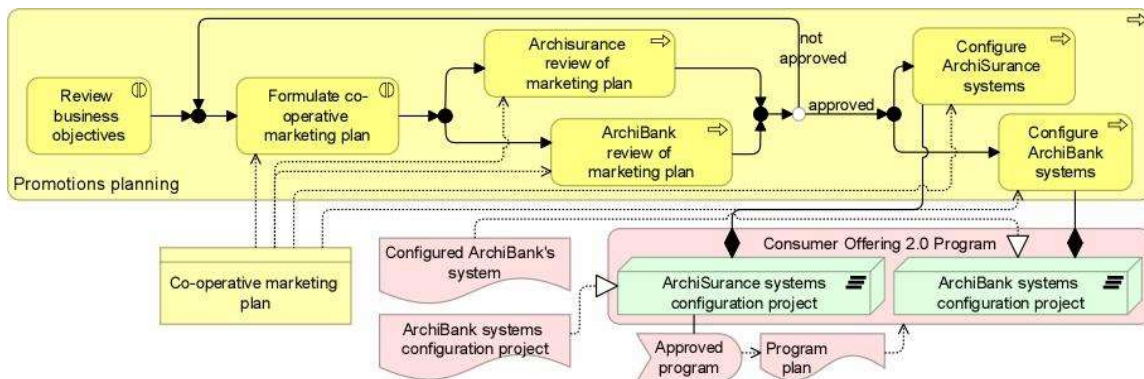
The ArchiSurance Chief Financial Officer (CFO) has asked you to model the core business process, promotions planning of the partnership, including the activities within this core business process. In order to inform the portfolio manager about the upcoming program, he also requested the program and its projects, deliverables, and the implementation events modeled in the Business Architecture.

Which answer best describes this Business Architecture with the systems configuration program?

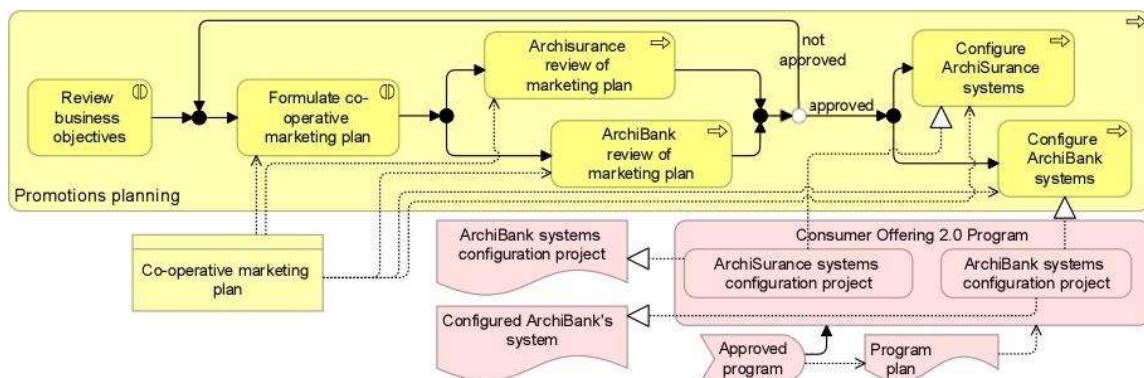
A.



B.

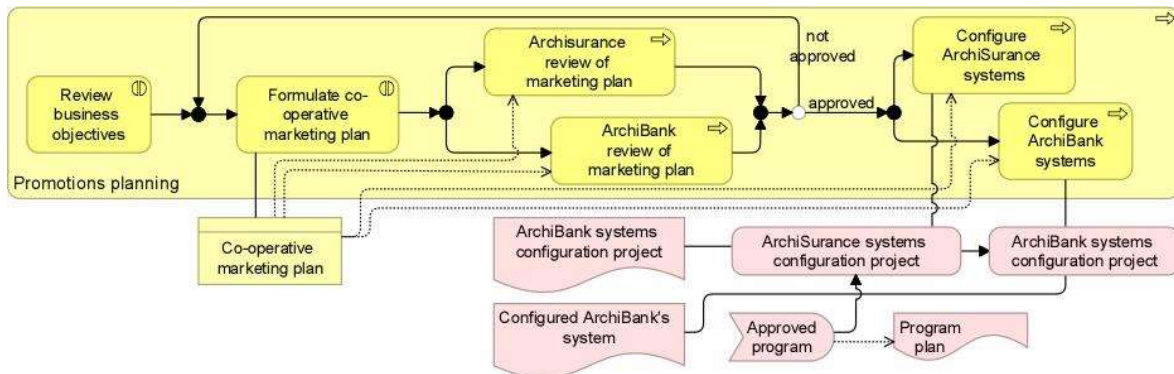


C.





D.



## 2.5 Question 5

### Scenario

In order to drive down costs, increase accuracy of claim settlements, and provide customers with faster service, ArchiSurance management has decided to implement automated online decision-making, known as adjudication, for homeowners' insurance claims. In order to plan the implementation, management commissioned a task force of business and IT experts. The task force identified several gaps that needed to be filled to provide the automated adjudication capability.

First of all, much of the knowledge that claim analysts use to evaluate claims is learned on the job and is not captured in documents. The task force identified this as a vital part of the project, as previous research concluded that ArchiSurance is dealing with a knowledge drain. Second, the current Business Rules Management System (BRMS) product must be updated to the current version in order to take advantage of new functionality and maintain vendor support. Third, a new decision-making application must be written to run within the BRMS. Fourth, the decision-making application must be integrated with the existing claims application.

The task force proposed four projects. Each project would resolve one of the gaps. The task force recommended executing the work packages for capturing the claim analysts' knowledge and upgrading the BRMS at the same time. Then, a new decision-making application could be developed based on the newly captured knowledge, and finally the new decision-making application could be integrated with the existing claims application.

### Question

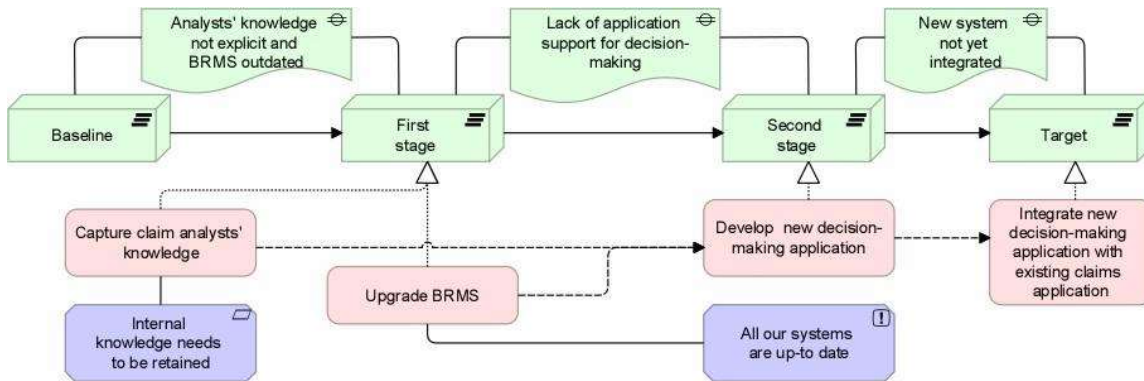
*Refer to the Scenario.*

As a member of the task force asked to plan for online adjudication of homeowners' claims, you have been asked to model the proposal including the transition states, gaps, motivations, and projects necessary to develop the new decision-making application.

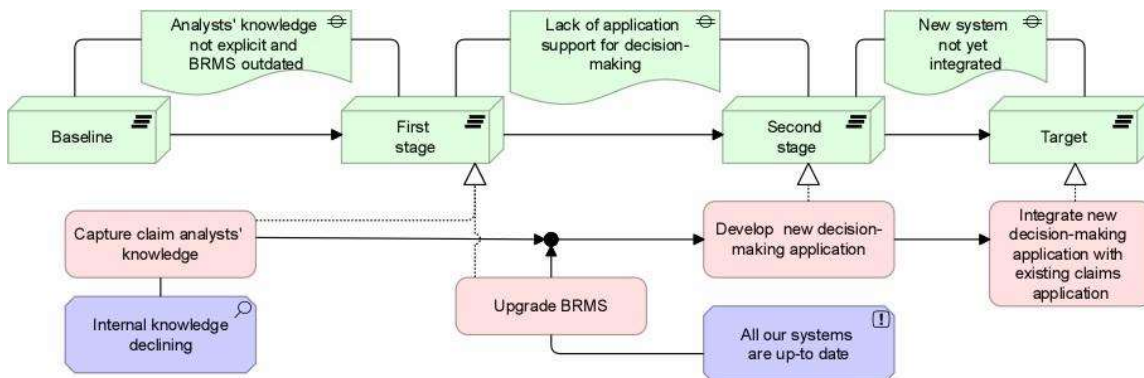
Which answer most completely and accurately describes the proposal?

## Answers

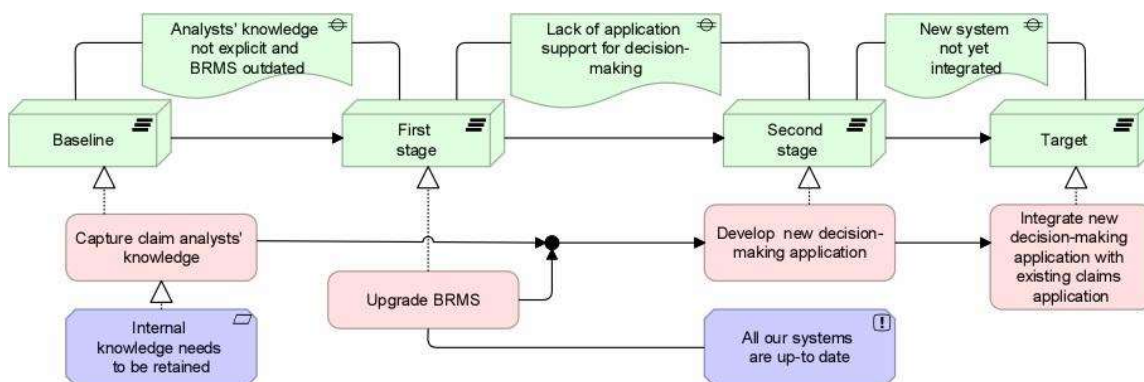
A.



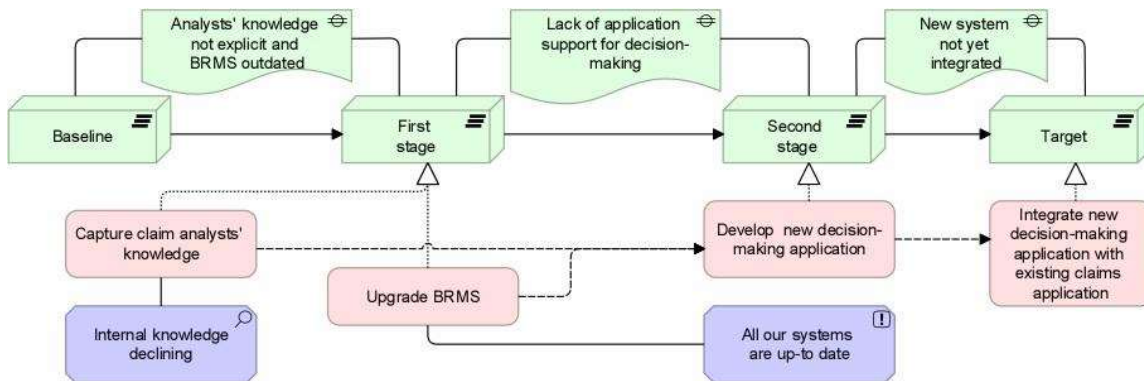
B.



C.



D.



## 2.6 Question 6

### Scenario

ArchiSurance customers inquire an average of 1.5 times about each open claim. In order to efficiently answer these queries, ArchiSurance has a claim inquiry application that provides a claim inquiry service. The application receives continuous claim status feeds from several claim processing applications devoted to different lines of business.

The claim inquiry application has three key components. The status processor component receives each status feed and updates the claim status data tables accordingly. The query processor reads the claim status data tables to answer queries. The data protection component ensures that the query processor answers only those queries that comply with ArchiSurance information security and privacy policies, which are based in part on applicable laws and regulations. The data protection component works with a security application to ensure that the claim inquiry application provides appropriate information only to properly authenticated and authorized individuals.

The claim inquiry application and the security application are hosted on separate application servers. The status processor component uses a message queuing infrastructure service to receive messages from claim processing applications. The claim status data tables are stored in a data file maintained by a database management infrastructure service. To ensure high availability, a data replication infrastructure service replicates the claim status data file to a location where a second instance of the claim inquiry application is hosted.

### Question

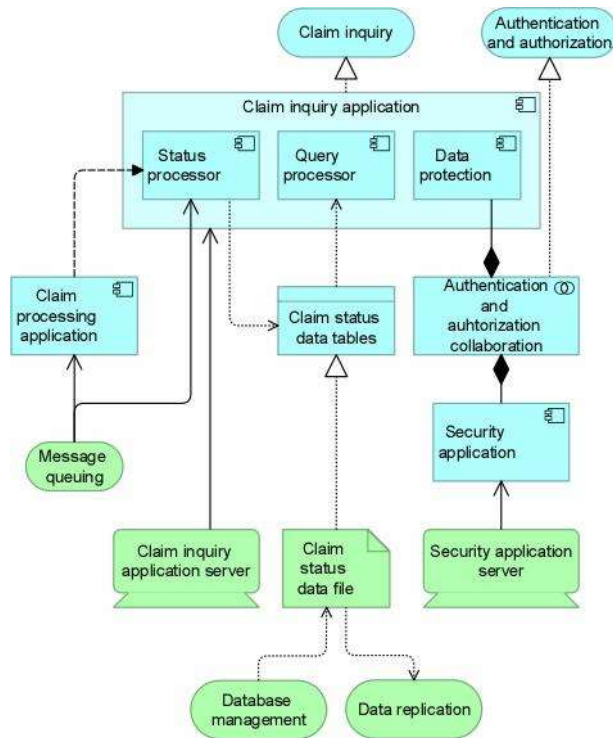
*Refer to the Scenario.*

You have been asked to model the claim inquiry application and its underlying technology, including its components, the services it depends on and provides, and its relationships with other applications. It is only necessary to model one representative claim processing application, and it is only necessary to model one application instance.

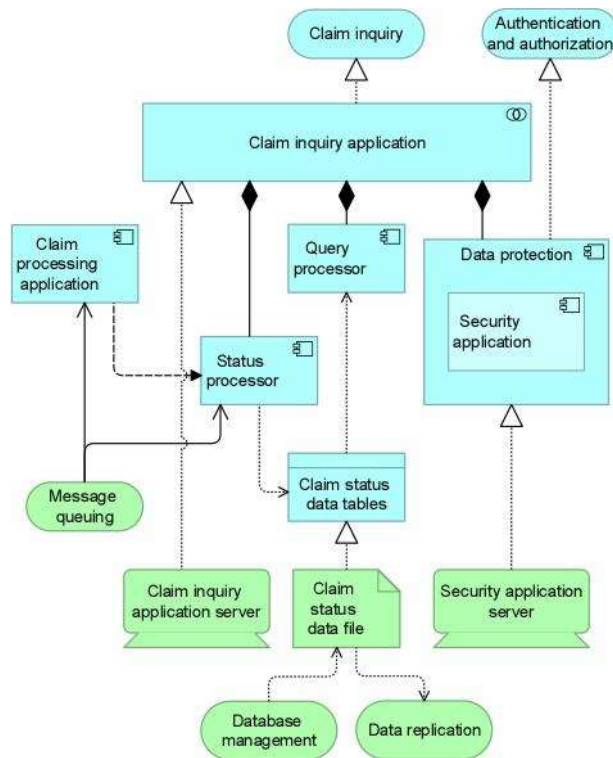
Which of the following is the best answer?

## Answers

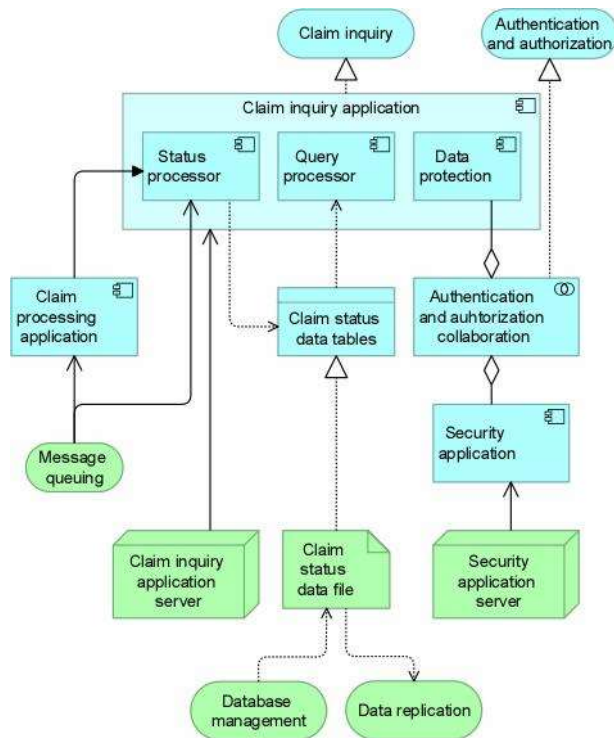
A.



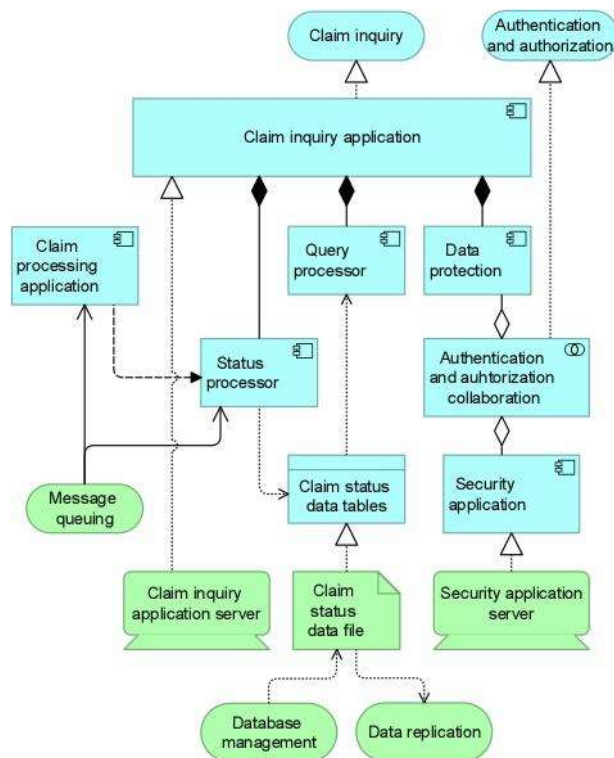
B.



C.



D.



## 2.7 Question 7

### Scenario

ArchiSurance sales representatives and sales managers work together to set annual, quarterly, and monthly sales targets, and refine these targets once per quarter. The targets specify revenue, projected profitability of new sales, and the mix of products sold. Using the ArchiSurance enterprise Customer Relationship Management (CRM) application, they continuously measure sales performance against these targets. ArchiSurance sales managers use a dashboard service to monitor the performance of their teams and quickly send coaching messages to individual sales representatives. This targeting and measuring activity comprises the sales forecasting function.

The sales forecasting function provides sales forecasts to the financial forecasting function, on which a dedicated team of financial analysts and actuaries work together. The financial forecasting function also receives regular updates from the claims analytics function, which monitors open claims and claim payments and calculates their impact on the company's performance. A separate, dedicated team of financial analysts and actuaries work together on claims analytics. There are two more sources of forecasting information. The investment management function staffed by human resources analysts provides a forecast based on current and anticipated investment performance, and the human resources function staffed by human resources analysts provides forecasts based on current and anticipated payroll and benefits expenses.

The various business functions all exploit different application services to develop forecasts. The financial forecasting function relies on a financial forecasting service provided by a component of the ArchiSurance general ledger application. The claims analytics function is dependent on a claims analytics service provided by an application that retrieves and analyzes claims data. The investment management function obtains its data from a financial data service provided by a financial forecasting application. The human resources function gets its data from an expense forecasting service provided by the ArchiSurance Human Resources Management System (HRMS).

### Question

*Refer to the Scenario.*

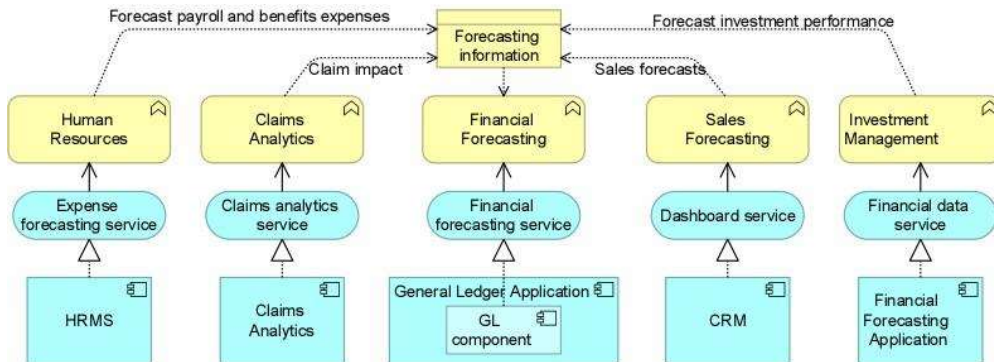
The ArchiSurance financial controller has asked you to illustrate how ArchiSurance performs financial forecasting, including the business functions involved, how information flows between them, and how they use applications to do their work.

Which answer best describes financial forecasting at ArchiSurance?

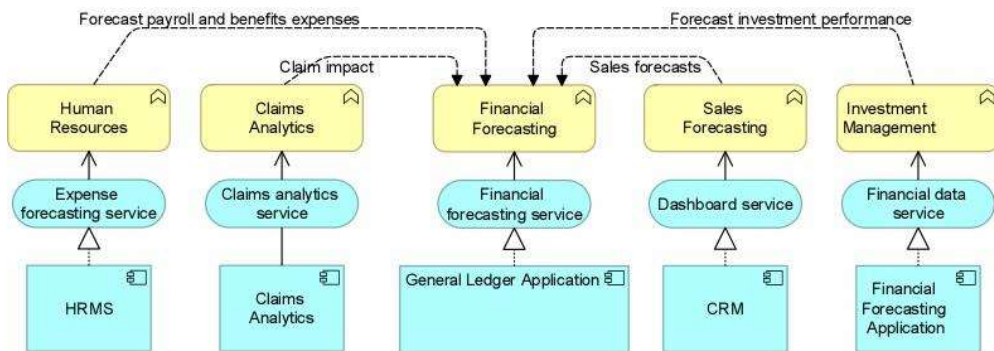


## Answers

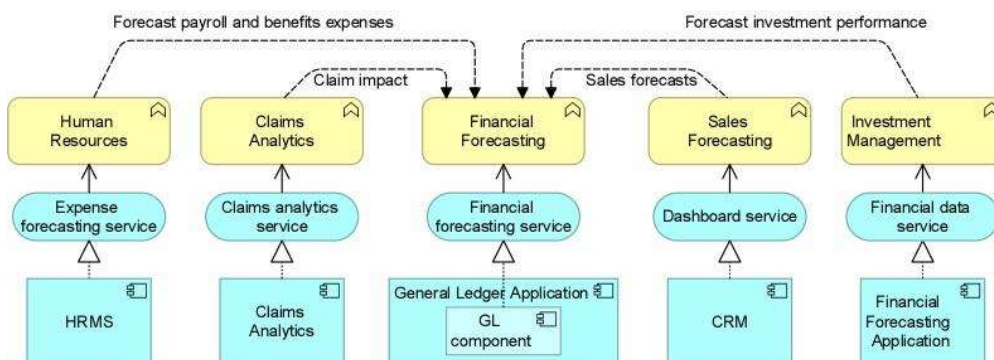
A.



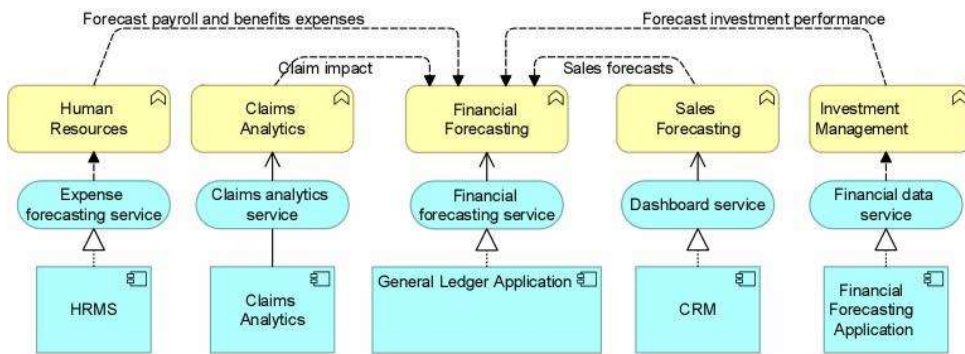
B.



C.



D.



## 2.8 Question 8

### Scenario

ArchiSurance offers a commercial financial planning product called Wizard of Wealth (WoW), which includes several different services for customers. The product combines a budgeting service with planning services focused respectively on retirement, insurance, and education. The product also includes an integrated financial planning service delivered through an in-person consultation with a financial advisor. For customers, the value of the product is financial security. For ArchiSurance, the product value is enhanced customer relationships. Customers pay a small fee for this product, but the fee is rebated over time with discounts on ArchiSurance and partner products.

Customers go online to electronically sign a contract for the service. They then use the Planning Wizard application, which uses a number of other applications, including the Financial Profiler for the budgeting and retirement planning services, and the Risk Analyzer for the insurance planning service, as well as the Advisor Selector and the Appointment Calendar. All information entered is stored in a secure database, and made available only to the advisor selected by the customer.

When preparing for an appointment with a customer, the financial advisor uses the Product Recommender application which accesses the detailed information entered by the customer online to determine which ArchiSurance and partner products would best meet the customer's needs. The financial advisor also uses the ClearView application to generate colorful graphics based on the information entered by the customer and the output of the Product Recommender.

During the financial planning session, the financial advisor talks with the customer and presents the ClearView graphics. The customer may decide to purchase additional products beside the Wizard of Wealth, such as insurance, either during the session or afterwards. When a customer signs up for products, this information is added to his online profile.

### Question

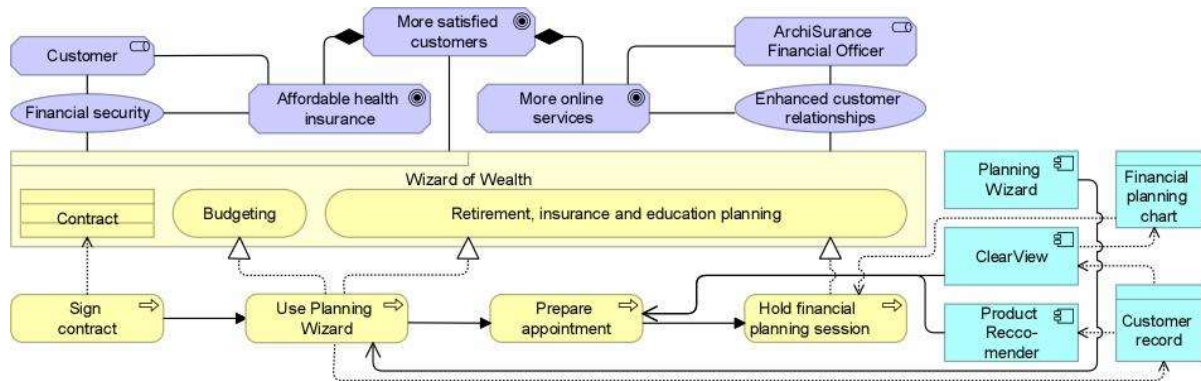
*Refer to the Scenario.*

You have been asked to describe the ArchiSurance Wizard of Wealth product, including the values and goals of the stakeholders connected, the business services it delivers, and the processes and applications it uses to deliver them.

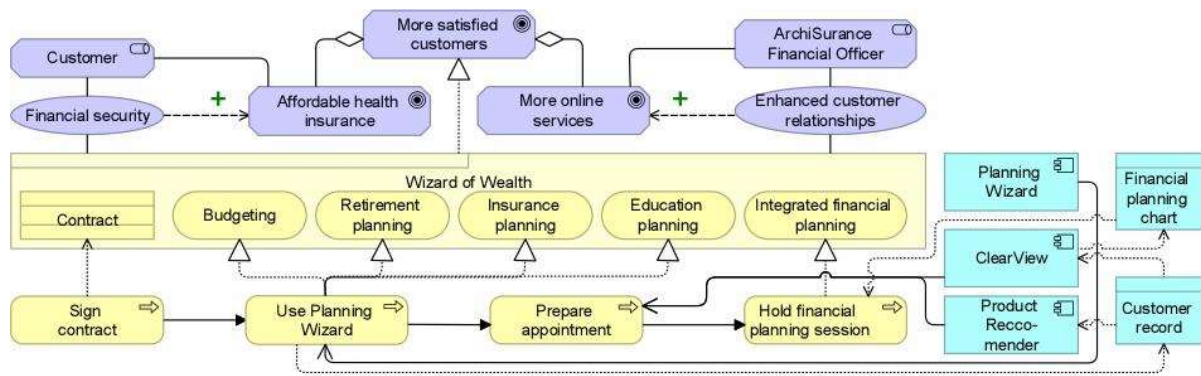
Which answer best describes this product?

## Answers

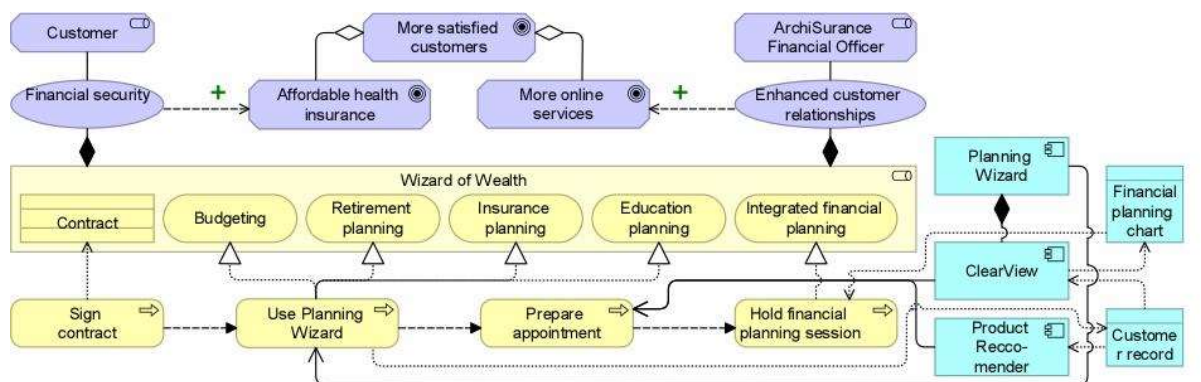
A.



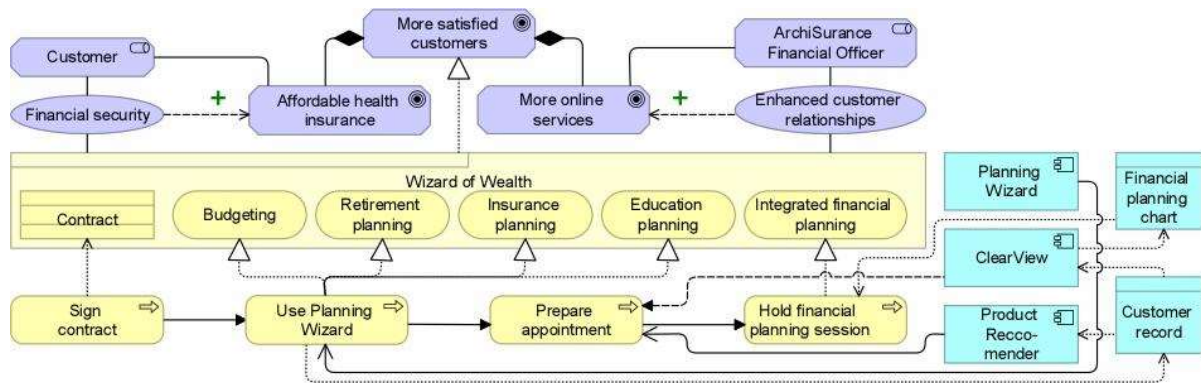
B.



C.



D.



### 3. Answers

#### 3.1 Question 1

Summary		Modeling Organizational Conflict
Topic		Strategy and Motivation Elements
Coverage		KLP 1.1-1, KLP 1.2-1, KLP 1.2-2, KLP 2.1-1, KLP 2.2-1, KLP 2.5-1, KLP 2.8-1, KLP 2.9-1, KLP 2.10-1, KLP 2.11-1, KLP 2.12-1, KLP, 2.13-1, KLP 3, KLP 4.4, KLP 4.5, KLP 5.1.1, KLP 5.1.2, KLP 5.1.4, KLP 5.2.3, KLP 5.4.2, KLP 6.2.1, KLP 6.2.2, KLP 6.2.3, KLP 6.3.1, KLP 7.3.1, KLP 7.3.2, KLP 13.2.1, KLP 7.2.1
Rationale		This question requires an understanding of how the ArchiMate motivation and strategy elements can be used to model the interplay of motivations and strategy in a complex organization, along with how work packages can realize motivations.
Best Answer	D	This is the most complete and accurate answer. It shows the CIO plan as the first two courses of action, and the goals they realize, and the CFO plan as a single course of action with the goal that can realize. It shows the CIO and CFO as stakeholders associated with conflicting goals (the CIO wants to increase market share which conflicts with the CFO goal to control costs) that are in turn associated with different drivers (business performance, which consists of the drivers revenues, market share, and profit margins) and their assessments (slow growth, customers leaving, declining profits). It also shows a new IT capability being realized. The CIO and CFO goals require different work packages for their realization.
Second-Best Answer	C	This answer is consistent with the scenario but obscures aspects of its meaning. It shows the CIO and CFO as stakeholders associated with the work packages they proposed rather than being associated with the conflicting goals they have. The association of the stakeholders with the work packages rather than the goals obscures the fact that two executives have very different intentions for the company. This model also uses associations instead of realization relationships to link the work packages with the goals, which does not convey that the work packages are intended to achieve (realize) those goals.
Third-Best Answer	B	This answer is mostly consistent with the scenario, but introduces a misleading element: The diagram shows the CIO and CFO as stakeholders associated with conflicting goals that are in turn associated with different drivers and assessments and require different work packages for their realization. However, a composition relationship is used to model the relationship between business performance and the other three drivers. This is too strong, since business performance is one of many plausible groupings of similar strength in which each of the three drivers could participate. Therefore, an aggregation relationship would be more accurate. This answer also obscures part of the scenario's meaning: the nature of the influence relationship between the goals for improving mobile accessibility and controlling costs is not specified, obscuring the fact that the former has a negative influence on the latter.

Summary		Modeling Organizational Conflict
Distracter	A	<p>This answer is incorrect since it shows an incorrect use of the ArchiMate language. It shows the CIO and CFO as stakeholders associated with conflicting goals that are in turn associated with different drivers and assessments and require different work packages for their realization. This answer contradicts the ArchiMate Specification by showing that one work package has a negative influence on the other, which the specification does not allow. In addition, a composition relationship is used to model the relationship between business performance and the other three drivers. This is too strong, since business performance is one of many plausible groupings of similar strength in which each of the three drivers could participate. Therefore, an aggregation relationship would be more accurate.</p>

## 3.2 Question 2

Summary		Representing Complex Virtual Infrastructure
Topic		Technology Layer
Coverage		KLP 4.6.2, KLP 10.2.1, KLP 10.2.3, KLP 10.2.5, KLP 10.2.7, KLP 10.3.5
Rationale		This question requires an understanding of how the ArchiMate Technology Layer can be used to model complex infrastructure involving multiple networks, data centers, and virtual server pools.
Best Answer	A	This is the most complete and accurate answer. It responds fully to the scenario by showing the five different locations, the different virtual server pools that they host, the networks that connect them, and the Resource Management service for one of the server pools.
Second-Best Answer	C	This answer is consistent with the scenario but obscures aspects of its meaning. In the diagram, the OLTP server pools are modeled as Nodes instead of System Software, which obscures their specific nature. Also, the Web interface is connected to the Resource Management service with an association instead of an assignment, which does not show that the service is available through the interface as the scenario states.
Third-Best Answer	B	This answer is mostly consistent with the scenario, but introduces a misleading element and also obscures part of the scenario's meaning. In the diagram, the different locations are modeled as business actors instead of locations despite the fact that the scenario specifies them as sites rather than individuals or organizations. Also, the Web interface is connected to the Resource Management service with an association instead of an assignment, which does not show that the service is available through the interface as the scenario states.
Distracter	D	This answer is incorrect since it directly contradicts the scenario by incorrectly showing one of the OLTP Server pools in a Regional Data Center, and one of the Business Intelligence Server pools in a commercial data center. Also, it uses assignments instead of associations between the Site Networks and the system software elements, which the ArchiMate Specification does not allow, and a used by relationship instead of an assignment from the Web interface to the Resource Management service, which does not show that the service is available through the interface as the scenario states.



### 3.3 Question 3

Summary		Underwriting Insurance for Tour Groups
Topic		Business Layer and Motivation Elements
Coverage		KLP 1, KLP 2.1, KLP 2.2, KLP 2.5, KLP 2.8, KLP 2.11, KLP 2.13, KLP 3.8, KLP 4.4, KLP 5.1.1, KLP 5.1.2, KLP 5.1.3, KLP 5.1.4, KLP 5.2.1, KLP 5.2.2, KLP 6.3.3, KLP 6.3.4, KLP 8.2.2, KLP 8.2.3, KLP 8.3.1, KLP 8.3.3, KLP 8.3.4, KLP 8.3.5, KLP 8.4.1, KLP 8.4.2
Rationale		This question requires an understanding of how the ArchiMate Business Layer and motivation elements can be used to model a complex business process involving conditional steps, collaborations among different roles, and manipulation of different types of information.
Best Answer	A	This is the most complete and accurate answer. It responds fully to the scenario by showing the underwriting sub-processes, the business roles, and collaborations assigned to each sub-process and the alternative process flows.
Second-Best Answer	B	This answer is consistent with the scenario but obscures some minor aspects of its meaning. The diagram shows the underwriting sub-processes, the business roles, and collaborations assigned to each sub-process and the alternative process flows, but it models some interactions as processes. Only Negotiate is modeled as an interaction, while Final underwriting and Obtain insurance are also interactions. This answer therefore omits the fact that some of the behaviors are actually interactions between collaborating roles.
Third-Best Answer	C	This answer is mostly consistent with the scenario, but overlooks a major recurring aspect. It shows the underwriting sub-processes, the business roles assigned to each sub-process, but omits the collaborations. This answer therefore omits the fact that the assigned roles work <i>together</i> on most of the sub-processes. A weaker association relationship is used between the Travel industry risk service and the principle “ArchiSurance works only with reliable information” instead of a realization relationship. Similarly, a weaker association relationship is used between the Acquire business process and the requirement “Handle within 21 days”, instead of a stronger realization relationship.
Distracter	D	This answer is incorrect because it contradicts the ArchiMate Specification by modeling one of the collaborations with composition rather than aggregation relationships. Collaborations group roles, but do not own them. This answer omits modeling the principle that “ArchiSurance only works with reliable information”, and it also introduces two incorrect elements: the business contract to model the ArchiSurance records, which is not mentioned in the scenario, and the stakeholder element to model the requirement “Handle within 21 days”. It is also not possible for a business process to realize a stakeholder.

### 3.4 Question 4

Summary		Financial Services Partnership
Topic		Business Elements and Implementation and Migration Elements
Coverage		KLP 1.1-1, KLP 1.2-1, KLP 1.2-2, KLP 2.1-1, KLP 2.2-1, KLP 2.5-1, KLP 2.8-1, KLP 2.9-1, KLP 2.10-1, KLP 2.11-1, KLP 2.12-1, KLP 2.13-1, KLP 3, KLP 4.1, KLP 4.6.2, KLP 5., KLP 5.1.1, KLP 5.1.4, KLP 5.2.2, KLP 5.3.1, KLP 5.4.3, KLP 8.3.1, KLP 8.3.3, KLP 8.4.1, KLP 13.2.1, KLP 13.2.2, KLP 13.2.3, KLP 13.2.4
Rationale		This question requires an understanding of how the ArchiMate Business Layer can be used to model shared business activities, together with implementation and migration planning.
Best Answer	C	This is the most complete and accurate answer. It responds fully to the scenario and question by showing the core business from both companies, how they work together, the information they work with, and the implementation and migration elements showing how the configuration steps in the core process are being executed.
Second-Best Answer	A	This answer is consistent with the scenario and question but obscures relevant aspects of the scenario. It also shows an association between the Formulate co-operative marketing plan interaction and the Co-operative marketing plan business object, while the scenario describes a write relationship.
Third-Best Answer	D	This answer is mostly consistent with the scenario and question but introduces some misleading relationships and obscures a relevant aspect of the scenario. It shows an association between the Formulate co-operative marketing plan interaction and the Co-operative marketing plan business object, while the scenario describes a write relationship. Between the deliverables and the projects the realization relationship is replaced by a weaker association relationship, the realization relationship between the configuration steps and the projects is also replaced by a weaker association relationship. A new triggering relationship is introduced between the projects, while this is not stated in the scenario, and the program element is missing, while the scenario states that a program consists of two projects.
Distracter	B	This answer is incorrect since it directly contradicts the scenario by showing that the cooperative marketing plans are being read in the interaction step while the configuration steps write this plan. The scenario is the opposite: in the interaction step the cooperative marketing plans are being created and revised, while they are being referred to in the configuration steps. This answer also contradicts by showing two plateaus being realized by the deliverables and that the two configuration steps are part of the two plateaus, which is not stated in the scenario.

### 3.5 Question 5

Summary		Claims Adjudication Application Implementation
Topic		Motivation Elements, Implementation and Migration Elements
Coverage		KLP 1, KLP 2.1-1, KLP 2.2-2, KLP 2.3-3, KLP 3.2, KLP 3.5, KLP 3.7, KLP 3.9-1, KLP 4.1, KLP 4.4, KLP 4.5, KLP 4.6, KLP 5.1, KLP 5.1.3, KLP 5.1.4, KLP 5.3.2, KLP 5.4.3, KLP 5.6, KLP 6.1, KLP 6.2, KLP 6.3.2, KLP 6.3.3, KLP 6.4.1, KLP 6.4.2, KLP 6.6, KLP 13.1, KLP 13.2.4, KLP 13.2.5, KLP 13.3
Rationale		This question requires an understanding of how the ArchiMate motivation elements together with implementation and migration elements can be used to model a complex, multi-step application implementation.
Best Answer	B	This is the most complete and accurate answer. It responds fully to the scenario by showing the plateaus, gaps, and work packages and their relationships to each other.
Second-Best Answer	D	This answer is consistent with the scenario but obscures an aspect of its meaning. This answer shows the plateaus, gaps, and work packages, but flows instead of triggering relations are used to connect the work packages. While this is a correct way to model information exchanges between the work packages, it does not correctly model the order in which the projects should be carried out as specified in the scenario.
Third-Best Answer	A	This answer is consistent with the scenario but obscures two separate aspects of its meaning. The diagram shows the plateaus, gaps, and work packages, but flows instead of triggering relations are used to connect the work packages. While this is a correct way to model information exchanges between the work packages, it does not correctly model the order in which the projects should be carried out, as described in the scenario. Furthermore, the assessment is replaced with a requirement which is not in line with the scenario text.
Distracter	C	This answer is incorrect since it directly contradicts the scenario and also uses the ArchiMate language incorrectly. The diagram shows the plateaus and work packages, but the Capture claim analysts' knowledge work package realizes the Baseline plateau, which contradicts the scenario.  Furthermore, the assessment is replaced with a requirement that realizes the work package. This does not reflect the scenario and is not a permitted relation according to the ArchiMate Specification.

### 3.6 Question 6

Summary		Claims Inquiry Application and Infrastructure
Topic		Multiple Layers – Application and Technology Elements
Coverage		KLP 1, KLP 2.1, KLP 2.2, KLP 2.5, KLP 2.8, KLP 2.11, KLP 2.13, KLP 3.8, KLP 5.1.1, KLP 5.1.2, KLP 5.1.3, KLP 5.1.4, KLP 5.2.1, KLP 5.2.2, KLP 5.3.2, KLP 9.2.1, KLP 9.2.2, KLP 9.3.5, KLP 9.4.1, KLP 10.2.2, KLP 10.3.5, KLP 10.4.2
Rationale		This question requires an understanding of how the ArchiMate Application and Technology Layers can be used to model an application and its underlying technology.
Best Answer	D	This is the most complete and accurate answer. It responds fully to the scenario by showing the structure of the claim inquiry application and its relationships with the security application and other claims applications. It also shows the underlying infrastructure platforms and services.
Second-Best Answer	A	This answer is mostly consistent with the scenario but obscures an aspect of its meaning and introduces a misleading element. The diagram correctly shows the structure of the claim inquiry application (the use of nesting is an acceptable alternative to represent the composition relation) and the use of infrastructure services. However, ‘serves’ relations rather than realizations are used to link the servers, which is too weak, and composition rather than aggregation is used to link the application collaboration to the application components, which is too strong. Therefore, this answer does not show that the servers host the application components and inaccurately shows that the application collaboration owns its application components.
Third-Best Answer	C	This answer is mostly consistent with the scenario but obscures two separate aspects of its meaning and introduces a misleading element. This answer correctly shows the structure of the claim inquiry application (the use of nesting is an acceptable alternative to represent the composition relation) and the use of infrastructure services. However, the servers are modeled as nodes rather than devices (which is less accurate), and ‘serves’ relations rather than realizations are used to link the servers, which is too weak. Therefore, this answer does not show that the servers host the application components. Also, there is a triggering relation between the Claim processing application and the Status processor component, which is not quite accurate, because there is only an information flow between these components.
Distracter	B	This answer is incorrect because it directly contradicts the scenario in two different ways. It shows the three components of the claims inquiry application described in the scenario as members of a claims inquiry application collaboration, rather than as part of the claims inquiry application as the scenario states. It also shows the security application as part of the data protector application, while the scenario states that they are separate.

### 3.7 Question 7

Summary		Financial Forecasting Business Functions and Application Usage
Topic		Multiple Layers – Business Functions and Application Usage
Coverage		KLP 1.1-1, KLP 1.2-1, KLP 1.2-2, KLP 2.1-1, KLP 2.2-1, KLP 2.5-1, KLP 2.8-1, KLP 2.9-1, KLP 2.10-1, KLP 2.11-1, KLP 2.12-1, KLP 2.13-1, KLP 3, KLP 4.1, KLP 5, KLP 5.1, KLP 5.1.4, KLP 5.2.1, KLP 5.2.2, KLP 5.3.2, KLP 5.4.2, KLP 8.1, KLP 8.3.2, KLP 8.4.1, KLP 9.1, KLP 9.2.1, KLP 9.3.5
Rationale		This question requires an understanding of how the ArchiMate Business and Application Layers can be used to model business functions and the applications they use.
Best Answer	C	This is the most complete and accurate answer. It responds fully to the scenario by describing the functions that contribute to financial forecasting, the information flows between them, the application services these functions use, and the application components that realize these services.
Second-Best Answer	B	This answer is consistent with the scenario but obscures two separate aspects of its meaning. The diagram describes the functions that contribute to financial forecasting, the information flows between them, the application services these functions use, and most of the application components that realize these services. However, it shows that the General ledger application as a whole realizes the Financial forecasting service, while the scenario states that the service is realized by a component of the application. In addition, it uses an association relationship between the Claims analytics service and application, which omits the detail that the service is provided by the application as stated in the scenario.
Third-Best Answer	D	This answer is mostly consistent with the scenario, but introduces inaccurate elements and also obscures two separate aspects of the scenario's meaning. The diagram describes the functions that contribute to financial forecasting, the information flows between them, the application services these functions use, and most of the application components that realize these services. However, it shows that the General ledger application as a whole realizes the Financial forecasting service, while in the scenario the service is realized by a component of the application. In addition, it uses association relationship between the Claims analytics service and application, while in the scenario the service is provided by the application. Finally, it shows information flows between the human resources and Investment management business functions and the services they use, which are not the same as the usage relationships described in the scenario.
Distracter	A	This answer is incorrect because it directly contradicts the scenario. It shows the forecasting functions accessing the same forecasting information while the scenario describes information flows between the functions, but not common information access.

### 3.8 Question 8

Summary		A Consumer Financial Planning Product
Topic		Multiple Layers and an Aspect – Business, Application Layers and Motivation Elements
Coverage		KLP 1.1-1, KLP 1.2-1, KLP 1.2-2, KLP 2.1-1, KLP 2.2-1, KLP 2.5-1, KLP 2.8-1, KLP 2.9-1, KLP 2.10-1, KLP 2.11-1, KLP 2.12-1, KLP, 2.13-1, KLP 3, KLP 4.1, KLP 4.4, KLP 5.1.1, KLP 5.1.2, KLP 5.1.4, KLP 5.2.1, KLP 5.2.2, KLP 5.2.3, KLP 5.3.1, KLP 5.3.2, KLP 6.2.1, KLP 6.3.1, KLP 6.4.2, KLP 8.1, KLP 8.2.2, KLP 8.3.1, KLP 8.3.5, KLP 8.4.2, KLP 8.5.1, KLP 9.1, KLP 9.2.1, KLP 9.4.1
Rationale		This question requires an understanding of how the ArchiMate Business and Application Layers can be used to model an information-based product, including the business services it delivers and the applications it uses to deliver them.
Best Answer	B	This is the most complete and accurate answer. It responds fully to the scenario by describing the main goal of ArchiSurance together with the sub-goals directly connected to the stakeholders and values influencing the sub-goals. It also shows the WoW product as an aggregation of business services and a contract. It shows the processes that underlie the business services, and the applications used by those processes.
Second-Best Answer	D	This answer is mostly consistent with the scenario, but introduces a particular type of inaccuracy and also obscures an aspect of the scenario's meaning. This answer describes the WoW product as an aggregation of business services and a contract. It shows the processes that underlie the business services, and the applications used by those processes. However, it uses a flow relationship instead of a usage relationship between the ClearView application component and the Prepare appointment process. In both of these differences, this answer does not convey the exact relationships described in the scenario, resulting in a loss of detail from the first difference and an inaccuracy from the second. Between the main and the sub-goals a stronger composition relation is used, which is not stated in the scenario.
Third-Best Answer	A	This answer is mostly consistent with the scenario, but introduces two different types of inaccuracies. This answer describes the WoW product as an aggregation of business services and a contract. It shows the processes that underlie the business services, and the applications used by those processes. However, it combines the retirement, insurance, education, and integrated financial planning services into a single service, while the scenario describes them as multiple services. Between the main and the sub-goals a stronger composition relation is used, which is not stated in the scenario. Therefore, this answer does not capture the specific business service definitions in the scenario, as well as the exact relationship between the product and the main goal of ArchiSurance.
Distracter	C	This answer is incorrect. It directly contradicts the scenario by modeling the WoW application as a role rather than as a product. It also introduces some new composition relationship between the business role and values, which is not mentioned in the scenario and even not possible according to the ArchiMate Specification. A composition relation is modeled between the Planning Wizard and ClearView application, again not mentioned in the scenario. There are flow relations modeled between the processes that contradict the scenario.