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BRAINDUMPS

C2180-275

Blueworks Live IBM Business Process Manager Express or Standrad Edition,V8.0 BPM Analysis

This dumps is enough to pass the exam and I have to do.

A "brain dump," as it relates to the certification exams, is a source of success.

This is my first share of braindumps questions. Very helpful study center it is. Best Testing VCE it is.

Nicely written Questions with many corrections inside.

I have solved " Stream read error " problem in VCE player .

Exam A

QUESTION 1
A BPM analyst is creating a process model for requesting a renovation permit. The BPM analyst is using the following description of the first activity:
"One of our municipal office clerks receives a paper permit application from the local resident, an applicant. The clerk first looks up the resident's name and address in our system, then enters the information from the paper application into the system, and assigns a temporary permit number to the application. When the application entry is complete, the clerk sends it to a manager to assign it to an adjudicator." Which name should the BPM analyst use for the first task that accurately describes the activity and follows recommended naming conventions?

A. Application Entry
B. Create Application
C. Clerk Receive and Enter Application
D. Lookup name, create application, assign number, and send it to the manager

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
A playback has recently been completed and the team want to know when the next playback can be scheduled. What expected time frame should the BPM analyst give to the team?

A. 3 days
B. 3 weeks
C. 3 months
D. 3 years

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 3
A BPM analyst is reviewing the playback types. What is the first playback that identifies participant roles?

A. Playback 0

B. Playback 1
C. Playback 2
D. Playback 3

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 4
How does implementing the playback methodology in a BPM project reduce the risk of building unwanted products?

A. Business users are minimally involved in the BPM project.
B. All requirements of the project are completed in one release.
C. Solution administrators give estimates of system performance.
D. Immediate feedback during development provides ability to change direction.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 5
A BPM analyst is approached by the BPM solution architect and asked to provide inputs to a rough order magnitude (ROM) estimate needed to further assess the implementation effort. What information must the BPM analyst provide to the BPM solution architect to assist with this effort?

A. A level of effort estimate to implement each task and integration.
B. A list of all the business process diagrams with their relative number of steps.
C. A list of the service contracts required for all integrations defined during discovery.
D. A list of all the subject matter experts (SME) to get further information on implementation scope.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6
The BPM analyst is recommending the playback methodology to be followed during development. When the company asks the analyst what is the basis for the playback methodology, how should the BPM analyst respond?

A. Iterative development
B. V-model development
C. Waterfall development
D. Cleanroom development

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
answer is corrected.

QUESTION 7
Which kind of change is considered a business level change as opposed to a cultural level change?

A. Increase transparency
B. Strengthen accountability
C. Eliminate unnecessary work
D. Improve collaboration across boundaries

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8
A company needs to improve its hiring process and hired a BPM analyst to map the current state. During the process discovery session, the team identifies that the process steps to review the "hiring" request are the same as the process steps to review a "promotion/pay rise" request. What element should the BPM analyst use to map the activities needed for the review of the "hiring" request in Blueworks Live?

A. A sub-process.
B. A different color.

C. A linked process.

D. A separate milestone.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 9
A company needs to improve their hiring process and hired a BPM analyst to map the current state. During the discovery session, the business subject matter experts (SMEs) indicate to the BPM analyst that the hiring request is reviewed by both the human resource admin and the human resource manager. How should the BPM analyst document the participant role for this activity?

A. Assign the admin as the participant since the admin is paid less.

B. Assign the manager as the participant since the admin reports to the manager.

C. Break the "Review" task into separate tasks and define who does what.

D. Pick either the admin or the manager and assign the "Review" task to that role.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 10
A company needs to improve their hiring process and hired a BPM analyst to map the current state. What is the first thing the BPM analyst should do while constructing a discovery map? Identify the:

A. Value-Add activities.

B. sub processes within the hiring process.

C. start and end points of the hiring process.

D. activity where the maximum problems lie.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 11
During the discovery phase of a BPM project, the BPM analyst is supposed to define the goal for the process. Which goal of a car company follows the guidelines of the Specific Measurable Achievable Relevant Time-bound (SMART) acronym?

A. Increase production of car parts by July 31, 2014.
B. Increase the quality of North American cars by 5% in 2 weeks.
C. Reduce coal emissions in European car factories by 10%.
D. Reduce fuel economy for newly released cars from 30 km/hr to 45 km/hr by August 31, 2016.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 12
During the Process Discovery phase, the BPM analyst needs to schedule and plan for the Process Improvement and Discovery Workshop (PIDW). In planning the PIDW, what activities should the BPM analyst include on the agenda in addition to the following? 1. Prepare workshop participants. 2. Introduce BPM. 3. Identify business case overview. 4. Determine business impact.

A. 5. Implement the business process.6. Develop the use cases.7. Discuss findings and proposed solution.
B. 5. Document the business process inventory and roadmap.6. Develop the solution approach.7.
   Discuss detailed estimates.
C. 5. Document the business process.6. Develop the solution approach.7. Discuss findings and proposed solution.
D. 5. Demonstrate the business process playback.6. Develop the use cases.7. Discuss findings and proposed solution.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 13
A BPM analyst has been asked to define the metrics for a process. What is the correct sequential order for determining metrics?

A. 1. Goals2. Enabled Decisions and Decision Makers3. Tracked Data and Key Performance Indicators (KPIs)4. Scoreboards, Reports, and Service

Level Agreements (SLAs)

B. 1. Enabled Decisions and Decision Makers2. Goals3. Tracked Data and Key Performance Indicators (KPIs)4. Scoreboards, Reports, and Service Level Agreements (SLAs)

C. 1. Goals2. Enabled Decisions and Decision Makers3. Scoreboards, Reports, and Service Level Agreements (SLAs)4. Tracked Data and Key Performance Indicators (KPIs)

D. 1. Enabled Decisions and Decision Makers2. Goals3. Scoreboards, Reports, and Service Level Agreements (SLAs)4. Tracked Data and Key Performance Indicators (KPIs)

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 14
A BPM analyst is modeling the process for acquiring an account. During an interview with the customer service supervisor, the BPM analyst was provided with a Responsible, Accountable, Consulted, Informed (RACI) chart that had been created with the key roles and activities in the process.

R = Responsible A = Accountable C = Consulted I = Informed	Customer Service Agent	Customer Service Supervisor	Customer Relations Advisor	Customer Account Manager	Regional Manager
Enter Application	R	A	C	I	
Review Application			C	R	A

The BPM analyst used the contents of the RACI chart to fill in the Details fields in Blueworks Live for the activity "Enter Application". According to the RACI chart for the activity "Enter Application", who is the Participant?

A. Customer Service Agent
B. Customer Service Supervisor
C. Customer Relations Advisor
D. Customer Account Manager

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

Explanation:

QUESTION 15
A company needs to improve their hiring process and has requested a BPM analyst to define a future state process. After analyzing the current state process, the BPM analyst found many opportunities for improvement which could lead this initiative into a 5 year project. How should the BPM analyst map the future state process?

A. Map a short term process which includes only low effort opportunities.
B. Map one single process which includes all improvement opportunities.
C. Build a short term and a long term future state process road-map through prioritization of the opportunities.
D. Build a roadmap of processes for all releases in the next 5 years by categorizing the opportunities into individual releases.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 16
During process discovery, the business subject matter experts (SMEs) make the following statement about how the process starts: "Today, our users access the database that stores new orders and copy that information manually onto a request form. This form is passed from one participant to another during the process. In our future state, we would like IBM Business Process Manager V8.0 to connect to the database directly, so that we don't have to manually create our request forms." The IT representatives from the client indicate that this should be possible. How should the BPM analyst respond to this?

A. Defer this discussion for the BPM developers.
B. Gather all the technical details for this integration.
C. Capture that the process should start systematically and identify high level inputs to the process.
D. Inform the business SMEs that this is not possible as the process must start with a Human Task.
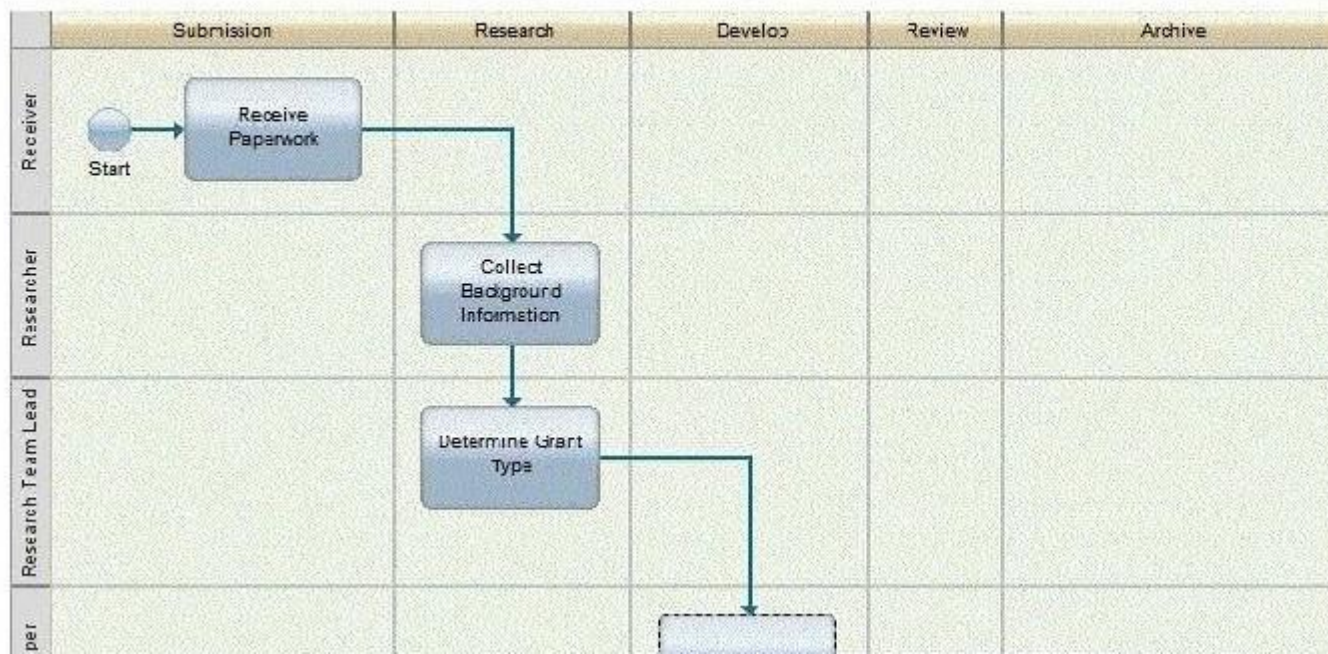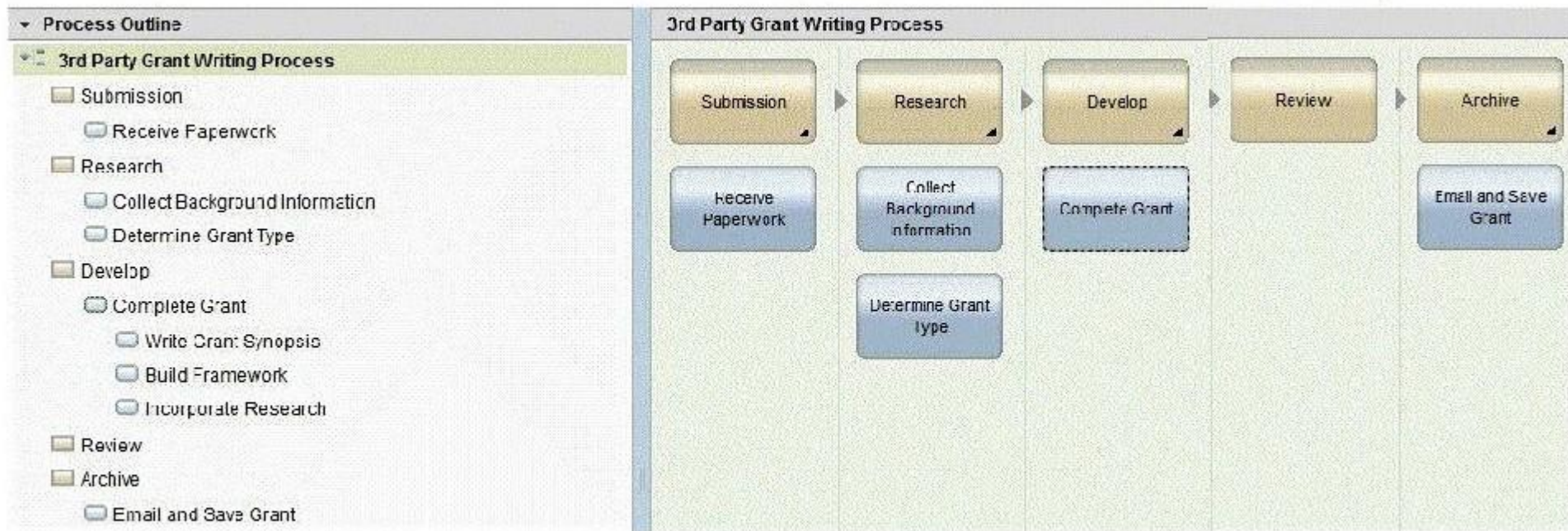
Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 17
During a process discovery session, the business subject matter experts (SMEs) and the BPM analyst have created the following process for a "3rd Party Grant Writing Process":

Process Outline

3rd Party Grant Writing Process
- Submission
  - Receive Paperwork
- Research
  - Collect Background Information
  - Determine Grant Type
- Develop
  - Complete Grant
    - Write Grant Synopsis
    - Build Framework
    - Incorporate Research
- Review
- Archive
  - Email and Save Grant

3rd Party Grant Writing Process

Submission	Research	Develop	Review	Archive
Receive Paperwork	Collect Background Information	Complete Grant		Email and Save Grant
	Determine Grant Type			

	Submission	Research	Develop	Review	Archive
Receiver	Start → Receive Paperwork				
Researcher		Collect Background Information			
Research Team Lead		Determine Grant Type			
per					

The business subject matter experts (SMEs) insist that the review after the "Develop" activities will be completed outside of the process platform. The process platform will be alerted that the reviews are complete and the process should proceed to the "Archive" activities". How should the BPM analyst adjust the process so that the business requirements can be captured and a BPM Developer can have enough information to build an executable process?

A. Combine the "Review" milestone and the "Archive" milestone into "Review and Archive"
B. Insert an Exception event on the process flow between "Complete Grant" and 'Email and Save Grant'
C. Add a system swimlane and a message event to receive the review message (placed in new swimlane and the "Review" milestone)
D. Add a swimlane to the process diagram for a "Reviewer" role and an activity to accept the reviews (placed in new swimlane and the 'Review' milestone)

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 18
During a playback session, a business user asks the following question: "Once a task is assigned to a user, can the task be reassigned to another user?" Which one of the following responses is a valid response by a BPM analyst?

A. No, assignment must be built into the system.
B. No, once a task is assigned to a user the task must be completed by the user.
C. Yes, a user can reassign their task to any other user.
D. Yes, reassignment is possible dependant upon the role of the user.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 19
A company has multiple processes already documented in their Blueworks Live library. During process discovery on a new process, the business subject matter experts (SMEs) identify a sub-process that is exactly the same as a process already in the Blueworks Live library. How should the BPM analyst capture this requirement in Blueworks Live?

A. Use the Linked Processes feature to capture the relationship.

B. Use the Heat Mapping feature to capture the common process flows.

C. Use the Smart Folder feature to organize both processes in the same folder.

D. Copy the same Inputs, Outputs, and Participants when defining the new sub-process.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
answer is valid and updated.

QUESTION 20
A company needs to improve their hiring process using Business Process Management Software (BPMS). The BPM analyst has completed the current state process discovery and analysis by involving the business subject matter expert (SME) and is ready to define the future state process map. The BPM analyst anticipates many system integrations in the future state process. Who should the BPM analyst involve during the definition of the future state process?

A. 1. Process Owner2. Business subject matter experts3. BPMS Lead Developer4. Client's IT representative

B. 1. Project Manager2. Business subject matter experts3. BPMS Lead Developer4. Client's IT representative

C. 1. Process Owner2. Business subject matter experts3. BPMS Lead Developer4. Project Manager

D. 1. Process Owner2. Quality Assurance3. BPMS Lead Developer4. Client's IT representative

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 21
A BPM analyst needs to define user stories for development. What information does the BPM analyst need to know about user stories? User stories:

A. contain all required implementation details needed by developers.

B. focus on what is required and not on how the requirements are met.

C. support waterfall development and are completely defined before development begins.

D. with less business value must not be defined since they are not going to be developed.
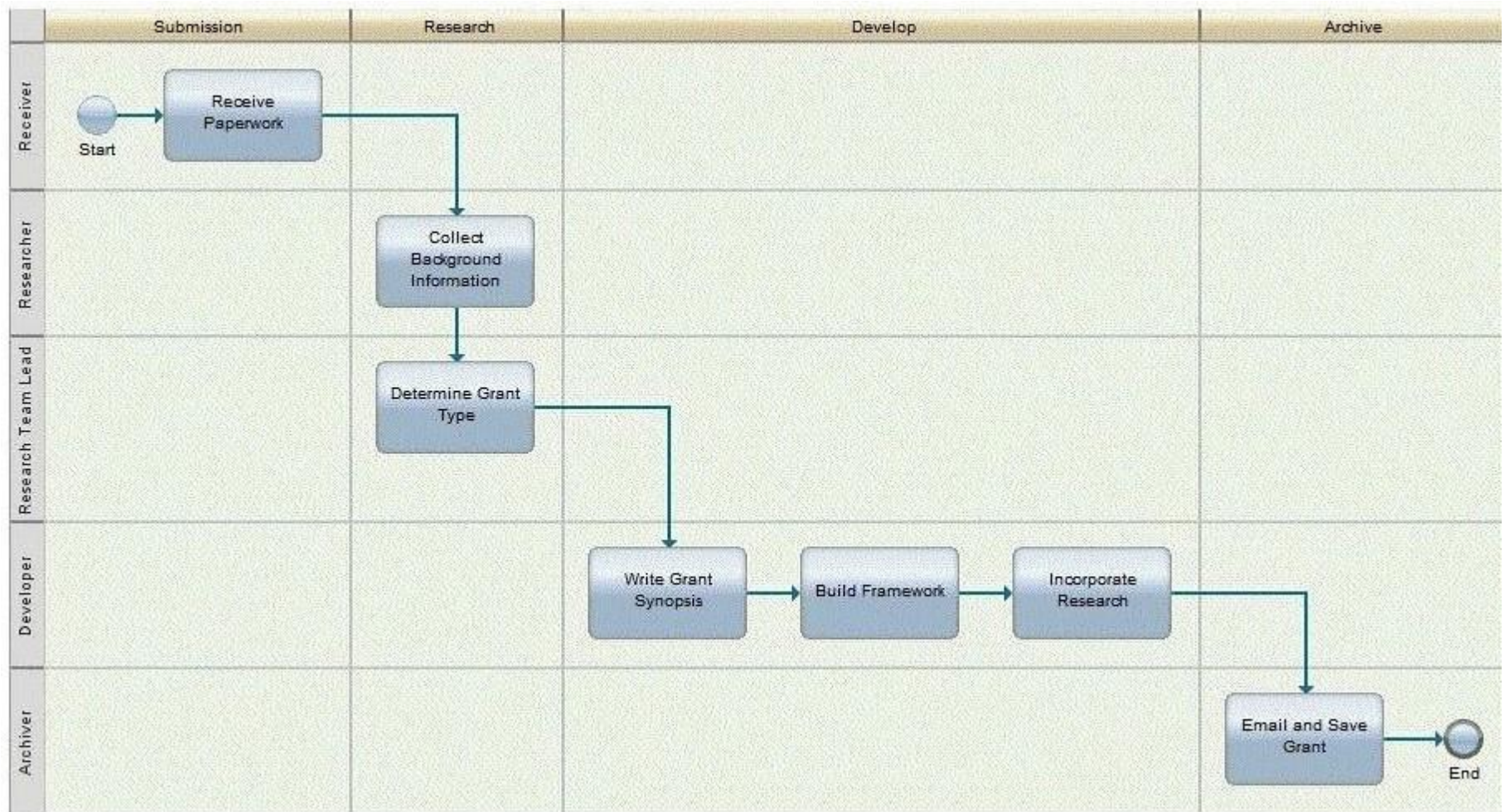
Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 22
A BPM analyst has built the following process diagram during a process discovery workshop.

Each activity noted above will have a separate Coach displayed in IBM Business Process Manager V8.0. How would the BPM analyst adjust the diagram to capture this requirement while adhering to best practices for proper process modeling granularity?

A. Combine the Developer's 3 activities into a sub-process.

B. Add a separate swimlane for each activity in the Developer swimlane.

C. Add a separate milestones for each activity in the Developer swimlane.

D. Color each activity with a different color to indicate separate Coaches.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 23
A cable company is improving a process in their call center for requesting cable service. The new process will run in IBM Business Process Manager V8.0. The call center supervisor would like to know how long it takes the customer service representatives to answer the customer requests before passing the request to the engineering department to provide the service. What should the BPM analyst recommend to address the measurement reporting requirement?

A. Use the My Performance scoreboard with Provide Cable Service filter.

B. Use the My Team Performance scoreboard with the Answer Customer Request activity.

C. Use IBM Business Monitor to create a custom report with events from the engineering department database.

D. Create a custom report with tracking points in the process with cable service customer names.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 24
A security company provides background checks on individuals as a service. Based on various criteria, a customer's request can have a different priority to receive a better level of service response time. Whether the background check passes or fails should not impact the service level. Requests with a high priority need to be addressed within the same business day, those with a medium priority can take up to 3 days to process, and those with a low priority must be responded to within 5 business days. The security company is currently updating the background check process and wants to define some performance measurements to ensure customers are receiving the service level they are paying for. How should the BPM analyst define the measurements to meet these requirements?

A. Calculate the rate of background check passes per day per priority to determine the service level agreement.

B. Count the number of background check failures for each priority and calculate the difference from the service level agreement.

C. Capture the times to start and complete the background check, calculate the duration and compare it to the service level agreement by priority.

D. Capture the times to start and complete the background check, calculate the service level agreement for each priority and compare it to the times.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 25
A company needs to improve their hiring process using a Business Process Management System (BPMS). Currently, their hiring manager writes a free form email regarding a new open position and sends it to the HR manager for approval. The hiring manager wants to standardize this activity using a BPMS. How should the BPM analyst define this user story?

A. As a BPMS, I want to provide an electronic form to the Hiring Manager, so that the Hiring Manager can complete the request.

B. As a BPMS, I want to provide an electronic form instead of a document so that the data can be saved and retrieved for reporting purposes.

C. As a Hiring Manager, I want to have a user interface with all the fields necessary to complete the hiring request form, so that I can avoid using a word document.

D. As a Hiring Manager, I want to complete the hiring request form and submit the form to the HR Manager, so that the HR Manager can review my request and make a decision on filling this position.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 26
A BPM analyst has completed the definition of user stories and is ready to prioritize them so that the development team starts building the stories that have high business value. What BPM project roles must attend the user story prioritization session?

A. BPM Developers and Project Managers

B. BPM Administrators and Project Managers

C. Process Owners and Subject Matter Experts

D. Integration Developers and Subject Matter Experts

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 27
A new employee just started working with a company and only received their laptop in week 4.
The BPM analyst investigated the cause:

Which tool did the BPM analyst use in order to find out the root cause?

A. 5 Whys
B. 5 Whats
C. 5 Whens
D. 5 Whos

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 28
On a project, the BPM analyst defined the following to identify the Key Performance Indicator (KPI):

Which step did the BPM analyst fail to perform in identifying the KPI?

A. Know the client objectives
B. Know how to define the client's KPI
C. Know the process decision makers
D. Know the client's Service Level Agreements (SLAs)

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 29
A BPM analyst is modeling the process for acquiring membership at a club. The analyst interviewed the front office supervisor, who provided the

following description of the first activity "Enter Application":
"One of our receptionists receives a paper application from the potential client, an applicant. The receptionist first looks up the client's name and address to see if it exists in our system, then enters the information from the paper application into the system, and assigns a membership number to the application. When the application entry is complete, the receptionist sends it to the manager for an initial review."
The BPM analyst has created the discovery map in Blueworks Live and now needs to enter information from the above description into the Details fields for the activity "Enter Application". For the activity "Enter Application", what are the Inputs and Outputs?

A. *Inputs:*
    Application Form
  Outputs:
    Application
    Membership Number

B. *Inputs:*
    Membership Number
  Outputs:
    Application
    Membership Number

C. *Inputs:*
    Membership Number
  Outputs:
    Application
    Membership Number
    Name
    Address

D. *Inputs:*
    Application Form
    Membership Number
    Name
    Address
  Outputs:
    Application
    Membership Number
    Name
    Address

A. Option A
B. Option B
C. Option C
D. Option D

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 30
A BPM analyst is conducting interviews with the participants of a business process. What feedback about the process should the BPM analyst look out for that might not be obvious in an as-is process diagram?

A. Excessive reviews
B. Too many participants
C. Identification of bottlenecks
D. Not enough system automation
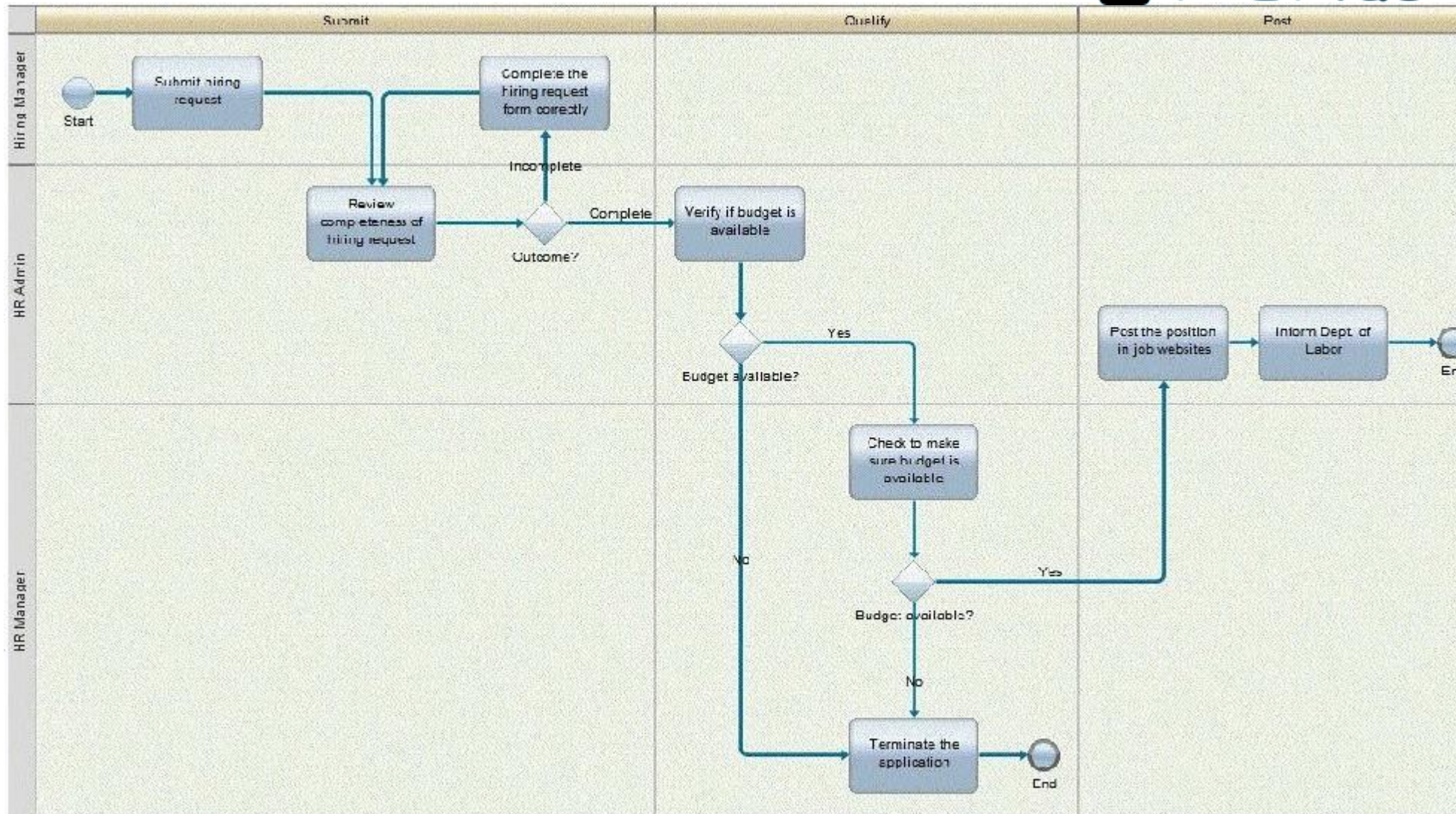
Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 31
A company needs to improve their Hiring Process and hired a BPM analyst to analyze their current process. The analyst completed documenting the current state process of submitting the hiring request (refer to the process diagram below) and did a "Value-Add" Analysis with the process stakeholders.
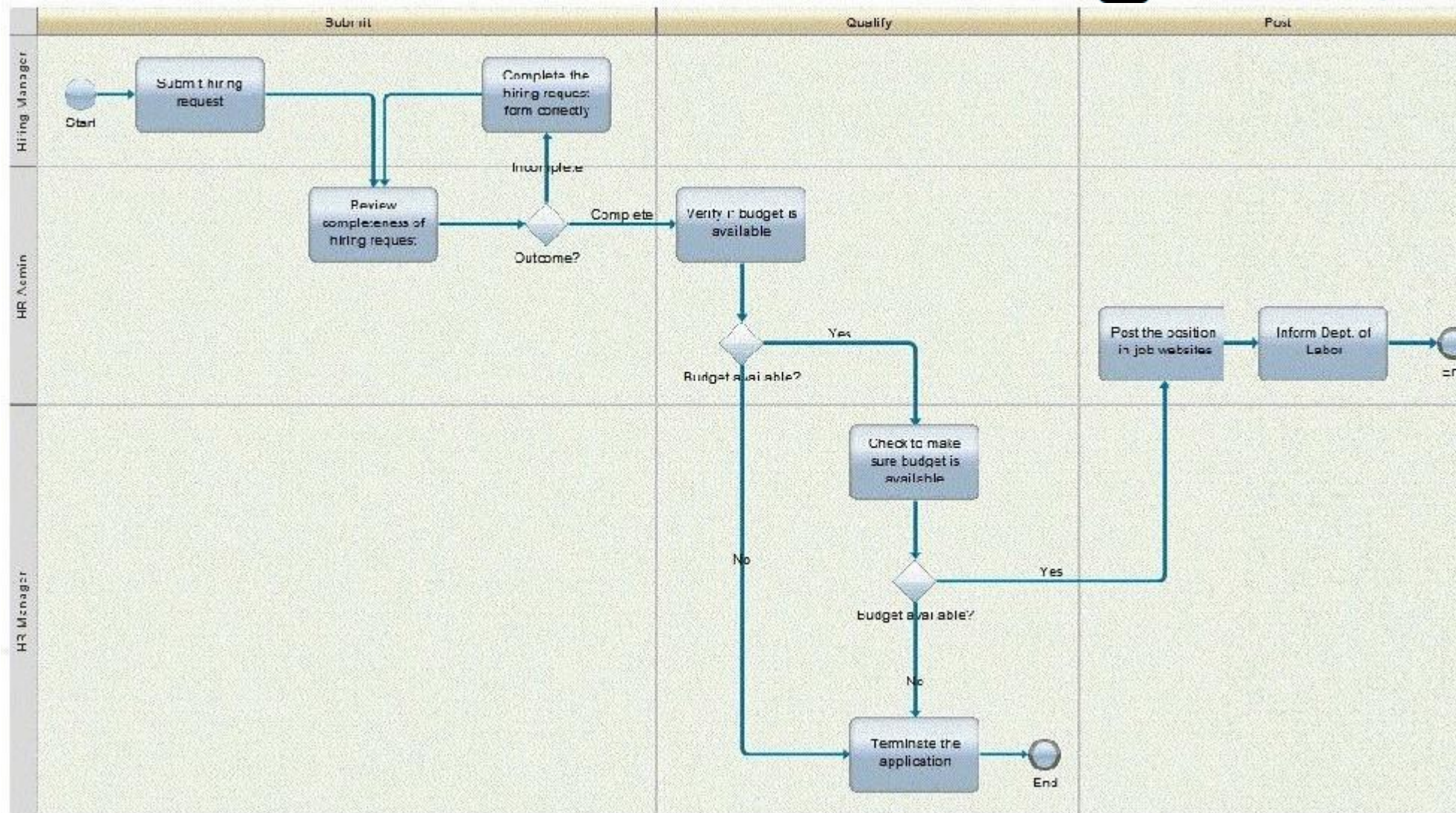
Identify the "Non-Value Add" activities in this process.

A. "Inform Dept. of Labor" & "Terminate the application"
B. "Inform Dept. of Labor" & "Check to make sure budget is available"
C. "Complete the hiring request form correctly" & "Terminate the application"

D. "Complete the hiring request form correctly" & "Check to make sure budget is available"

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 32
A BPM analyst is modeling the process for acquiring membership at a club. The BPM analyst interviewed the front office supervisor, who provided the following description of the first activity "Enter Application": "One of our receptionists receives a paper application from a potential client, an applicant. The receptionist first looks up the client's name and address to see if it exists in our system, then enters the information from the paper application into the system, and assigns a membership number to the application. When the application entry is complete, the receptionist sends it to the manager for an initial review." The BPM analyst has created the discovery map and now needs to enter information from the above description into the Details fields in Blueworks Live for the activity "Enter Application". For the activity "Enter Application", who is the Supplier?

A. Manager
B. Applicant
C. Receptionist
D. Front Office Supervisor

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 33
A BPM analyst is helping to identify and select the appropriate solution for process improvement in a large BPM project. What are the business levers the BPM analyst should focus on?

A. Policy, Technology, Organization and People
B. Policy, Data, Organization and People
C. Process, Technology, Organization and People
D. Process, Data, Organization and People

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 34
A company needs to improve their hiring process and hired a BPM analyst to analyze their current process. The analyst completed documenting the current state process of submitting the hiring request (refer to the process diagram below) and did a "Value-Add" analysis with the process stakeholders.

Identify the "Business Value Add" activities in this process.

A. "Inform Dept. of Labor"
B. "Terminate the application"
C. "Post the position in job websites"

D. "Complete the hiring request form correctly"

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 35
A company that processes applications has been using IBM Business Process Manager V8.0 over the last year. The company has asked IBM to analyze its processes in production because it wants to continue improving its processes. The IBM BPM team sends a BPM analyst. What should the BPM analyst do?

A. Use the Discovery View in Blueworks Live to perform inspection on the process.
B. Use the Analyze feature in Blueworks Live to perform Historical and Simulation Analysis.
C. Use the Optimizer in IBM Business Process Manager V8.0 to perform Historical and Simulation Analysis.
D. Use the Process Inspector in IBM Business Process Manager V8.0 to perform inspection on the process.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 36
A BPM analyst is documenting process problems during a discovery session. As a problem is raised, what are the two key factors the BPM analyst needs to capture about each problem to be able to prioritize them later?

A. The solution to the problem.
B. When the problem first occurred and how often it occurred in each milestone.
C. Severity and frequency of the problem at the process, milestone, or activity level.
D. Who is the participant when the problem occurs and what other tasks does that participant complete.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 37
A BPM analyst is performing a process inventory analysis at a company that has many processes and has gathered all required information to calculate a priority value for each process in order to rank them. How should the BPM analyst compute this?

A. Provide a scale and weight for each activity in the process.
B. Provide a scale for each of the prioritization criterion and weigh the criteria against the processes.
C. Have the customer and the BPM analyst provide 2 different priority values independently and calculate 1 priority value.
D. Count the number of activities in diagram and evaluate the complexity of the diagram to provide a value and calculate a priority value.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 38
The project manager needs assistance from the BPM analyst in building a process roadmap. What tool should the BPM analyst use to create a detailed list of areas of opportunity?

A. A Prioritization Matrix
B. A Root Cause Analysis Matrix
C. A Business Value Add Analysis Matrix
D. A Failures Mode Effect Analysis (FMEA) Matrix

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 39
The Human Resources department has pre-selected 4 processes as candidates for BPM Implementation. They think all these 4 processes have equal business value. They hire a BPM analyst to identify 1 process for BPM Implementation. What questions must the BPM analyst ask in order to identify a process for implementing BPM.

A. 1. Does the process change frequently?2. Are tasks being communicated informally through emails and phone calls?3. Does this project have enough IT challenges?4. Does the process integrate with at least 3 systems?
B. 1. Does the process change frequently?2. Are tasks being communicated informally through emails and phone calls?3. Is the same data entered

multiple times into multiple systems?4. Is there poor visibility into process performance?

C. 1. Does the process integrate with at least 3 systems?2. Are tasks being communicated informally through emails and phone calls?3. Is the same data entered multiple times into multiple systems?4. Is there poor visibility into process performance?

D. 1. Is there poor visibility into process performance?2. Does the process have ad-hoc events?3. Is the same data entered multiple times into multiple systems?4. Does this project have enough IT challenges?

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 40
The Human Resource (HR) Department wants to improve 4 of their processes using Business Process Management Software (BPMS).
The 4 processes are:
1. Recruitment
2. New Hire Orientation
3. Benefits Enrollment
4. Performance Evaluation.

The Human Resource (HR) Department has a limited budget and is pressured from head office to provide value to the business as soon as possible.
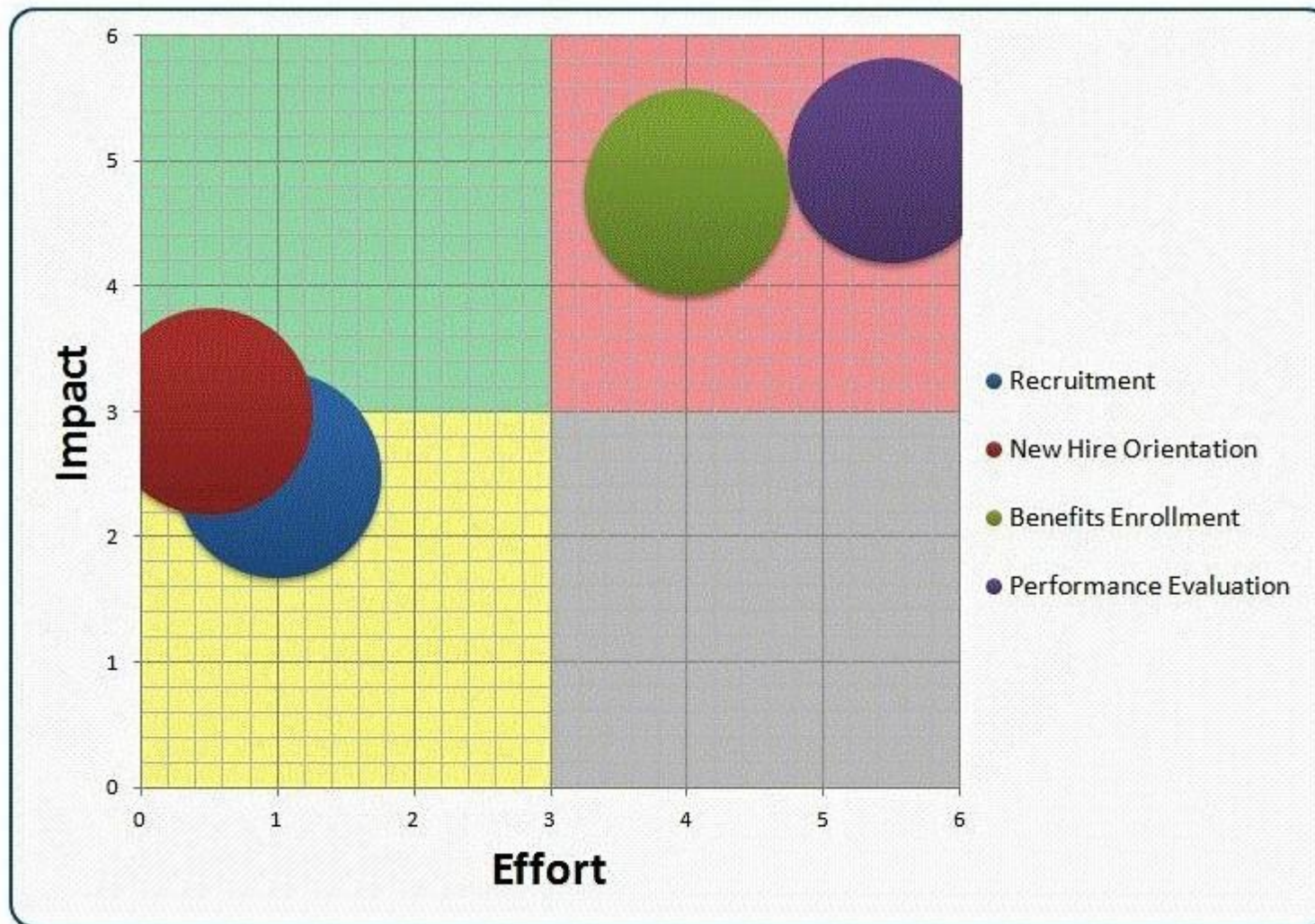
The BPM analyst worked with the HR team and completed the effort impact matrix for these 4 processes in order to identify a suitable process candidate
Based on the Exhibit, which process should the BPM analyst recommend?

A. Recruitment
B. New Hire Orientation
C. Benefits Enrollment

D. Performance Evaluation

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 41
A project manager asks a BPM analyst to assist with defining a business case for a company based on their goals and objectives. What are key components to include in support of a business case?

A. 1. Establish critical success factors2. Identify Key Performance Indicators (KPIs)3. Identify business pain points4. Calculate Return on Investment
B. 1. Establish critical success factors2. Complete Playback 1 retrospective notes3. Develop coaches from the future process4. Calculate Return on Investment
C. 1. Identify system integrations2. Run Process Optimizer Reports3. Identify business pain points4.
   Calculate user story points
D. 1. Complete Playback 1 retrospective notes2. Identify Key Performance Indicators (KPIs)3. Develop coaches from the future process4. Calculate user story points

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 42
A company needs the BPM analyst to provide a business value and impact assessment to only proceed with processes that align with their corporate strategy. The company's corporate strategy is to begin with small quick win pilots that require low effort and low impact and then scale to large programs that are low effort and high impact.
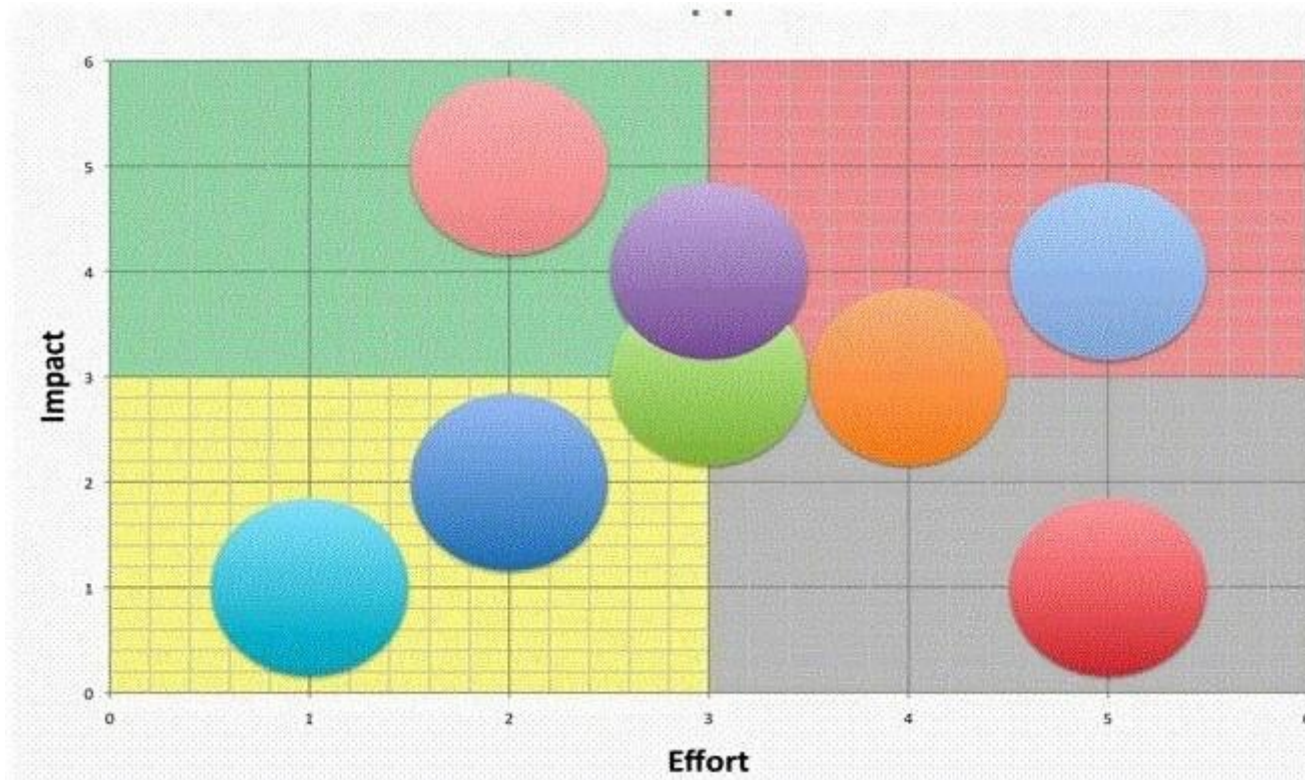
In the exhibit below, which quadrants contain the processes the BPM analyst should recommend?

A. Top right, top left
B. Top right, bottom right
C. Bottom right, top left
D. Bottom left, top left

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 43

During discovery, a process owner presents the BPM analyst with over 350 Key Performance Indicators (KPIs) determined by executive management based on the goals of the company. What action should the BPM analyst recommend to the process owner?

A. Use all of the KPIs in the process, since they are all relevant to the different business units of the company.

B. Use all of the KPIs in the process, since the executive team is expecting them to be implemented.

C. Use only the KPIs in the process that support the ability to make decisions, since these are actionable.

D. Use only the KPIs in the process that are time-based, since a primary business concern is time.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 44
The project manager needs assistance from the BPM analyst to determine the initial level of effort for processes in a process inventory. For each process, the BPM analyst should provide a list of process details that include:

A. Process Owner, Short Description, Size and Complexity, Milestones

B. Process Owner, Short Description, Size and Complexity, Risk and Pain

C. Process Participants, Process Owner, Short Description, Milestones

D. Process Participants, Process Owner, Short Description, Risk and Pain

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 45
A BPM analyst is working with a facilities manager to map out a process that lists the responsibilities of the facilities manager.
In the event of a damage to a building, the facilities manager must take the following actions.
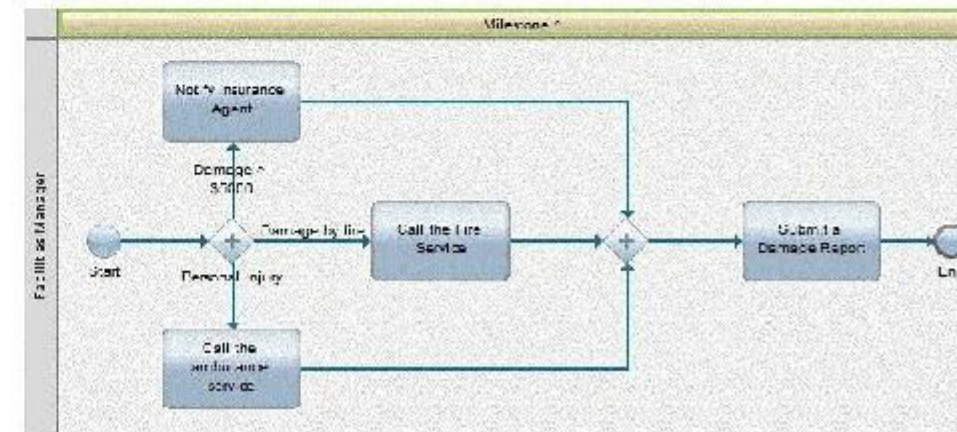How should the BPM analyst model this process?

A.

B.

E.

D.
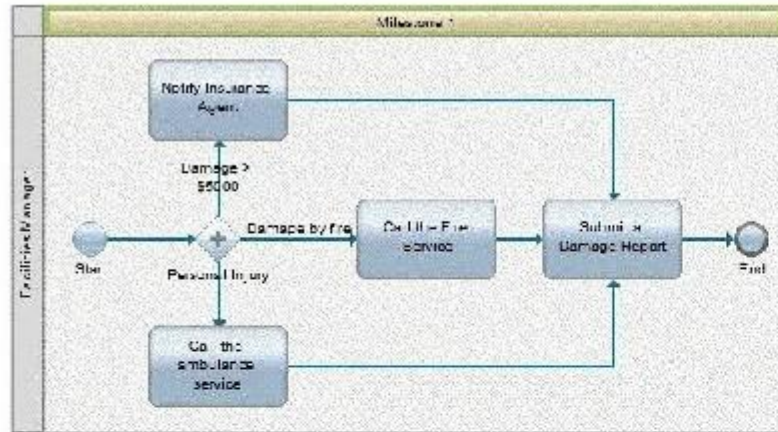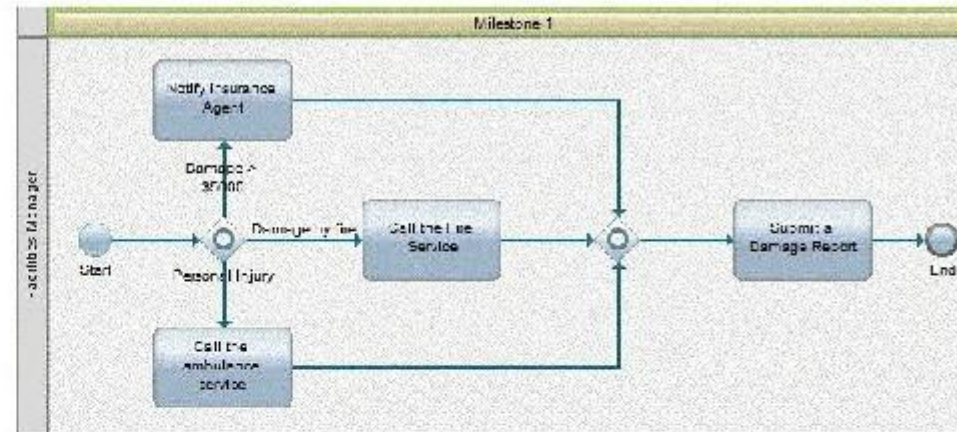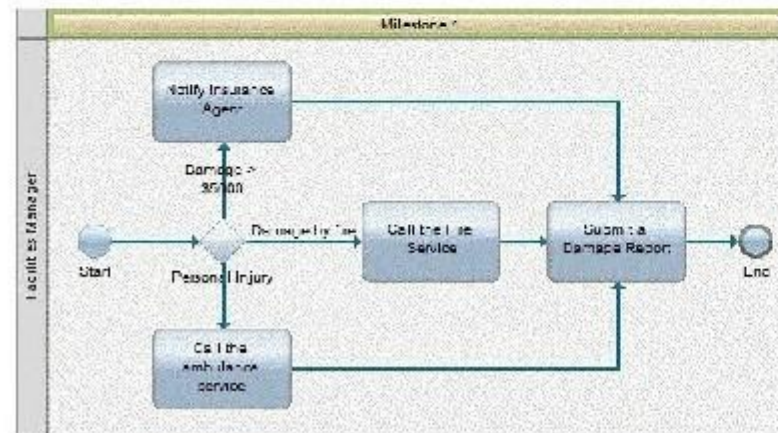
A. Exhibit A
B. Exhibit B
C. Exhibit C
D. Exhibit D
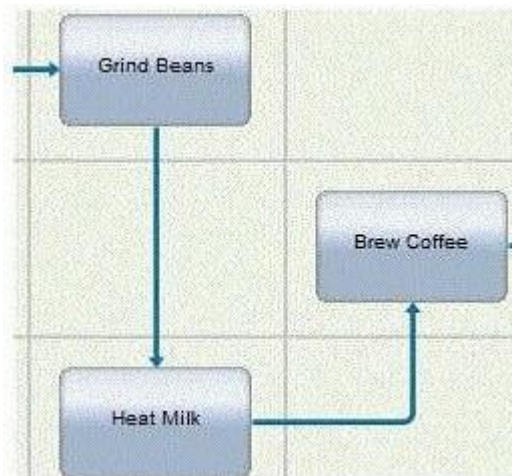
Correct Answer: C

Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 46
A BPM analyst needs to make a change to the connections in the following process diagram. The order of activities needs to be changed so that "Grind Beans" is followed by "Brew Coffee". "Heat Milk" will come last after "Brew Coffee".

How should the BPM analyst make this change to the connection?

A. Click on the "Brew Coffee" activity and drag it onto the connection between "Grind Beans" and "Heat Milk"
B. Click on the "Grind Beans" activity and drag it onto the connection between "Heat Milk" and "Brew Coffee"
C. Click on the connection between "Heat Milk" and "Brew Coffee" and drag the connection arrow to "Grind Beans"
D. Click on the connection between "Grind Beans" and "Heat Milk" and drag the connection arrow to "Brew Coffee".

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 47

A BPM analyst is mapping a Mortgage Loan Approval Process. When the applicant requests a loan, the Loan officer must start the credit check, employment check and background check at the same time.
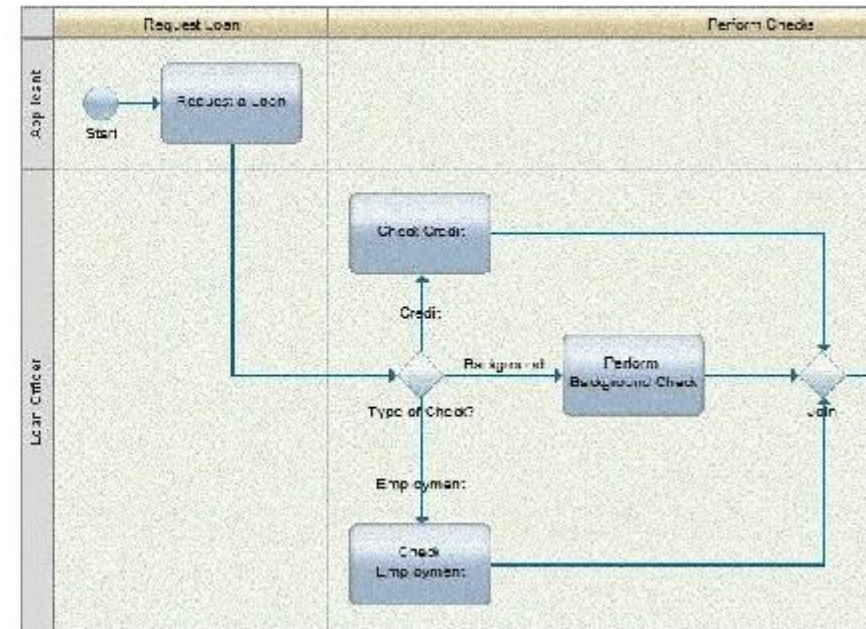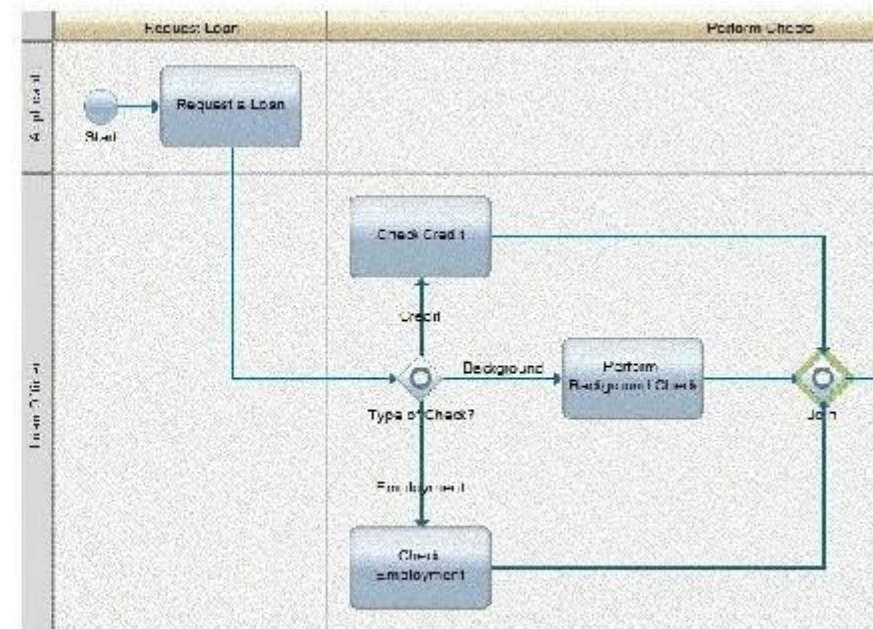How should the BPM analyst map this process?
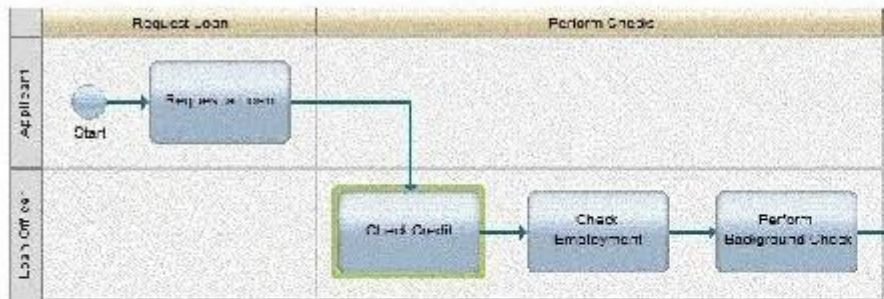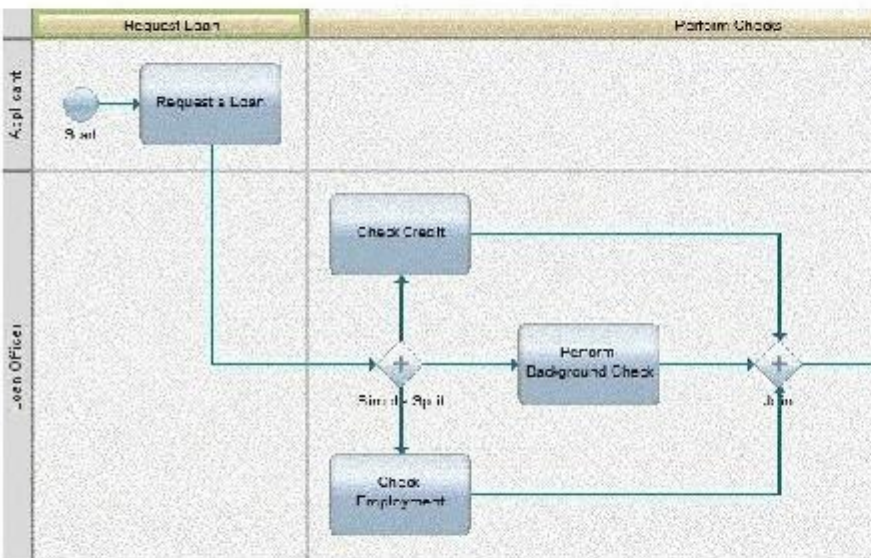
○ A.

○ F.

○ C.

○ D.

A. Exhibit A
B. Exhibit B
C. Exhibit C
D. Exhibit D

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 48
A BPM analyst is defining a mortgage loan approval process where the Business Process Management System (BPMS) will get the credit score of the applicant from the Credit Bureau and validate if the loan can be approved for the applicant. The BPM analyst must add this activity:

A. as an Ad-Hoc Event.
B. to a System Lane.
C. to both a Human Participant and System Lane.
D. to a Human Participant Lane who had the prior task.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
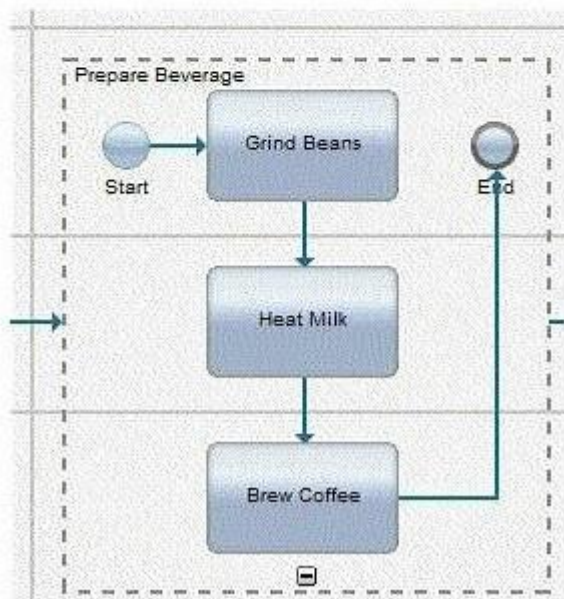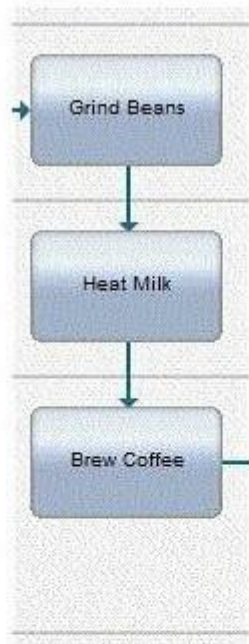corrected and modified.

QUESTION 49
A BPM analyst has modeled the process for creating a custom coffee beverage. The BPM analyst noticed a lot of detail in the process model and has started refactoring the model to reduce the complexity.
Which section of the process represents a series of activities performed by the same participant that the analyst reduced into a single activity?
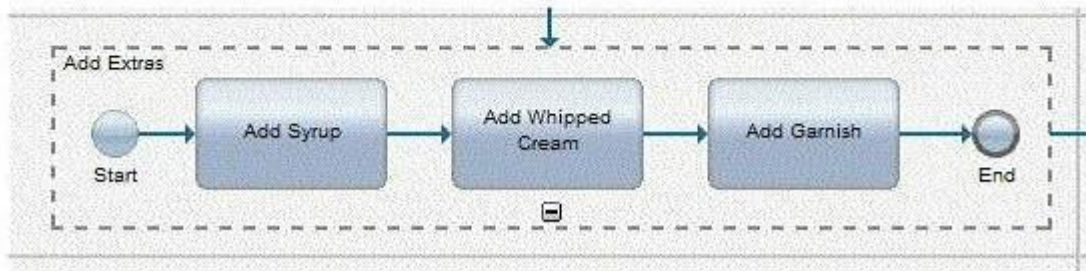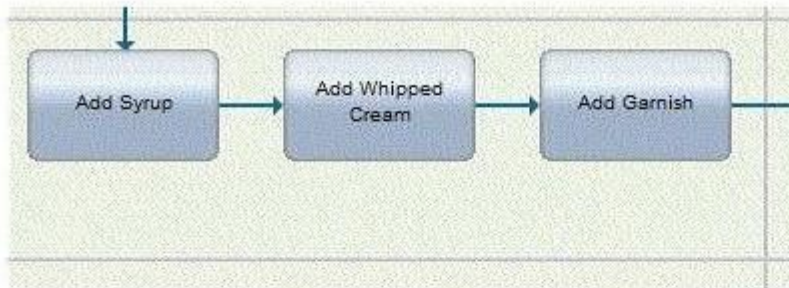
○ B.

C.

Grind Beans

Heat Milk

Brew Coffee

Prepare Beverage

Start

Grind Beans

End

Heat Milk

Brew Coffee

A. Exhibit A
B. Exhibit B
C. Exhibit C
D. Exhibit D

Correct Answer: B
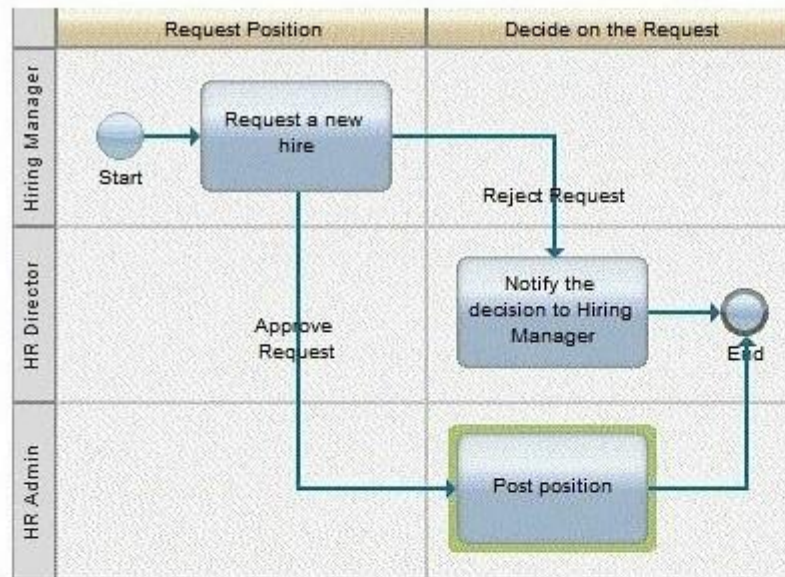**Section: (none)**
Explanation

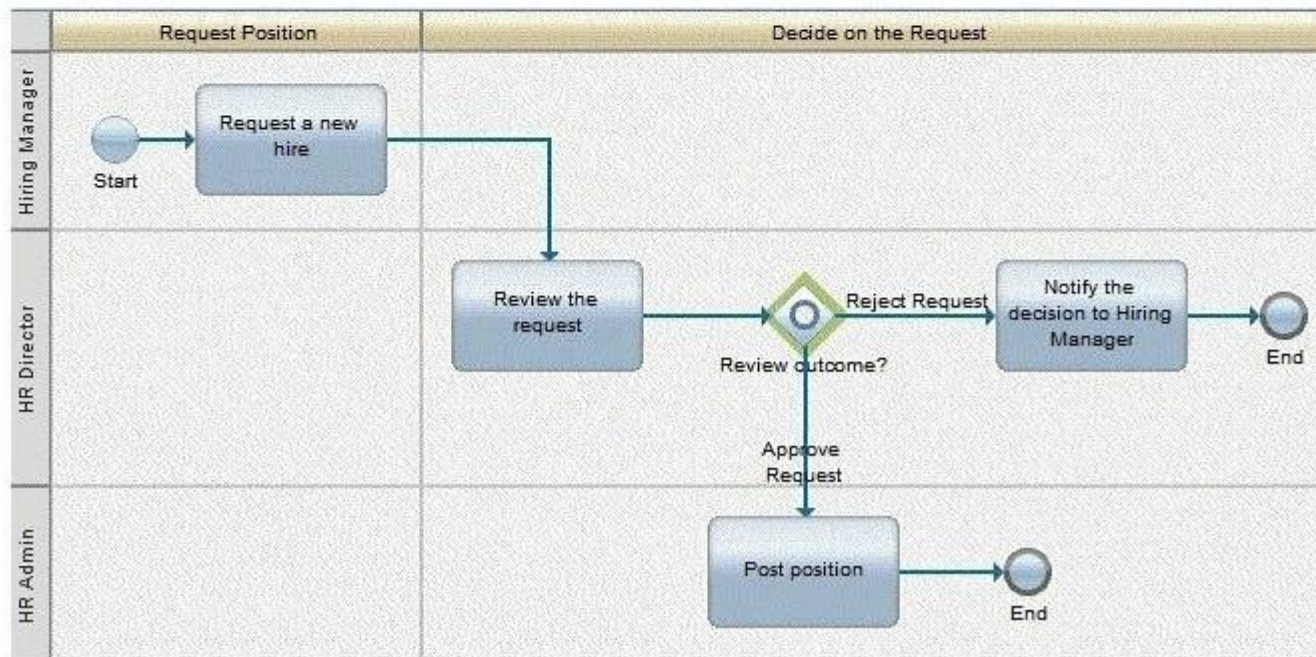**Explanation/Reference:**
Explanation:

QUESTION 50
The BPM analyst is mapping a Recruiting process for a company where the Hiring manager submits a Hiring request and the HR Director makes the decision to approve or reject the request. If approved, the HR Admin will post the position in a job search website. If Rejected, the HR Director will notify the Hiring Manager. How should the BPM analyst map this process?

C.

D.

A. Exhibit A
B. Exhibit B
C. Exhibit C
D. Exhibit D

Correct Answer: A
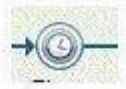**Section: (none)**
Explanation

Explanation/Reference:
Explanation:

QUESTION 51
A BPM analyst is discovering a process where the subject matter experts are explaining what to do when process instances fail during system maintenance. Which symbol in the BlueWorks Live should the BPM analyst use to define this process?

A.

B.

C.

D.

A. Exhibit A
B. Exhibit B
C. Exhibit C
D. Exhibit D

Correct Answer: B

Section: (none)
Explanation

Explanation/Reference:
Explanation: