



000-189^{Q&As}

IBM Business Process Manager Express or Standard Edition V7.5.1,
BPM Analysis

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QUESTION 1

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

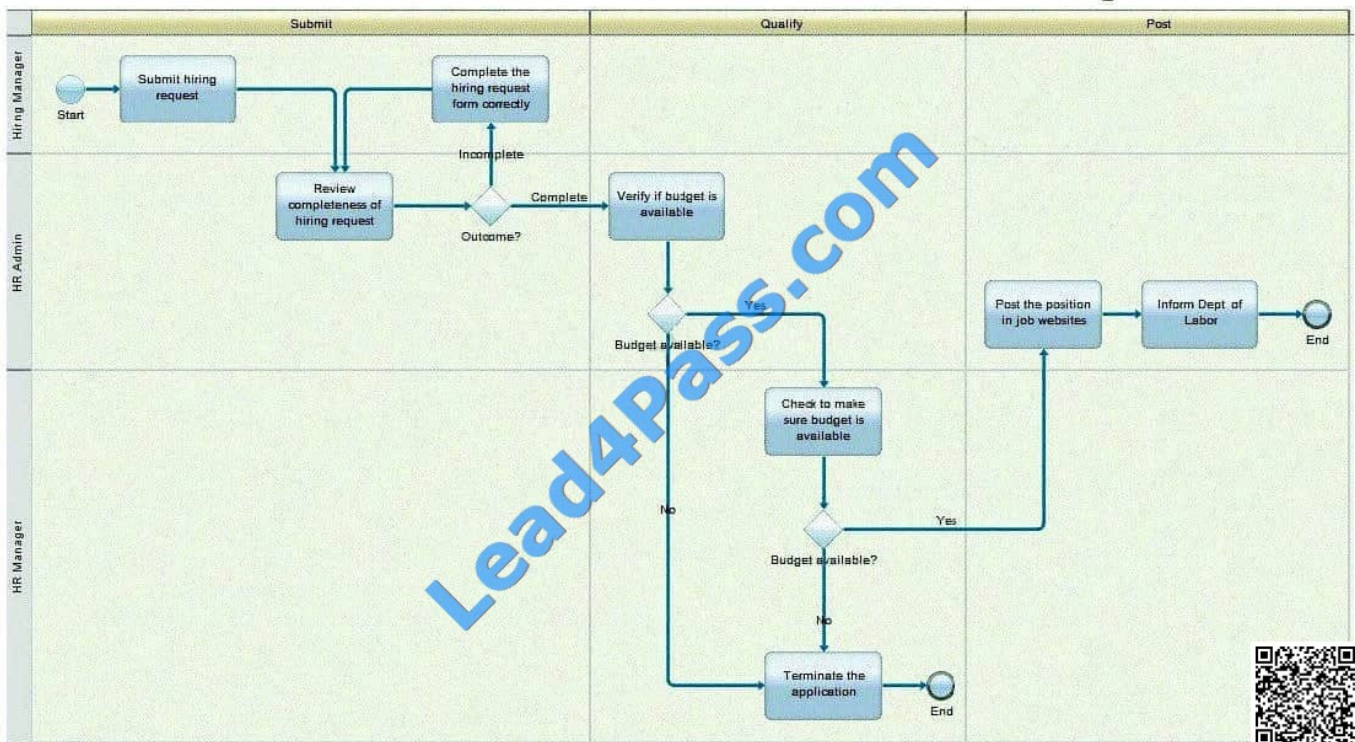
QUESTION 2

A company that processes applications has been using Business Process Management Software (BPMS) over the last year. They have asked IBM to analyze their processes in production because they want to continue improving their 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 Process Inspector in IBM Business Process Manager V7.5.1 to perform inspection on the process.
- D. Use the Optimizer view in IBM Business Process Manager V7.5.1 to perform Historical and Simulation Analysis.

Correct Answer: D

QUESTION 3



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 Exhibit) 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

QUESTION 4

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 V7.5.1. The call center supervisor would like to know how long it takes the customer service representatives to take 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 Take customer service request.
- 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

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

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