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QUESTION 1

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.

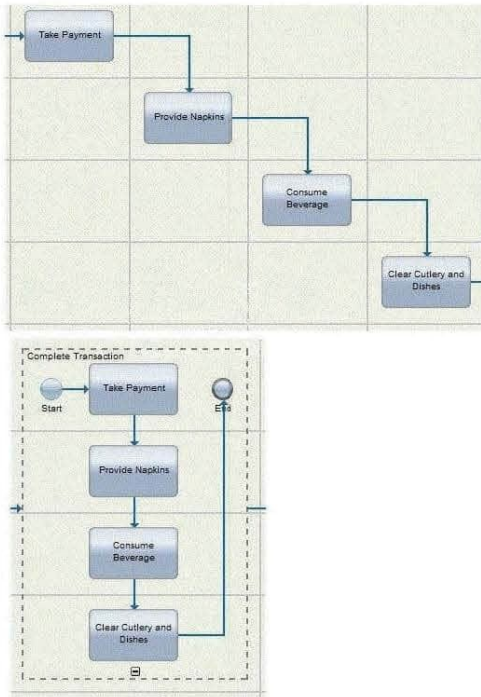
Correct Answer: C

QUESTION 2

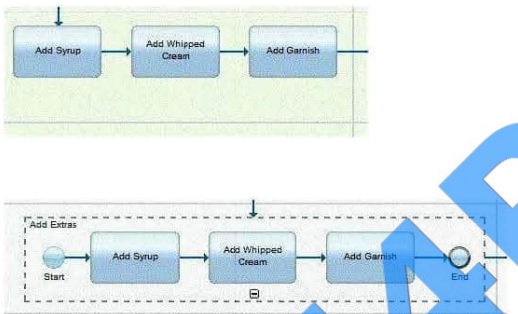
A BPM analyst has modeled the process for creating a custom coffee beverage. The BPM analyst noticed a lot of detail in the process model and has started refactoring the model to reduce the complexity. Which section of the process represents a series of activities performed by the same participant that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



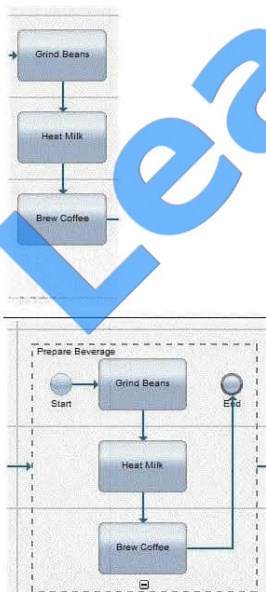
C.A.



C.B.

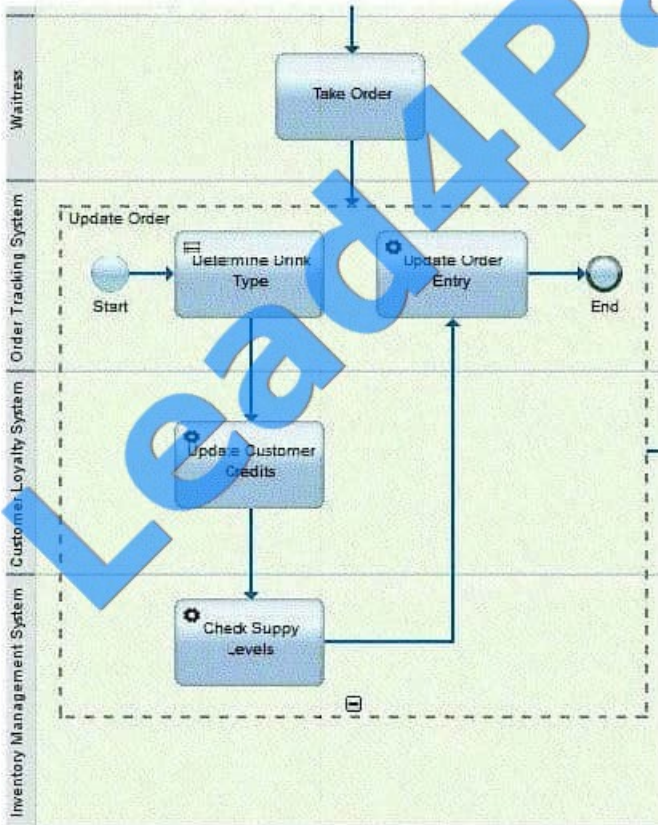
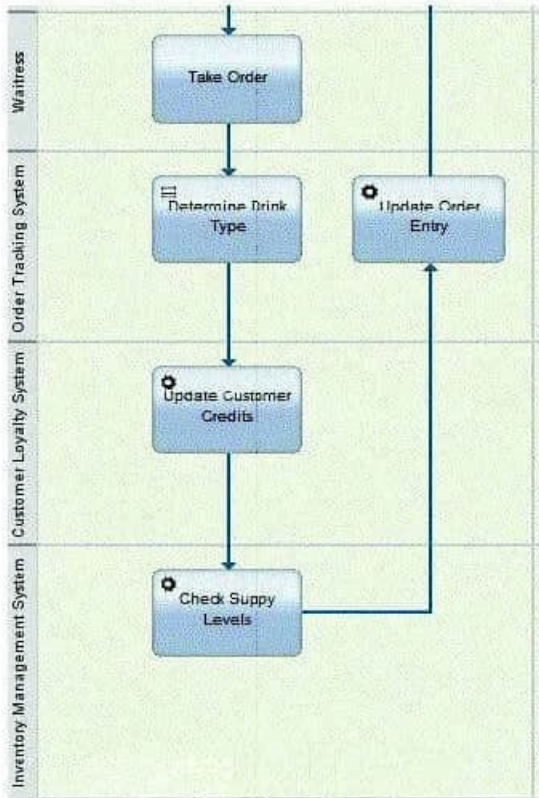


C.C.





D.





- A. option A
- B. Option B
- C. Option C
- D. Option D

Correct Answer: B

QUESTION 3

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: Membership Number 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 Membership Number Name Address Outputs: Application Membership Number Name Address
- E. Inputs: Application Membership Number Name Address Outputs: Application Membership Number Name Address
- F. Inputs: Application Membership Number Name Address Outputs: Application Membership Number Name Address
- G. Inputs: Application Membership Number Name Address Outputs: Application Membership Number Name Address
- H. Inputs: Application Membership Number Name Address Outputs: Application Membership Number Name Address

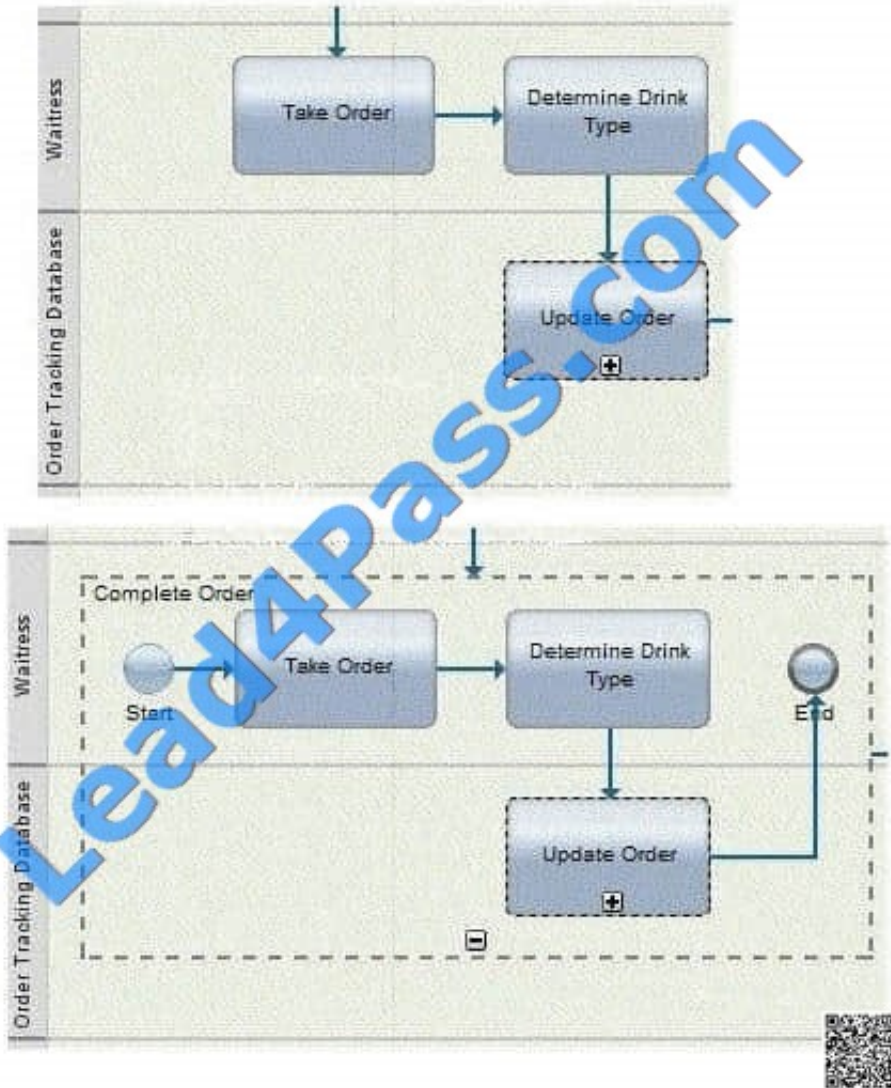
Correct Answer: A

QUESTION 4

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 multiple roles working together that the BPM analyst reduced into a single sub-process without losing the intent or meaning of the process?

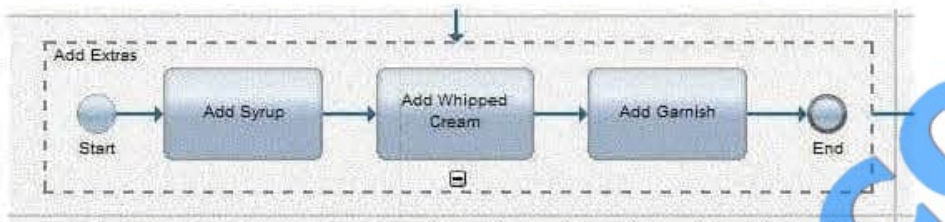
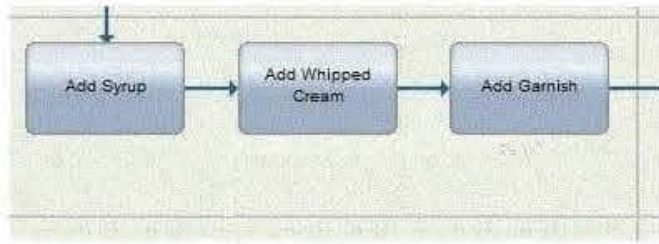


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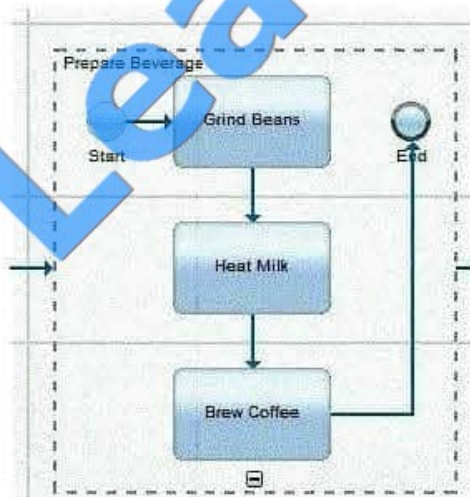
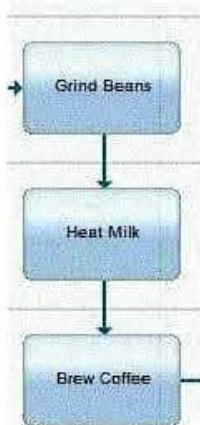




B.

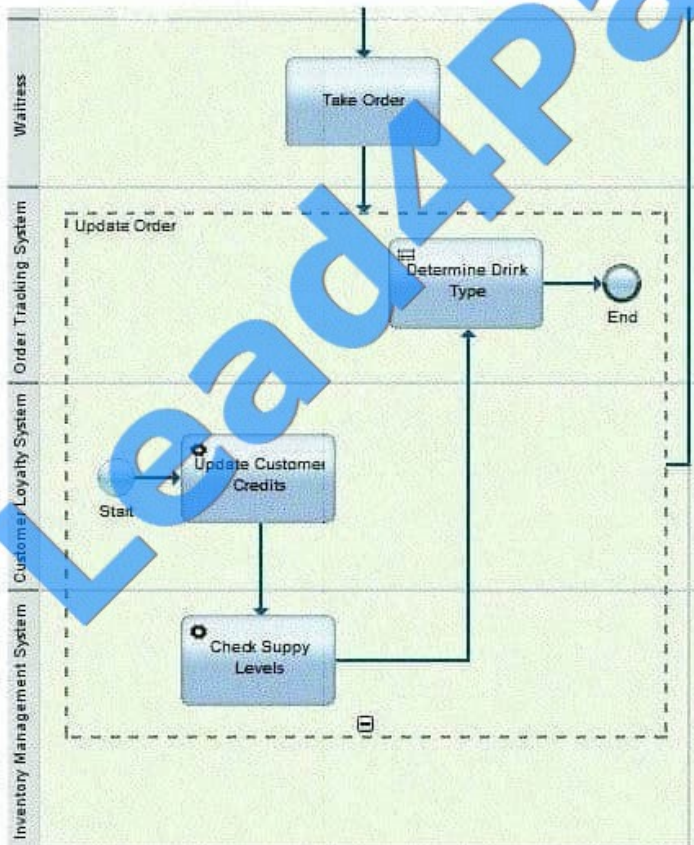
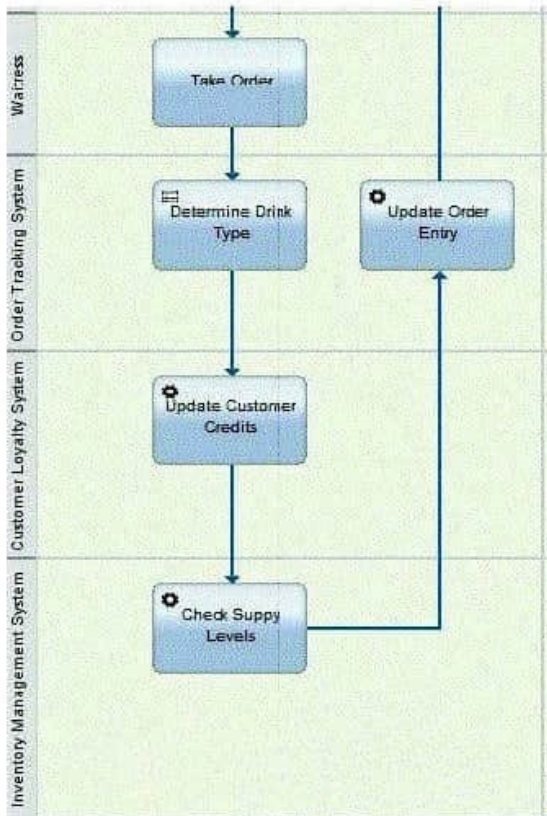


C.





C D.





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

Correct Answer: C

QUESTION 5

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. Immediate feedback during development provides ability to change direction.
- D. Solution administrators give early input so system performance is not an issue.

Correct Answer: C

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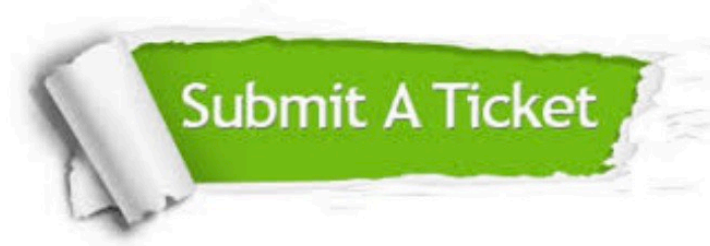
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