



000-189^{Q&As}

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

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QUESTION 1

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

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

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

QUESTION 2

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

- Equipment was not ordered until week 2
-
- The manager did not complete the new hire checklist.
-
- The manager did not know how to access the checklist.
-
- No one communicated to the manager how to access the checklist.
-
- No communication plan for the on-boarding process.



-

The root cause of the initial problem was that no one communicated to the manager there was a checklist. 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

QUESTION 3

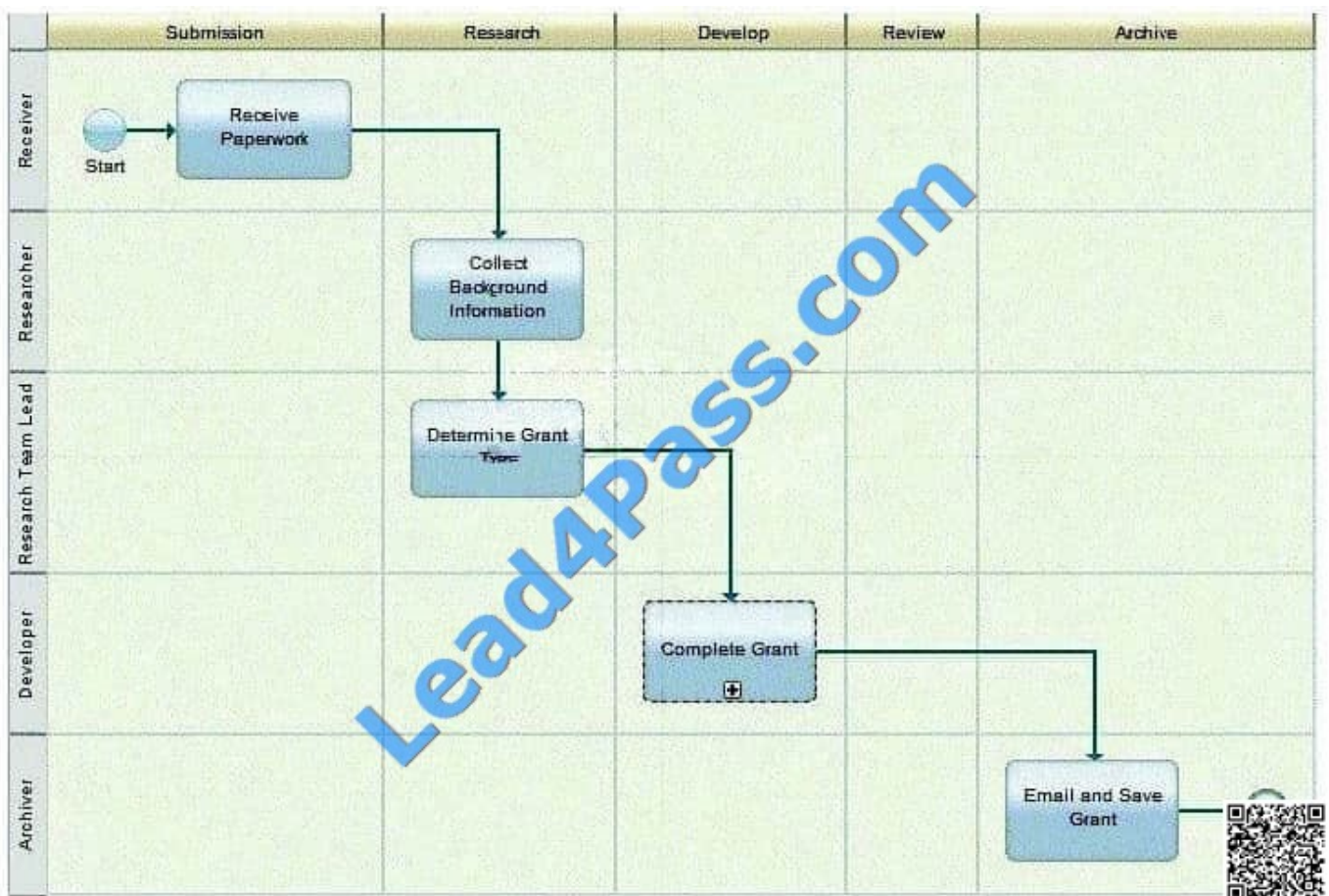
What is the playback that identifies the participant roles?

- A. Playback 0
- B. Playback 1
- C. Playback 2 D. Playback 3

Correct Answer: A

QUESTION 4

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



The business subject matter experts (SMEs) insist that the review after the "Develop" activities will be completed outside of the IBM Business Process Manager 7.5.1 platform. The IBM Business Process Manager 7.5.1 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 an activity 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)

E. 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)

F. 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

QUESTION 5

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

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