



000-189^{Q&As}

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QUESTION 1

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

Correct Answer: C

QUESTION 2

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 3

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 factors
- 2. Identify KPIs
- 3. Identify business pain points
- 4. Calculate Return on Investment



B. 1. Establish critical success factors

2.

Complete Playback 1 retrospective notes

3.

Develop coaches from the future process

4.

Calculate Return on Investment

C. 1. Identify system integrations

2.

Run Process Optimizer Reports

3.

Identify business pain points

4.

Calculate user story points

D. 1. Complete Playback 1 retrospective notes

2.

Identify KPIs

3.

Develop coaches from the future process

4.

Calculate user story points

Correct Answer: A

QUESTION 4

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.



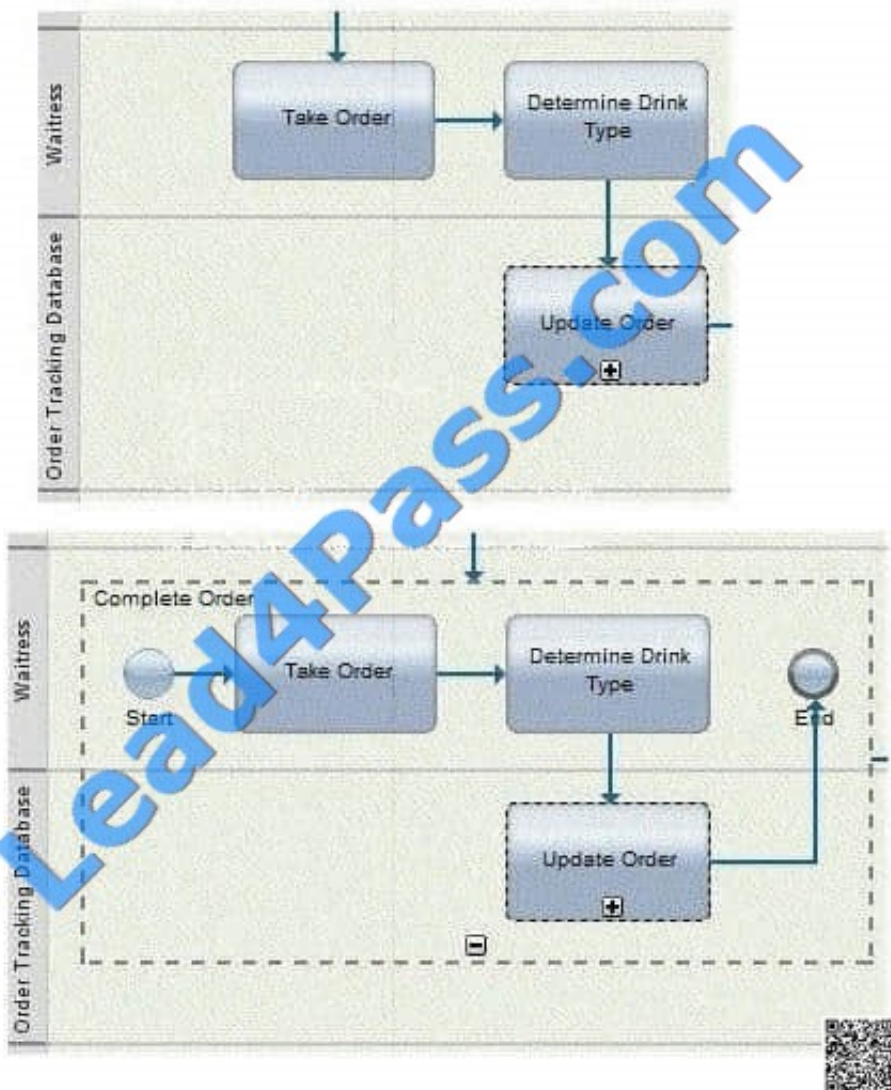
D. Build a roadmap of processes for all releases in the next 5 years by categorizing the opportunities into individual releases.

Correct Answer: C

QUESTION 5

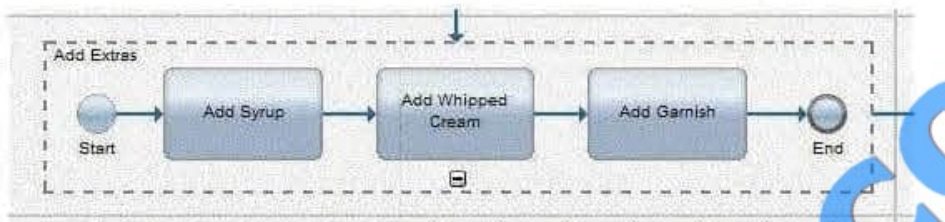
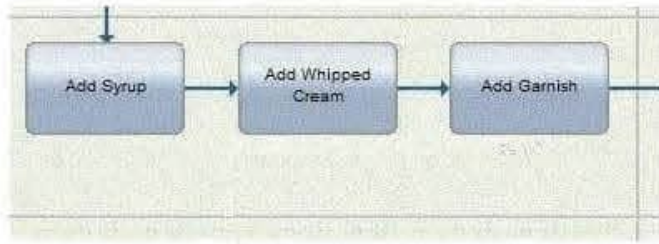
A BPM analyst has modeled the process for creating a custom coffee beverage. The BPM analyst noticed a lot of detail in the process model and has started refactoring the model to reduce the complexity. Which section of the process represents multiple roles working together that the BPM analyst reduced into a single sub-process without losing the intent or meaning of the process?

C. A.

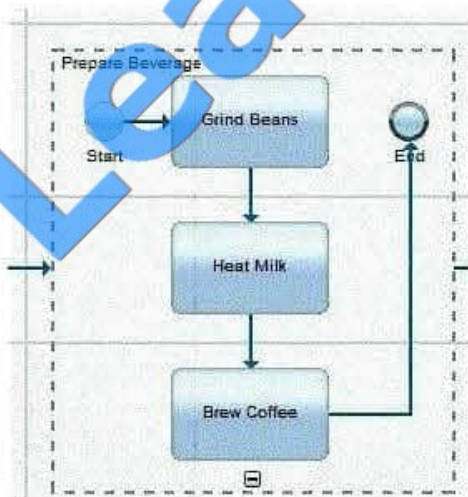
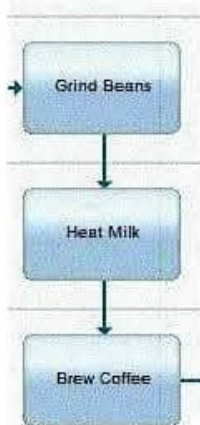




B.

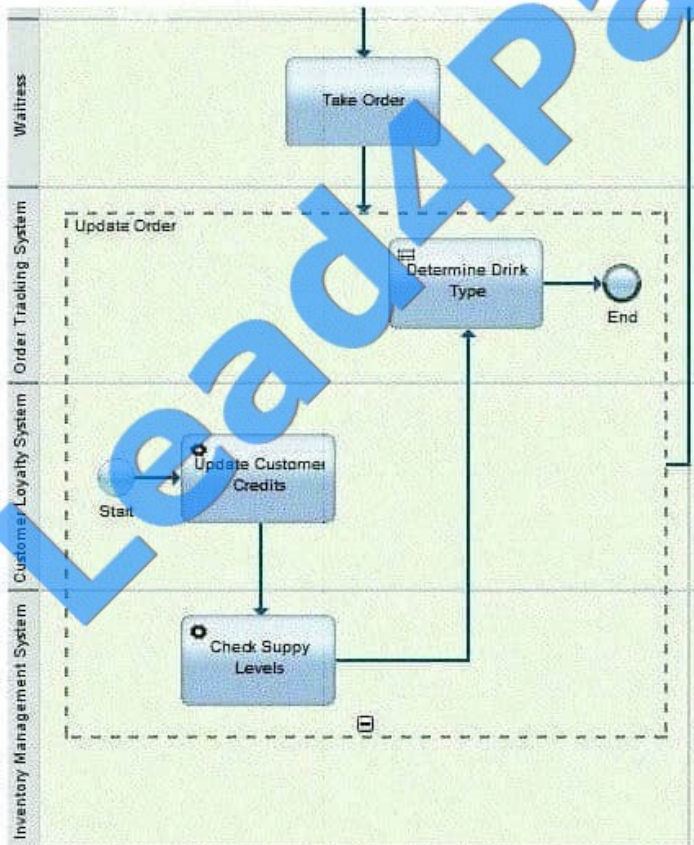
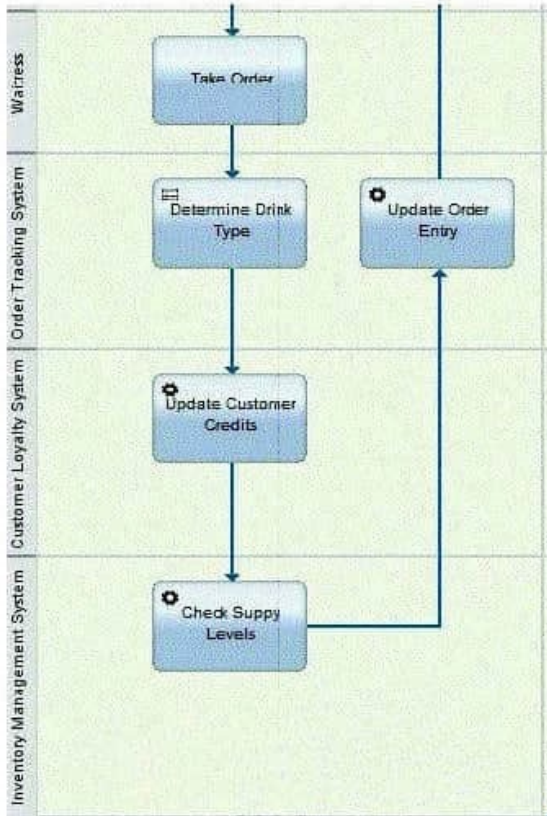


C.





C D.





A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: C

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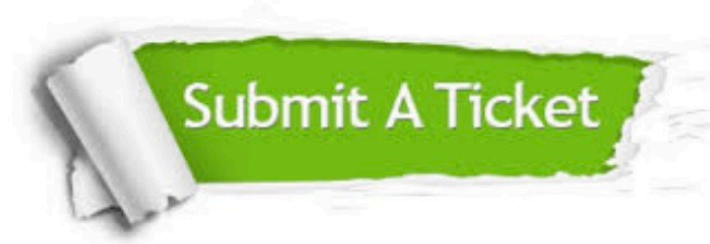
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