



# A2180-189<sup>Q&As</sup>

Assessment: Blueworks Live; BPM Exp/Std Ed V7.5.1, BPM Analysis

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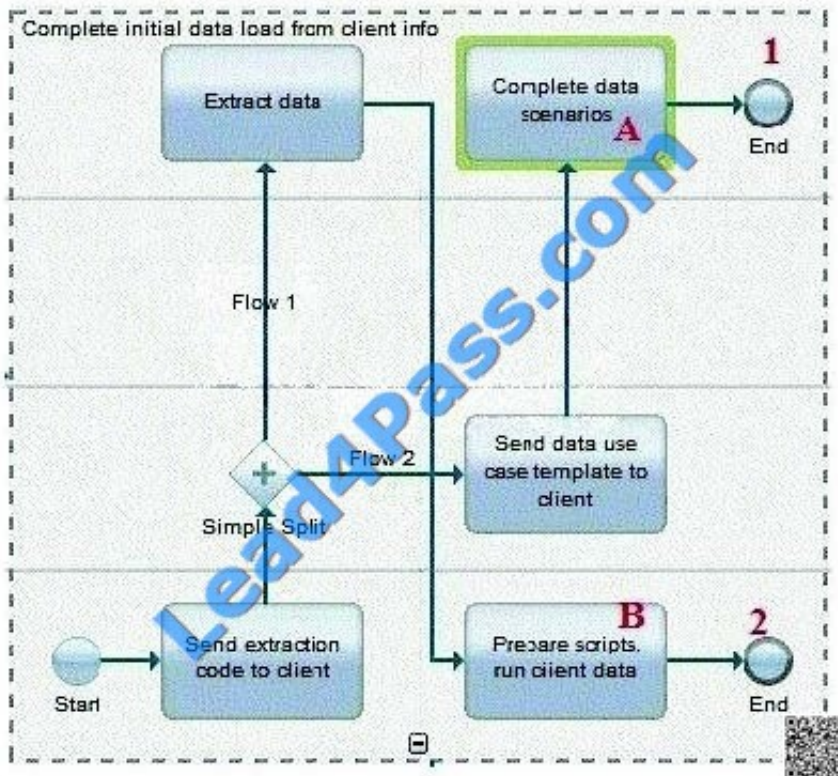
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### QUESTION 1

A BPM analyst has modeled the following process. However, after the "Extract Data" and "Send data use case template to client", the client has stated that "Complete data scenarios" should be done.



How should the BPM analyst adjust the process?

- A. Join A and B
- B. Insert join before A, and move B after A
- C. Insert Join before B, and move A after B
- D. Move B before A, and insert a join after A

Correct Answer: B

### QUESTION 2

A BPM analyst needs to assess the process for claim submission of automobile incidents of an insurance company. One of the general goals for the company is to improve customer service. Which of the following should a BPM analyst define as a Critical Success Factor (CSF) aligned to this goal?

- A. Increase phone satisfaction survey scores.



- B. Increase customer base by gaining new customers.
- C. Train insurance adjustors on interpreting a police report.
- D. Train phone representatives on Business Process Management System (BPMS) software.

Correct Answer: A

### QUESTION 3

A BPM analyst has completed the Discovery Map and is ready to begin converting the Discovery Map into a Process Diagram in Blueworks Live. What is the correct element mapping from Discovery Map to Process Diagram?

- A. Milestones to lanes, participant to section headers, activities to tasks
- B. Milestones to tasks, participant to lanes, activities to section headers
- C. Milestones to section headers, participant to lanes, activities to tasks
- D. Milestones to section headers, participant to tasks, activities to lanes

Correct Answer: C

### QUESTION 4

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					
A = Accountable					
C = Consulted					
I = Informed					
	<b>Customer Service Agent</b>	<b>Customer Service Supervisor</b>	<b>Customer Relations Advisor</b>	<b>Customer Account Manager</b>	<b>Regional Manager</b>
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

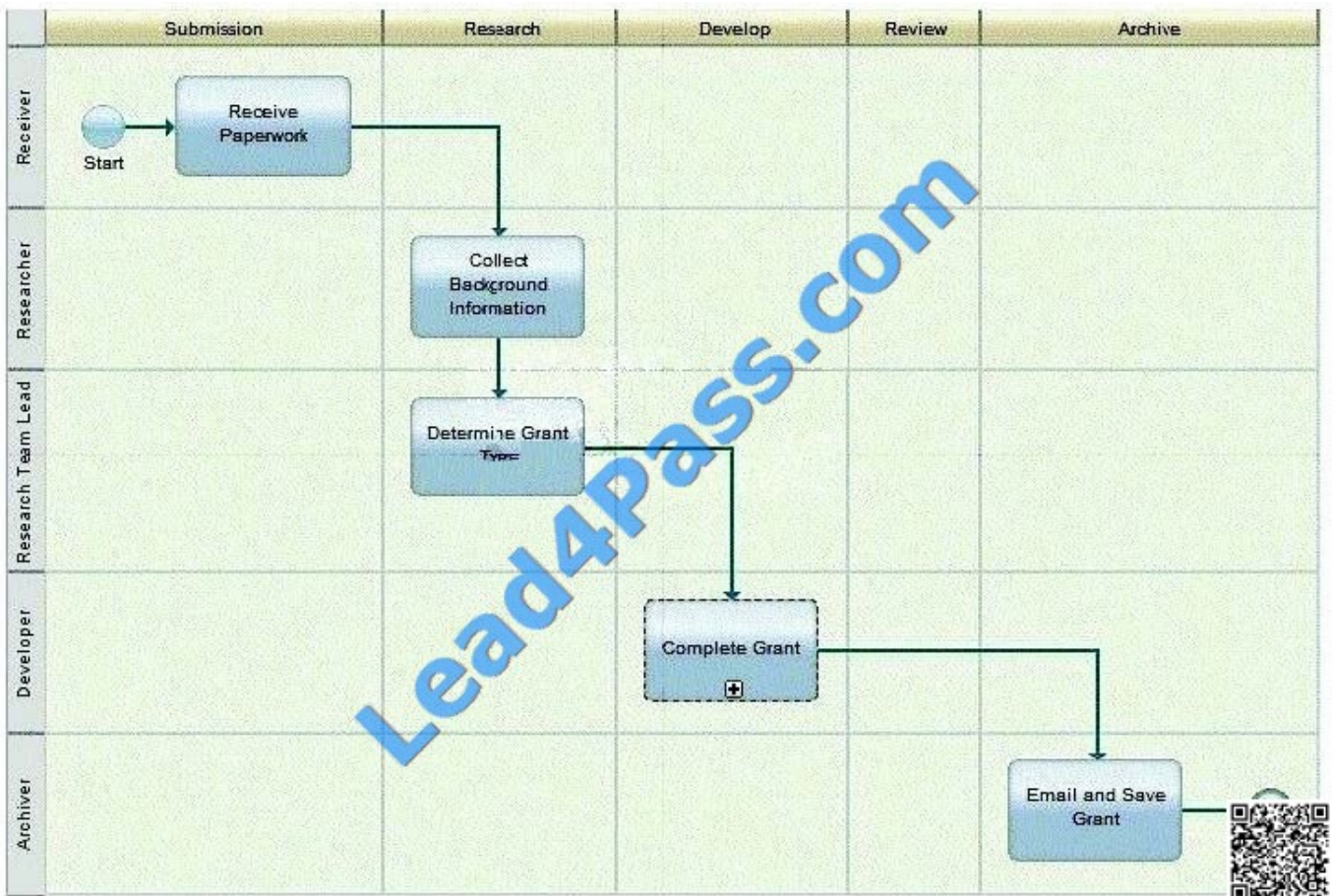




Correct Answer: A

### QUESTION 5

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

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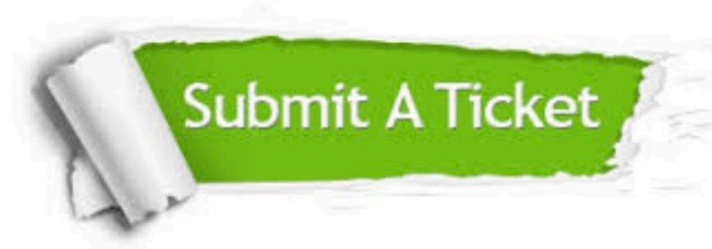
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