

C2180-189^{Q&As}

Blueworks Live and Business Process Manager Express or Standard Edition V7.5.1 BPM Analysis

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QUESTION 1

During Playback 0, a business user asks the following question: "Once a task is assigned to a user, can the task be reassigned to another user?" Which of the following responses is a valid response by a BPM analyst?

- A. No, assignment must be built into the system.
- B. No, once a task is assigned to a user the task must be completed by the user.
- C. Yes, a user can reassign their task to any other user.
- D. Yes, reassignment is possible dependant upon the role of the user.

Correct Answer: D

QUESTION 2

What is the expected time frame for a milestone playback cycle?

- A. 3 days
- B. 3 weeks
- C. 3 months
- D. 3 years

Correct Answer: B

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

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B. 1. Establish critical success factors

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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 BPM analyst needs to define user stories for development. What information does the BPM analyst need to know about user stories? User stories:

A. support waterfall development.

B. include implementation details.

C. can be grouped and prioritized.



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D. contain all required information needed by developers.		
Correct Answer: C		
QUESTION 5		
A new employee just started working wi investigated the cause:	ith a company and only received their lap	otop in week 4. The BPM analyst
-Equipment was not ordered until week	2	
-		
The manager did not complete the new	hire checklist.	
-		
The manager did not know how to acce	ess the checklist.	
-		
No one communicated to the manager	how to access the checklist.	
-		
No communication plan for the on-board	ding process.	
-		
The root cause of the initial problem wa did the BPM analyst use in order to find	s that no one communicated to the manal out the root cause?	ager there was a checklist. Which tool
A.		
5 Whys		
В.		
5 Whats		
C.		
5 Whens		
D.		
5 Whos		
Correct Answer: A		
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