



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

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

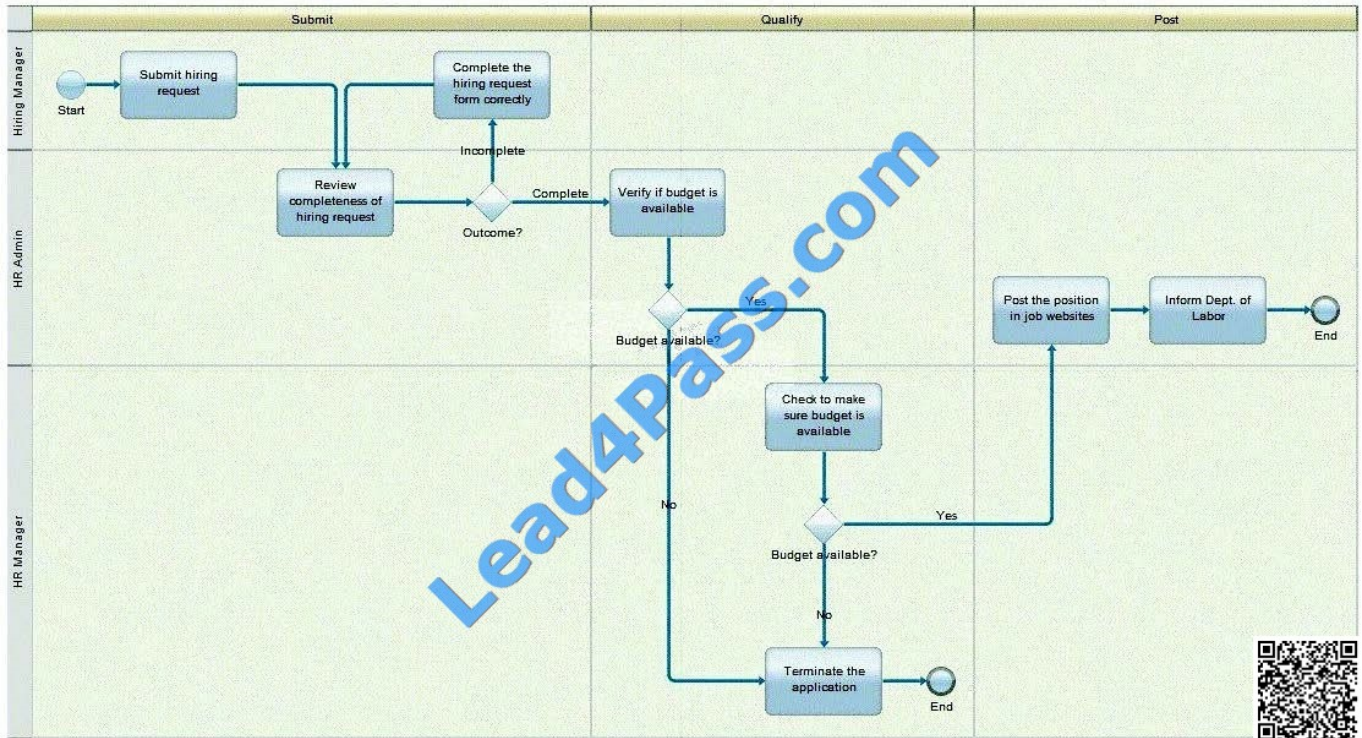
A BPM analyst needs to define user stories for development. What information does the BPM analyst need to know about user stories? User stories:

- A. support waterfall development.
- B. include implementation details.
- C. can be grouped and prioritized.
- D. contain all required information needed by developers.

Correct Answer: C

QUESTION 3

A company needs to improve their Hiring Process and hired a BPM analyst to analyze their current process.



The analyst completed documenting the current state process of submitting the hiring request (refer to the Exhibit) and did a "Value-Add" Analysis with the process stakeholders. Identify the "Non-Value Add" activities in this process.

- A. "Inform Dept. of Labor" and "Check to make sure budget is available"
- B. "Complete the hiring request form correctly" and "Terminate the application"
- C. "Complete the hiring request form correctly" and "Check to make sure budget is available"
- D. "Inform Dept. of Labor" and "Terminate the application"

Correct Answer: C

QUESTION 4

On a project, the BPM analyst defined the following to identify the Key Performance Indicator (KPI):

-
The goal of the project was to improve the efficiency of the process.

-
The concern was that the process was not fast enough.



-

The Critical to Quality (CTQ) was the speed of the process.

-

The client was interested in the cycle time of the process.

-

The time stamps at the beginning and at the end of the process are captured.

Which step did the BPM analyst fail to perform in identifying the KPI?

- A. Know the client objectives
- B. Know how to define the client's KPI
- C. Know the process decision makers
- D. Know the client's Service Level Agreements (SLAs)

Correct Answer: C

QUESTION 5

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

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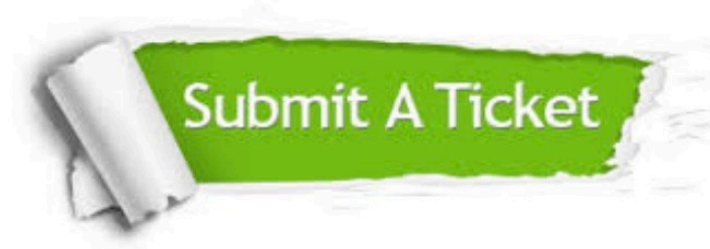
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