



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

What is the basis for playback methodology?

- A. Iterative development
- B. V-model development
- C. Waterfall development
- D. Cleanroom development

Correct Answer: A

QUESTION 2

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 3

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 the 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 in Blueworks Live and now needs to enter information from the above description into the Details fields for the activity "Enter Application". For the activity "Enter Application", what are the Inputs and Outputs?

A. Inputs: Membership Number Outputs: Application Membership Number

B. Inputs: Membership Number Outputs: Application Membership Number

C. Inputs: Membership Number Outputs: Application Membership Number Name Address

D. Inputs: Application Membership Number Name Address Outputs: Application Membership Number Name Address

E. Inputs: Application Membership Number Name Address Outputs: Application Membership Number Name Address

F. Inputs: Application Membership Number Name Address Outputs: Application Membership Number Name Address

G. Inputs: Application Membership Number Name Address Outputs: Application Membership Number Name Address

H. Inputs: Application Membership Number Name Address Outputs: Application Membership Number Name Address

Correct Answer: A



QUESTION 4

A BPM analyst has completed the definition of user stories and is ready to prioritize them so that the development team starts building the stories that have high business value. Who should the BPM analyst involve during the user story prioritization?

- A. Project Sponsors
- B. Quality Assurance Analysts
- C. Process Owners and Stakeholders
- D. BPM Administrators and Project Managers

Correct Answer: C

QUESTION 5

What is the correct sequential order for determining metrics?

- A. 1. Goals
 - 2. Enabled Decisions and Decision Makers
 - 3. Tracked Data and Key Performance Indicators (KPIs)
 - 4. Scoreboards, Reports, and Service Level Agreements (SLAs)
- B. 1. Enabled Decisions and Decision Makers
 - 2. Goals
 - 3. Tracked Data and Key Performance Indicators (KPIs)
 - 4. Scoreboards, Reports, and Service Level Agreements (SLAs)
- C. 1. Goals
 - 2.



Enabled Decisions and Decision Makers

3.

Scoreboards, Reports, and Service Level Agreements (SLAs)

4.

Tracked Data and Key Performance Indicators (KPIs)

D. 1. Enabled Decisions and Decision Makers

2.

Goals

3.

Scoreboards, Reports, and Service Level Agreements (SLAs)

4.

Tracked Data and Key Performance Indicators (KPIs)

Correct Answer: A

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