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QUESTION 1

The project manager needs assistance from the BPM analyst in building a process roadmap. What tool should the BPM analyst use to create a detailed list of areas of opportunity?

A. A Prioritization Matrix

B. A Root Cause Analysis Matrix

C. A Business Value Add Analysis Matrix

D. A Failures Mode Effect Analysis (FMEA) Matrix

Correct Answer: A

QUESTION 2

A BPM analyst is modeling the process for acquiring an account. During an interview with the customer service supervisor, the BPM analyst was provided with 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	Customer Service Agent	Customer Service Supervisor	Customer Relations Advisor	Customer Account Manager	Regional Manager
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 3

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. What BPM project roles must attend the user story prioritization session?

A. BPM Developers and Project Managers

B. BPM Administrators and Project Managers

C. Process Owners and Subject Matter Experts

D. Integration Developers and Subject Matter Experts

Correct Answer: C

QUESTION 4

A cable company is improving a process in their call center for requesting cable service. The new process will run in IBM Business Process Manager V8.0. The call center supervisor would like to know how long it takes the customer service representatives to answer the customer requests before passing the request to the engineering department to provide the service. What should the BPM analyst recommend to address the measurement reporting requirement?

A. Use the My Performance scoreboard with Provide Cable Service filter.

B. Use the My Team Performance scoreboard with the Answer Customer Request activity.

C. Use IBM Business Monitor to create a custom report with events from the engineering department database.

D. Create a custom report with tracking points in the process with cable service customer names.

Correct Answer: B

QUESTION 5

A BPM analyst is reviewing the playback types. What is the first playback that identifies participant roles?

A. Playback 0

B. Playback 1

C. Playback 2

D. Playback 3

Correct Answer: A

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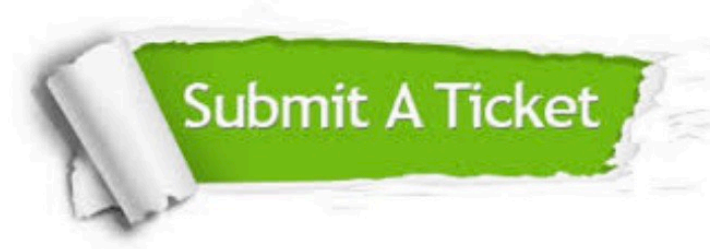Multi-Platform capabilities - Windows, Mac, Android, iPhone, iPod, iPad, Kindle

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