



C2180-275^{Q&As}

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QUESTION 1

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 2

The Human Resource (HR) Department wants to improve 4 of their processes using Business Process Management Software (BPMS).

The 4 processes are:

1.

Recruitment

2.

New Hire Orientation

3.

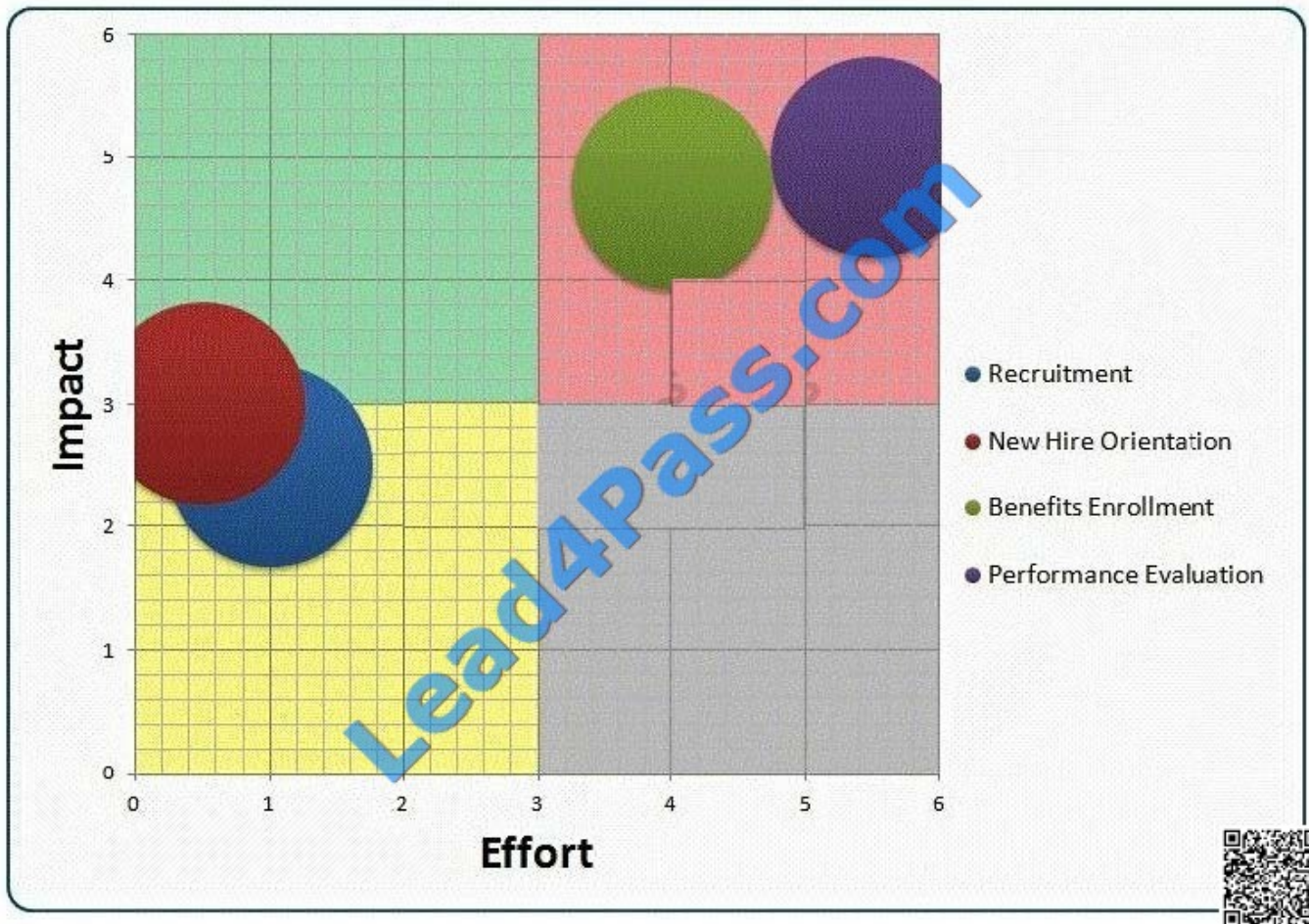


Benefits Enrollment

4.

Performance Evaluation.

The Human Resource (HR) Department has a limited budget and is pressured from head office to provide value to the business as soon as possible.



The BPM analyst worked with the HR team and completed the effort impact matrix for these 4 processes in order to identify a suitable process candidate Based on the Exhibit, which process should the BPM analyst recommend?

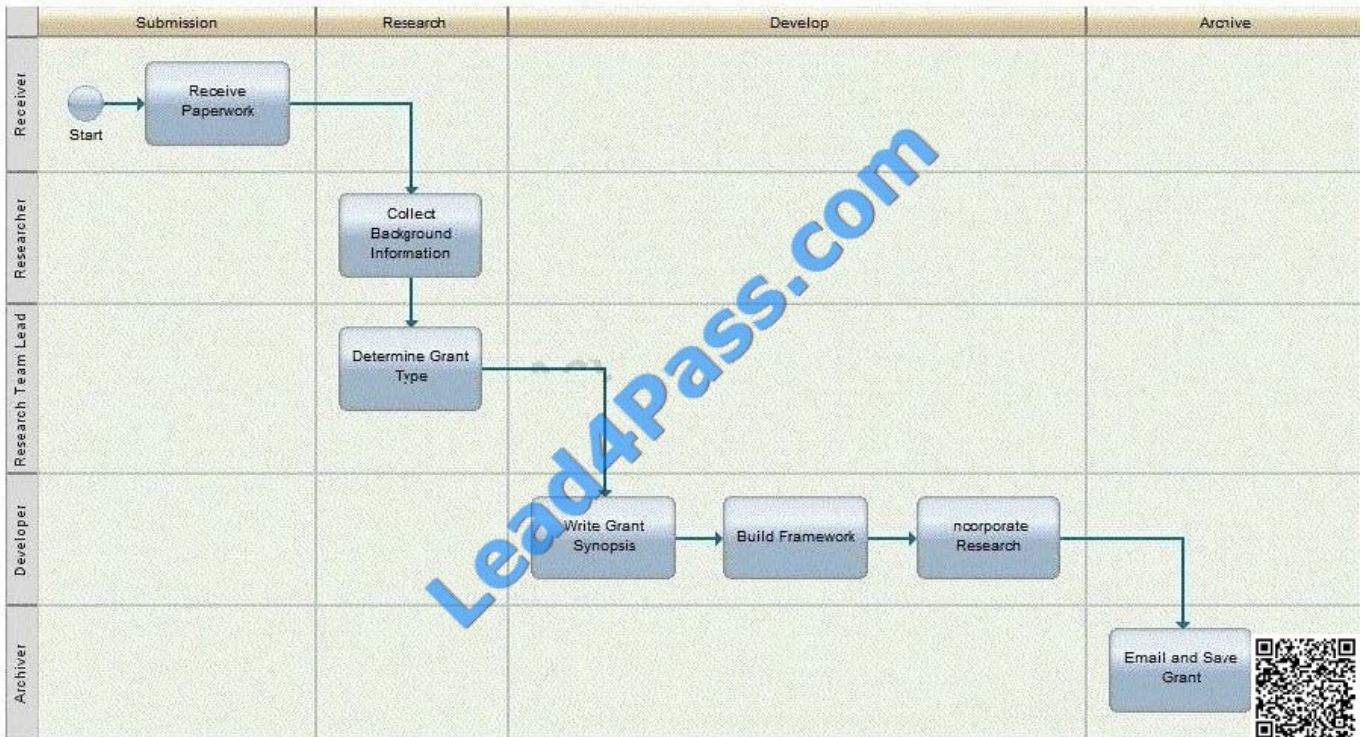
- A. Recruitment
- B. New Hire Orientation
- C. Benefits Enrollment
- D. Performance Evaluation

Correct Answer: B

QUESTION 3



A BPM analyst has built the following process diagram during a process discovery workshop.



Each activity noted above will have a separate Coach displayed in IBM Business Process Manager V8.0. How would the BPM analyst adjust the diagram to capture this requirement while adhering to best practices for proper process modeling granularity?

- A. Combine the Developer's 3 activities into a sub-process.
- B. Add a separate swimlane for each activity in the Developer swimlane.
- C. Add a separate milestones for each activity in the Developer swimlane.
- D. Color each activity with a different color to indicate separate Coaches.

Correct Answer: A

QUESTION 4

A company needs to improve its hiring process and hired a BPM analyst to map the current state. During the process discovery session, the team identifies that the process steps to review the "hiring" request are the same as the process steps to review a "promotion/pay rise" request. What element should the BPM analyst use to map the activities needed for the review of the "hiring" request in Blueworks Live?

- A. A sub-process.
- B. A different color.
- C. A linked process.
- D. A separate milestone.



Correct Answer: C

QUESTION 5

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

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