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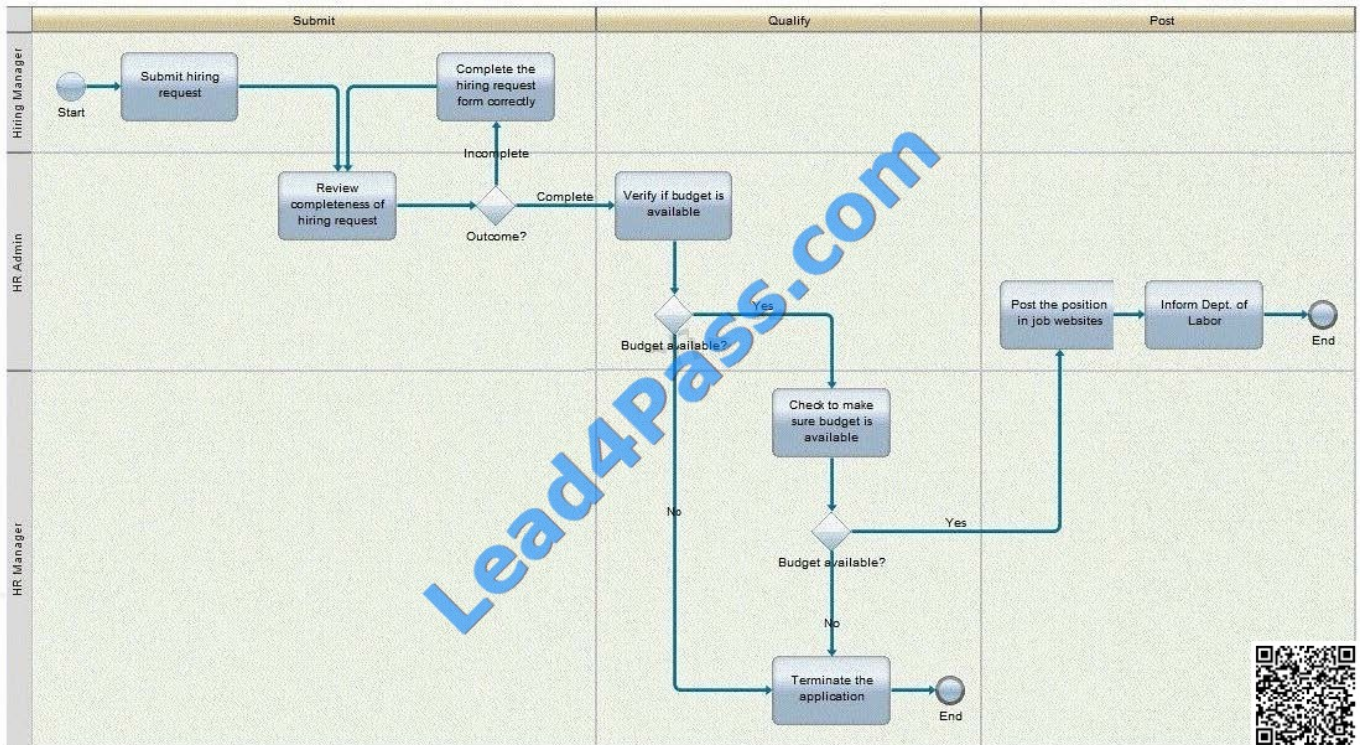
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QUESTION 1

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

Correct Answer: D

QUESTION 2

A BPM analyst is discovering a process where the subject matter experts are explaining what to do when process instances fail during system maintenance. Which symbol in the BlueWorks Live should the BPM analyst use to define this process?



A.



B.



C.



D.



A. Exhibit A

B. Exhibit B

C. Exhibit C

D. Exhibit D

Correct Answer: B

QUESTION 3

How does implementing the playback methodology in a BPM project reduce the risk of building unwanted products?

- A. Business users are minimally involved in the BPM project.
- B. All requirements of the project are completed in one release.
- C. Solution administrators give estimates of system performance.



D. Immediate feedback during development provides ability to change direction.

Correct Answer: D

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

A BPM analyst has been asked to define the metrics for a process. 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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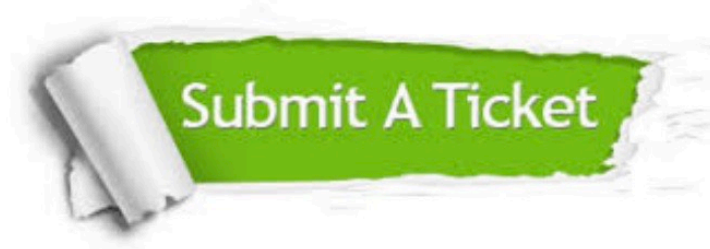
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