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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

A BPM analyst is defining a mortgage loan approval process where the Business Process Management System (BPMS) will get the credit score of the applicant from the Credit Bureau and validate if the loan can be approved for the applicant. The BPM analyst must add this activity:

- A. as an Ad-Hoc Event.
- B. to a System Lane.
- C. to both a Human Participant and System Lane.
- D. to a Human Participant Lane who had the prior task.

Correct Answer: B



QUESTION 3

A BPM analyst is conducting interviews with the participants of a business process. What feedback about the process should the BPM analyst look out for that might not be obvious in an as-is process diagram?

- A. Excessive reviews
- B. Too many participants
- C. Identification of bottlenecks
- D. Not enough system automation

Correct Answer: C

QUESTION 4

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.

	Customer Service Agent	Customer Service Supervisor	Customer Relations Advisor	Customer Account Manager	Regional Manager
R = Responsible					
A = Accountable					
C = Consulted					
I = Informed					
Enter Application	R	A	C	I	
Review Application			C	R	

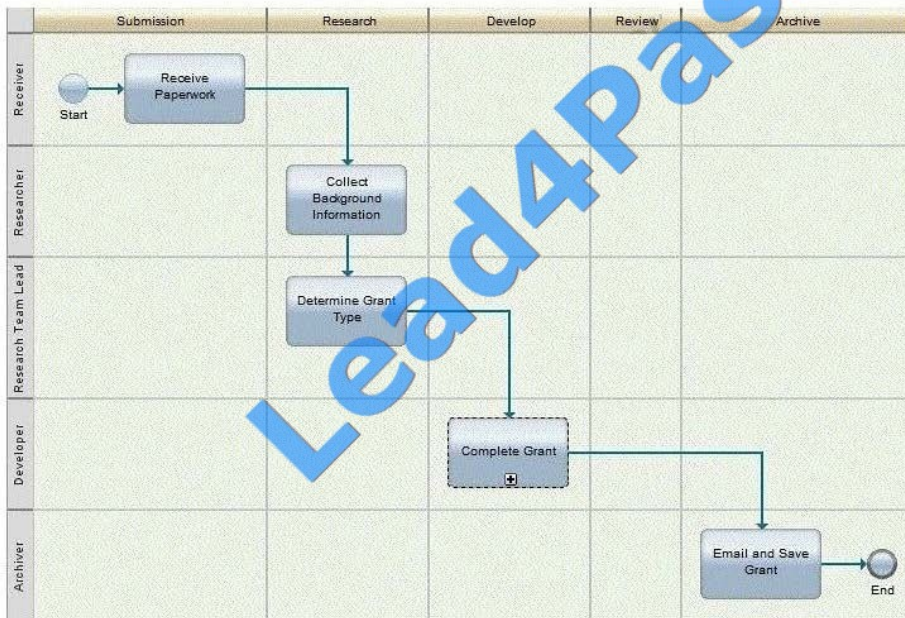
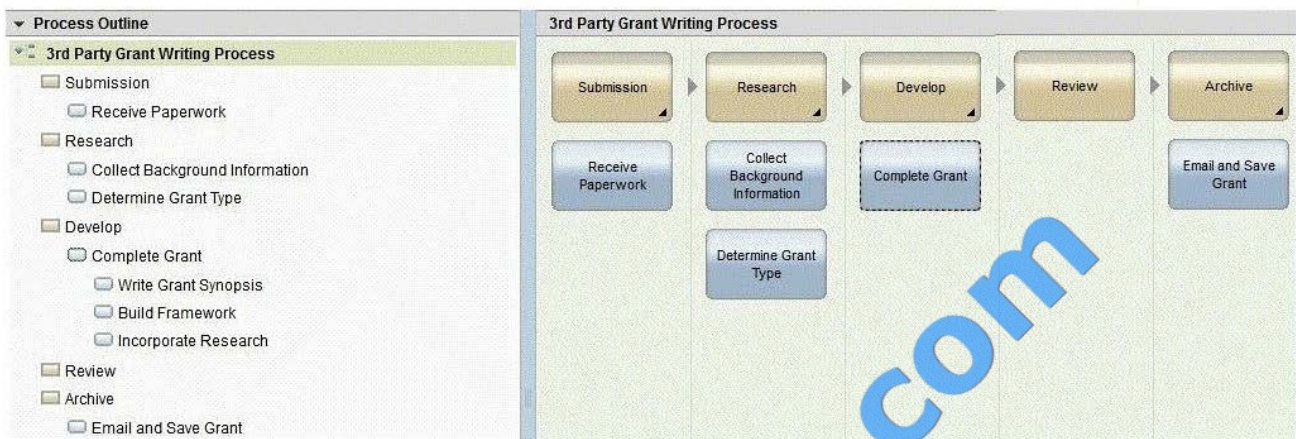
The BPM analyst used the contents of the RACI chart to fill in the Details fields in Blueworks Live for the activity "Enter Application". According to the RACI chart for the activity "Enter Application", who is the Participant?

- A. Customer Service Agent
- B. Customer Service Supervisor
- C. Customer Relations Advisor
- D. Customer Account Manager

Correct Answer: A

QUESTION 5

During a process discovery session, the business subject matter experts (SMEs) and the BPM analyst have created the following process for a "3rd Party Grant Writing Process":



The business subject matter experts (SMEs) insist that the review after the "Develop" activities will be completed outside of the process platform. The process platform will be alerted that the reviews are complete and the process should proceed to the "Archive" activities".

How should the BPM analyst adjust the process so that the business requirements can be captured and a BPM Developer can have enough information to build an executable process?

- A. Combine the "Review" milestone and the "Archive" milestone into "Review and Archive"
- B. Insert an Exception event on the process flow between "Complete Grant" and "Email and Save Grant"
- C. Add a system swimlane and a message event to receive the review message (placed in new swimlane and the "Review" milestone)
- D. Add a swimlane to the process diagram for a "Reviewer" role and an activity to accept the reviews (placed in new swimlane and the "Review" milestone)



Correct Answer: C

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