



C2180-275^{Q&As}

Bluemworks Live IBM Business Process Manager Express or Standard Edition V8.0 BPM Analysis

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QUESTION 1

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 2

A BPM analyst is working with a facilities manager to map out a process that lists the responsibilities of the facilities manager.

In the event of a damage to a building, the facilities manager must take the following actions.

-

If the damage is caused by fire, the facilities manager must immediately call the fire service.

-

If there is anyone injured, the facilities manager must immediately call the nearby hospital ambulance service.

-

If the damage is greater than \$5000, the facilities manager must notify the insurance agent immediately.

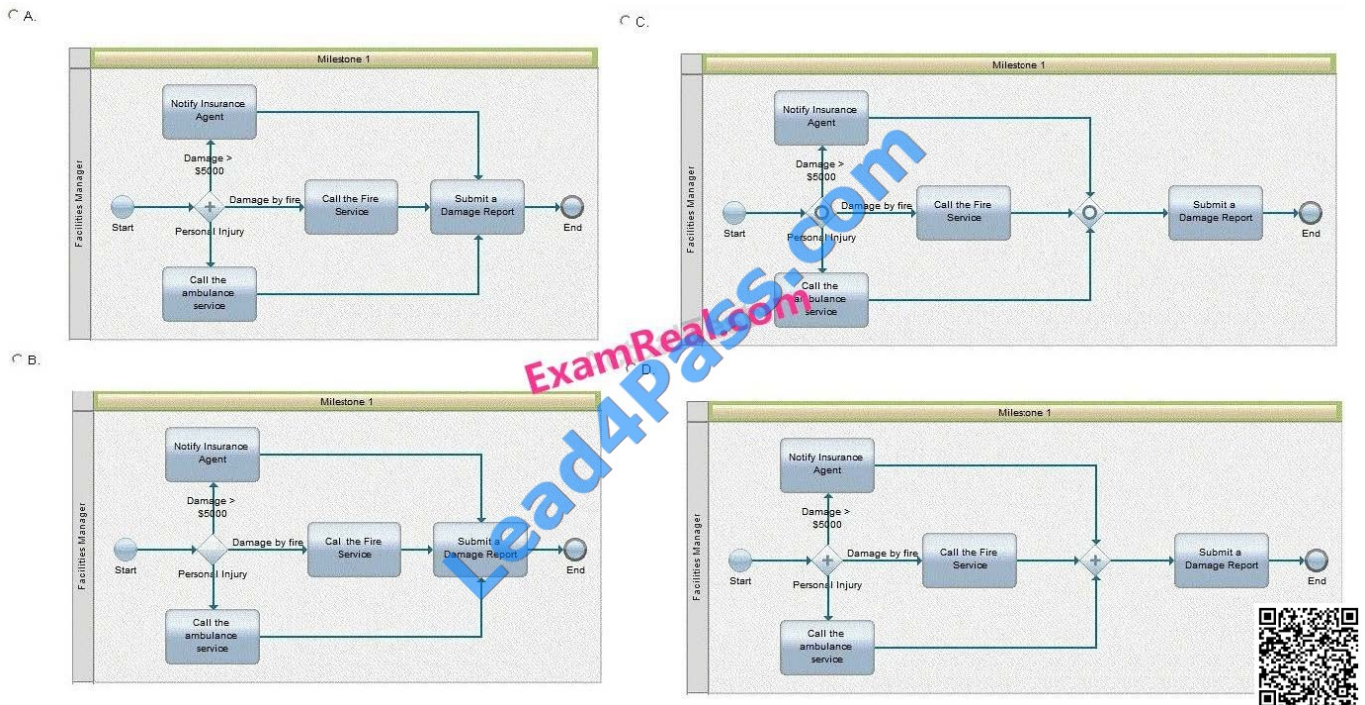
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The facilities manager must always submit a damage report to the building manager within 1 week of the incident. How should the BPM analyst model this process?

- A.
Exhibit A
- B.
ExhibitB
- C.
ExhibitC
- D.



ExhibitD



Correct Answer: C

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:*
Application Form
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 Form
Membership Number
Name
Address
Outputs:
Application
Membership Number
Name
Address



- A. Option A
- B. Option B
- C. Option C
- D. Option D

Correct Answer: A

QUESTION 4

A BPM analyst is documenting process problems during a discovery session. As a problem is raised, what are the two key factors the BPM analyst needs to capture about each problem to be able to prioritize them later?

- A. The solution to the problem.
- B. When the problem first occurred and how often it occurred in each milestone.



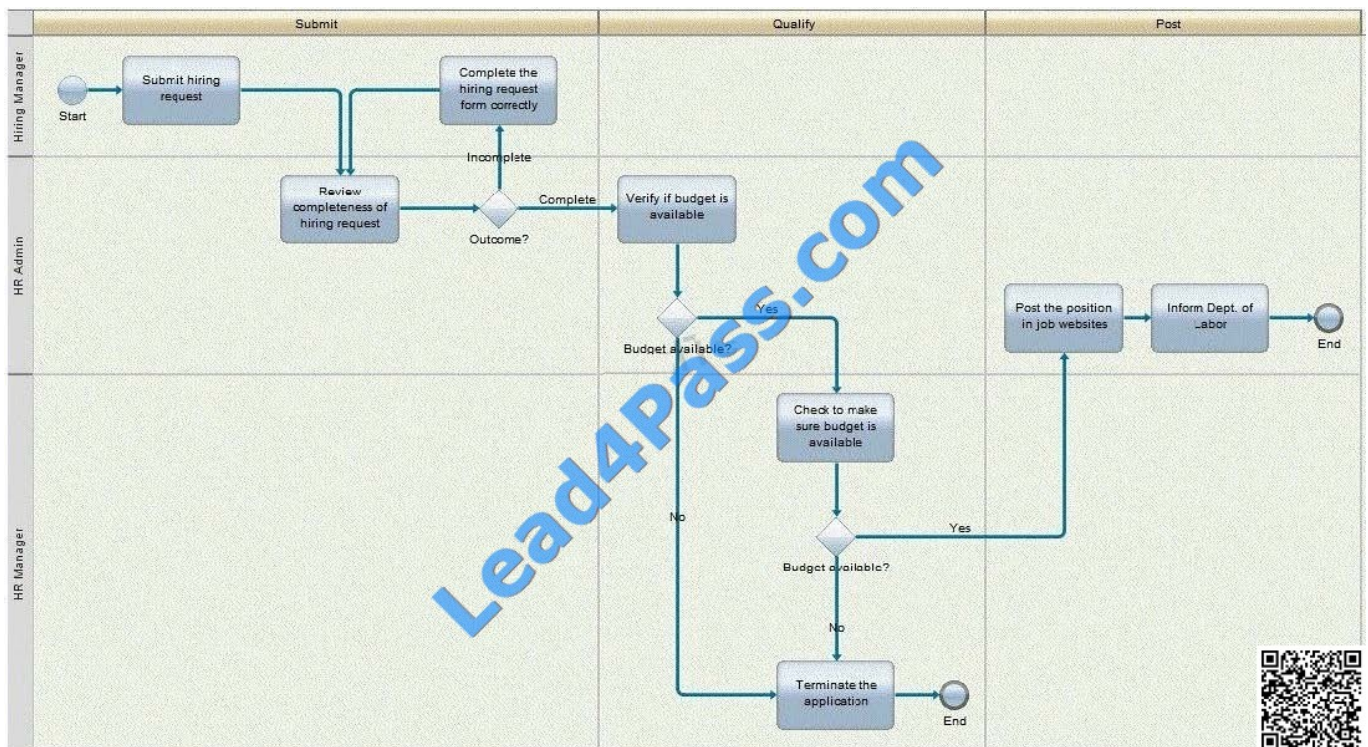
C. Severity and frequency of the problem at the process, milestone, or activity level.

D. Who is the participant when the problem occurs and what other tasks does that participant complete.

Correct Answer: C

QUESTION 5

A company needs to improve their hiring process and hired a BPM analyst to analyze their current process of submitting the hiring request (refer to the process diagram below) and did a "Value-Add" analysis with the process stakeholders.



Identify the "Business Value Add" activities in this process.

- A. "Inform Dept. of Labor"
- B. "Terminate the application"
- C. "Post the position in job websites"
- D. "Complete the hiring request form correctly"

Correct Answer: A



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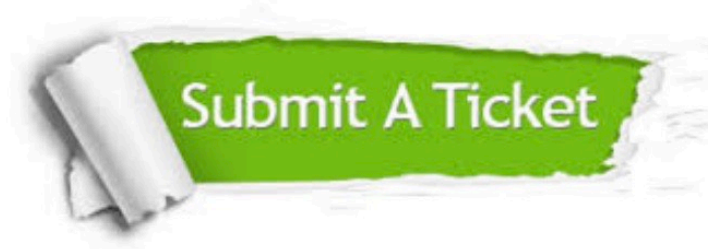
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