

C9550-275^{Q&As}

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QUESTION 1

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

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 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

The Human Resources department has pre-selected 4 processes as candidates for BPM Implementation. They think all these 4 processes have equal business value. They hire a BPM analyst to identify 1 process for BPM Implementation. What questions must the BPM analyst ask in order to identify a process for implementing BPM.

- A. 1. Does the process change frequently?

2.

Are tasks being communicated informally through emails and phone calls?

3.

Does this project have enough IT challenges?

4.

Does the process integrate with at least 3 systems?

B. 1. Does the process change frequently?

2.

Are tasks being communicated informally through emails and phone calls?

3.

Is the same data entered multiple times into multiple systems?

4.

Is there poor visibility into process performance?

C. 1. Does the process integrate with at least 3 systems?

2.

Are tasks being communicated informally through emails and phone calls?

3.

Is the same data entered multiple times into multiple systems?

4.

Is there poor visibility into process performance?

D. 1. Is there poor visibility into process performance?

2.

Does the process have ad-hoc events?

3.

Is the same data entered multiple times into multiple systems?

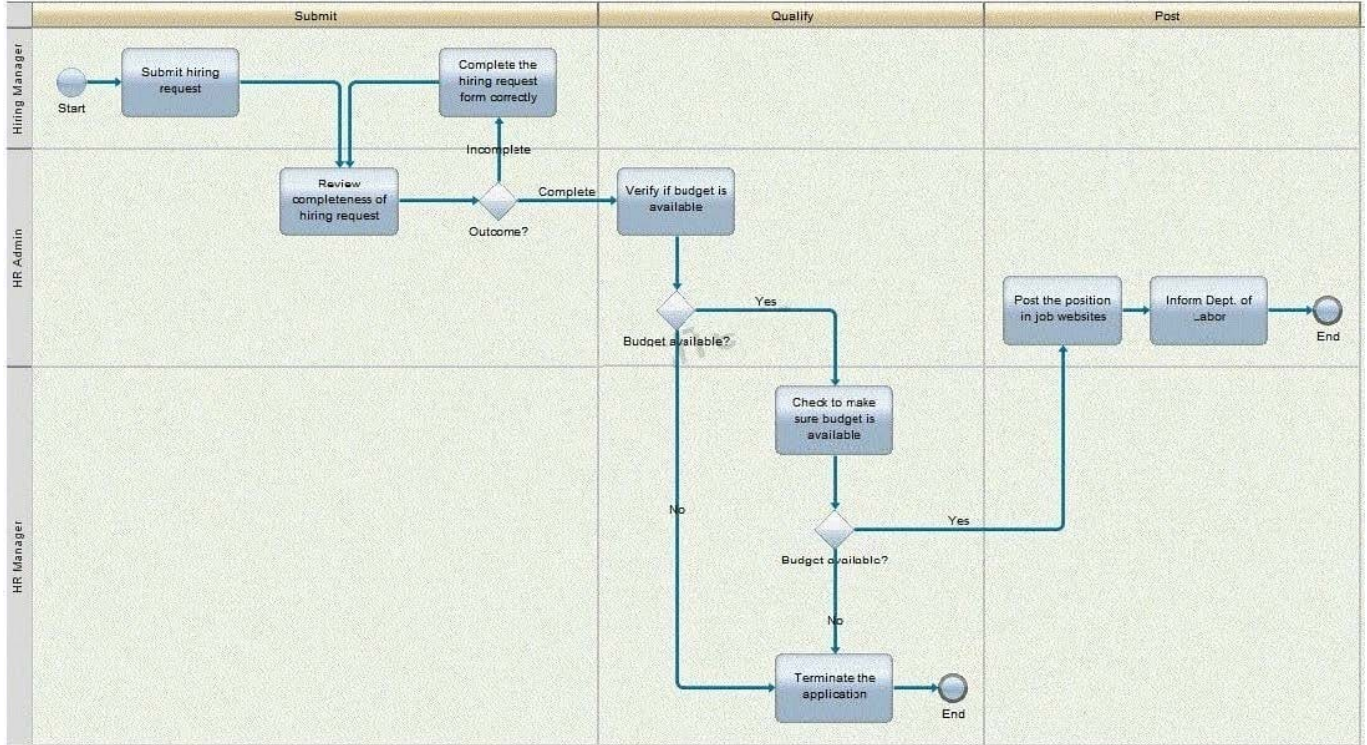
4.

Does this project have enough IT challenges?

Correct Answer: B

QUESTION 4

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 "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

QUESTION 5

A BPM analyst is creating a process model for requesting a renovation permit. The BPM analyst is using the following description of the first activity: "One of our municipal office clerks receives a paper permit application from the local resident, an applicant. The clerk first looks up the resident's name and address in our system, then enters the information from the paper application into the system, and assigns a temporary permit number to the application. When the application entry is complete, the clerk sends it to a manager to assign it to an adjudicator." Which name should the BPM analyst use for the first task that accurately describes the activity and follows recommended naming conventions?

- A. Application Entry
- B. Create Application

C. Clerk Receive and Enter Application

D. Lookup name, create application, assign number, and send it to the manager

Correct Answer: B

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