

## C9550-275<sup>Q&As</sup>

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

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**QUESTION 1**

A company needs to improve their hiring process using a Business Process Management System (BPMS). Currently, their hiring manager writes a free form email regarding a new open position and sends it to the HR manager for approval. The hiring manager wants to standardize this activity using a BPMS. How should the BPM analyst define this user story?

- A. As a BPMS, I want to provide an electronic form to the Hiring Manager, so that the Hiring Manager can complete the request.
- B. As a BPMS, I want to provide an electronic form instead of a document so that the data can be saved and retrieved for reporting purposes.
- C. As a Hiring Manager, I want to have a user interface with all the fields necessary to complete the hiring request form, so that I can avoid using a word document.
- D. As a Hiring Manager, I want to complete the hiring request form and submit the form to the HR Manager, so that the HR Manager can review my request and make a decision on filling this position.

Correct Answer: D

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**QUESTION 2**

A company that processes applications has been using IBM Business Process Manager V8.0 over the last year. The company has asked IBM to analyze its processes in production because it wants to continue improving its processes. The IBM BPM team sends a BPM analyst. What should the BPM analyst do?

- A. Use the Discovery View in Blueworks Live to perform inspection on the process.
- B. Use the Analyze feature in Blueworks Live to perform Historical and Simulation Analysis.
- C. Use the Optimizer in IBM Business Process Manager V8.0 to perform Historical and Simulation Analysis.
- D. Use the Process Inspector in IBM Business Process Manager V8.0 to perform inspection on the process.

Correct Answer: C

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**QUESTION 3**

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

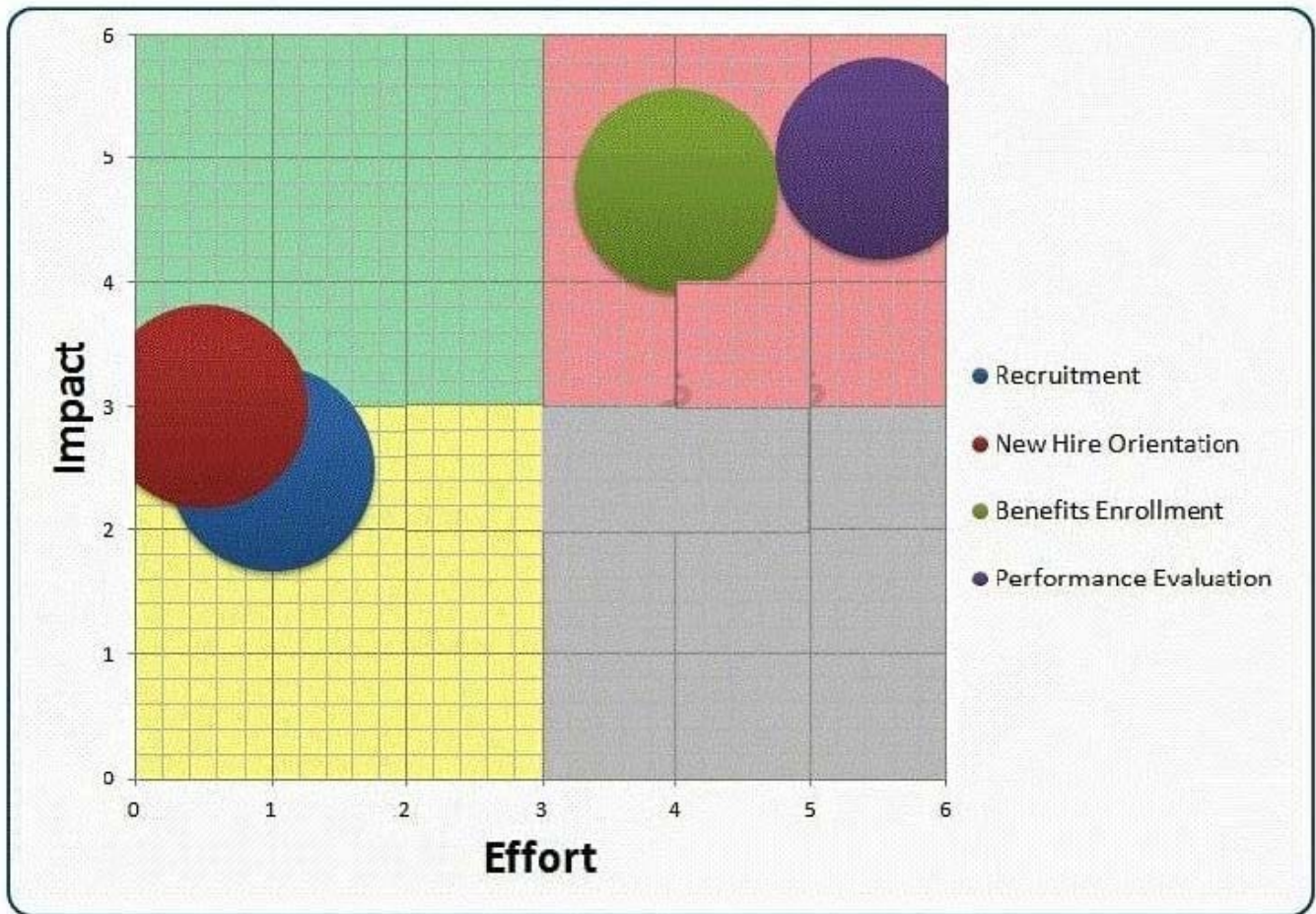
3.

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?

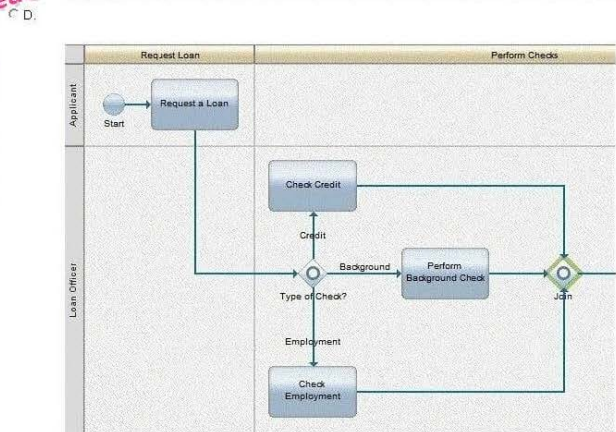
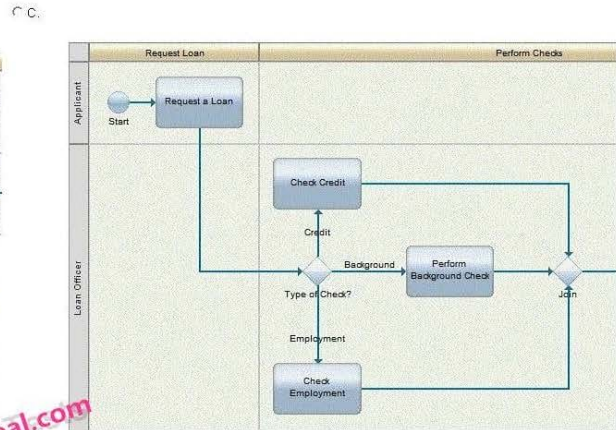
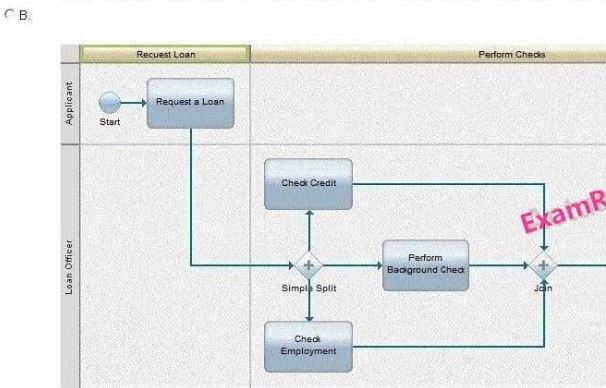
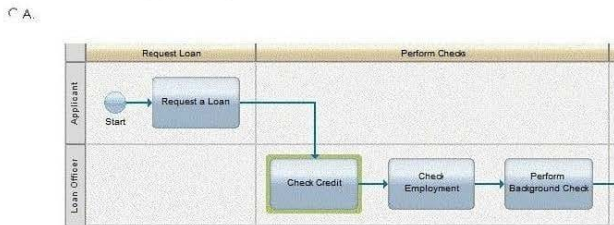
- A. Recruitment
- B. New Hire Orientation
- C. Benefits Enrollment
- D. Performance Evaluation

Correct Answer: B

## QUESTION 4

A BPM analyst is mapping a Mortgage Loan Approval Process. When the applicant requests a loan, the Loan officer must start the credit check, employment check and background check at the same time.

How should the BPM analyst map this process?



- A. Exhibit A
- B. Exhibit B
- C. Exhibit C
- D. Exhibit D

Correct Answer: B

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## QUESTION 5

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

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