

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

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

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#### **QUESTION 1**

A BPM analyst is helping to identify and select the appropriate solution for process improvement in a large BPM project. What are the business levers the BPM analyst should focus on?

- A. Policy, Technology, Organization and People
- B. Policy, Data, Organization and People
- C. Process, Technology, Organization and People
- D. Process, Data, Organization and People

Correct Answer: C

#### **QUESTION 2**

Which kind of change is considered a business level change as opposed to a cultural level change?

- A. Increase transparency
- B. Strengthen accountability
- C. Eliminate unnecessary work
- D. Improve collaboration across boundaries

Correct Answer: C

#### **QUESTION 3**

A BPM analyst has completed the definition of user stories and is ready to prioritize them so that the development team starts building the stories that have high business value. What BPM project roles must attend the user story prioritization session?

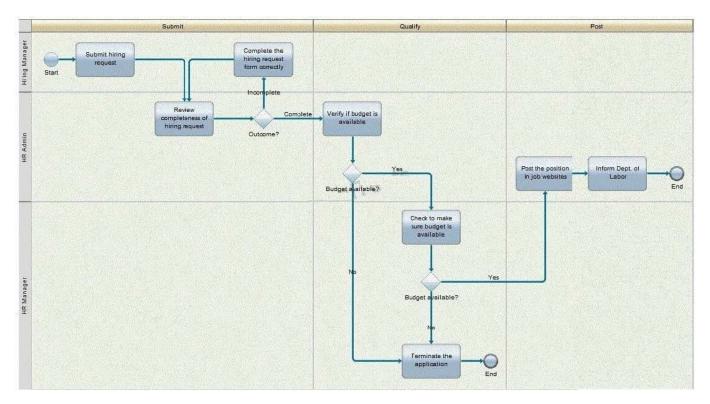
- A. BPM Developers and Project Managers
- B. BPM Administrators and Project Managers
- C. Process Owners and Subject Matter Experts
- D. Integration Developers and Subject Matter Experts

Correct Answer: C

### **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 "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 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)

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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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