

C9550-275^{Q&As}

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

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QUESTION 1

A cable company is improving a process in their call center for requesting cable service. The new process will run in IBM Business Process Manager V8.0. The call center supervisor would like to know how long it takes the customer service representatives to answer the customer requests before passing the request to the engineering department to provide the service. What should the BPM analyst recommend to address the measurement reporting requirement?

- A. Use the My Performance scoreboard with Provide Cable Service filter.
- B. Use the My Team Performance scoreboard with the Answer Customer Request activity.
- C. Use IBM Business Monitor to create a custom report with events from the engineering department database.
- D. Create a custom report with tracking points in the process with cable service customer names.

Correct Answer: B

QUESTION 2

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

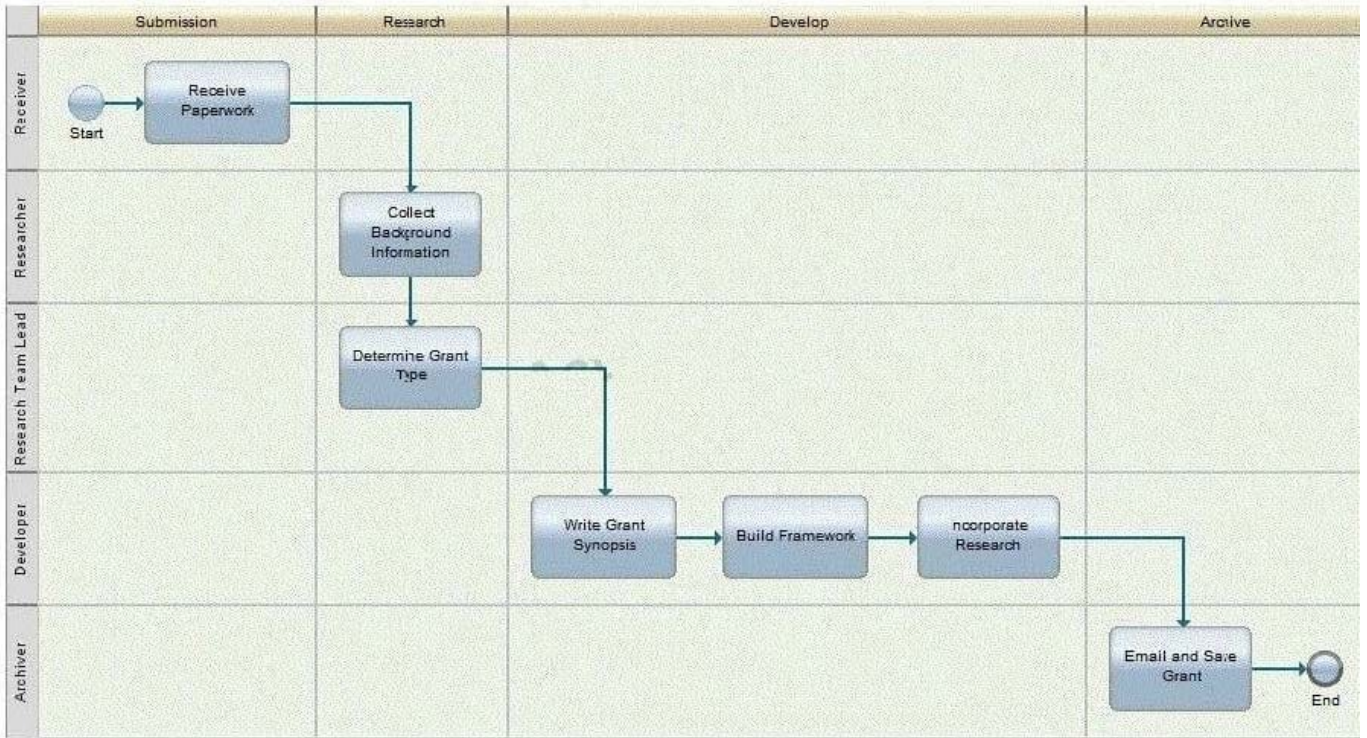
C. Option C

D. Option D

Correct Answer: A

QUESTION 3

A BPM analyst has built the following process diagram during a process discovery workshop.



Each activity noted above will have a separate Coach displayed in IBM Business Process Manager V8.0. How would the BPM analyst adjust the diagram to capture this requirement while adhering to best practices for proper process modeling granularity?

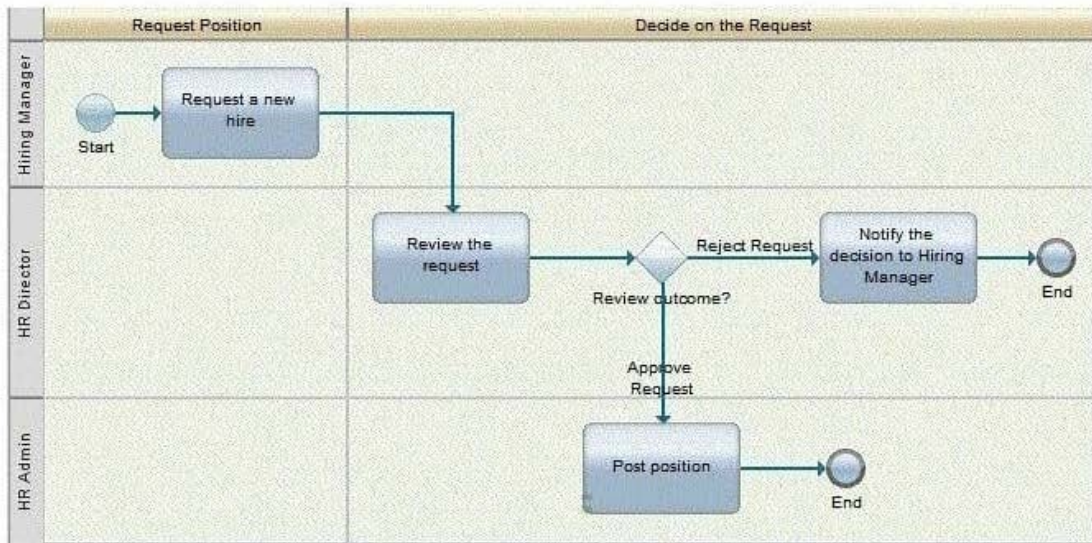
- A. Combine the Developer's 3 activities into a sub-process.
- B. Add a separate swimlane for each activity in the Developer swimlane.
- C. Add a separate milestones for each activity in the Developer swimlane.
- D. Color each activity with a different color to indicate separate Coaches.

Correct Answer: A

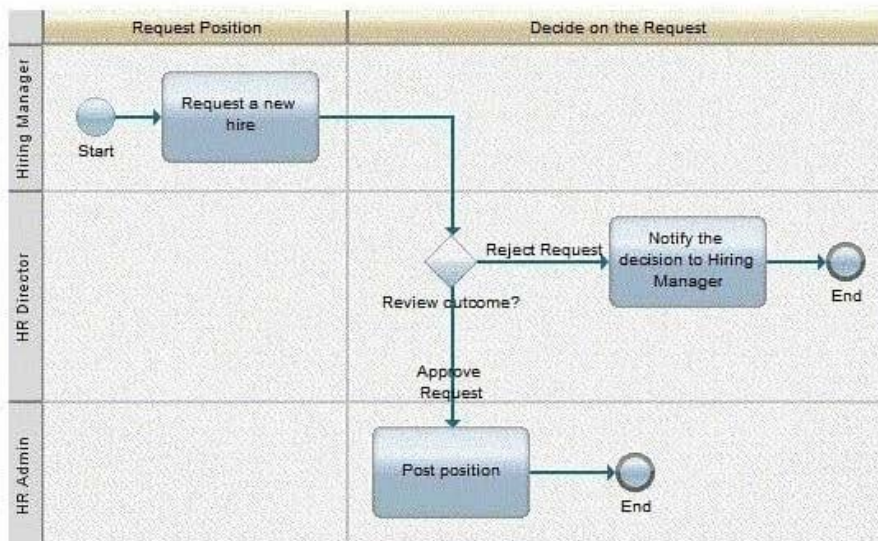
QUESTION 4

The BPM analyst is mapping a Recruiting process for a company where the Hiring manager submits a Hiring request and the HR Director makes the decision to approve or reject the request. If approved, the HR Admin will post the position in a job search website. If Rejected, the HR Director will notify the Hiring Manager. How should the BPM analyst map this process?

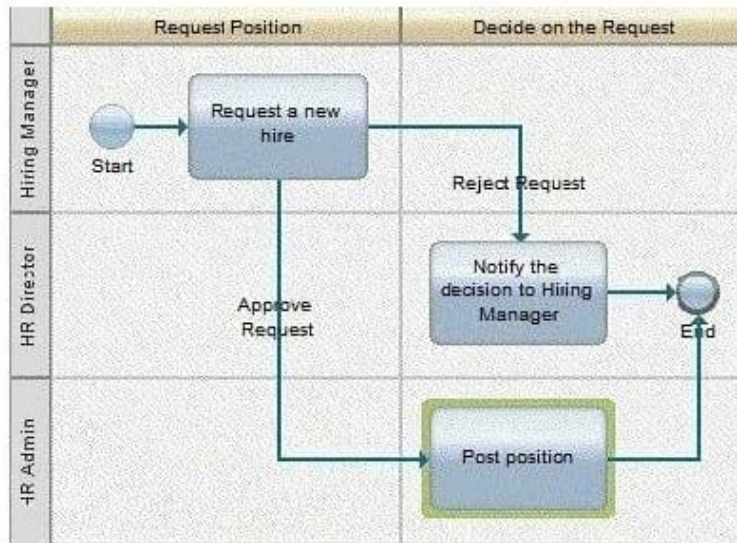
C. A.



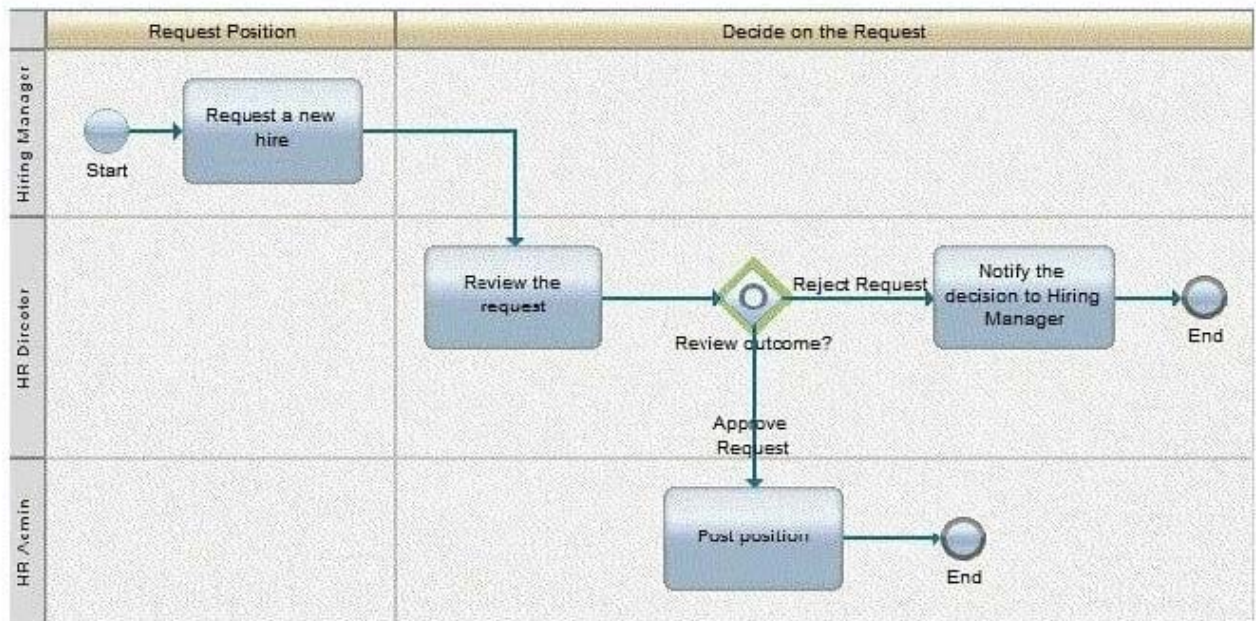
C. B.



C.



D.



A. Exhibit A

B. Exhibit B

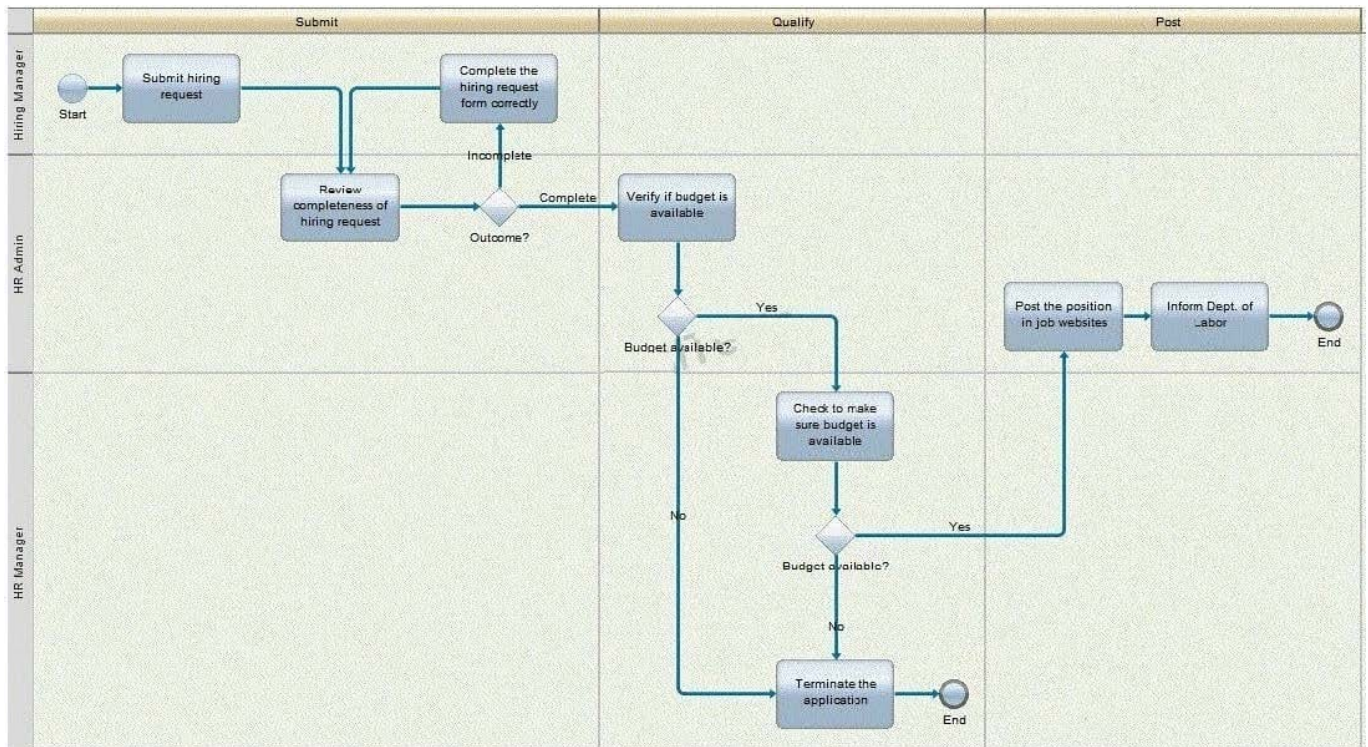
C. Exhibit C

D. Exhibit D

Correct Answer: A

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