

C9550-275^{Q&As}

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QUESTION 1

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 2

How does implementing the playback methodology in a BPM project reduce the risk of building unwanted products?

- A. Business users are minimally involved in the BPM project.
- B. All requirements of the project are completed in one release.
- C. Solution administrators give estimates of system performance.
- D. Immediate feedback during development provides ability to change direction.

Correct Answer: D

QUESTION 3

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 4

A security company provides background checks on individuals as a service. Based on various criteria, a customer's request can have a different priority to receive a better level of service response time. Whether the background check passes or fails should not impact the service level. Requests with a high priority need to be addressed within the same business day, those with a medium priority can take up to 3 days to process, and those with a low priority must be responded to within 5 business days. The security company is currently updating the background check process and wants to define some performance measurements to ensure customers are receiving the service level they are paying for. How should the BPM analyst define the measurements to meet these requirements?

- A. Calculate the rate of background check passes per day per priority to determine the service level agreement.
- B. Count the number of background check failures for each priority and calculate the difference from the service level

agreement.

C. Capture the times to start and complete the background check, calculate the duration and compare it to the service level agreement by priority.

D. Capture the times to start and complete the background check, calculate the service level agreement for each priority and compare it to the times.

Correct Answer: C

QUESTION 5

During the discovery phase of a BPM project, the BPM analyst is supposed to define the goal for the process. Which goal of a car company follows the guidelines of the Specific Measurable Achievable Relevant Time-bound (SMART) acronym?

A. Increase production of car parts by July 31, 2014.

B. Increase the quality of North American cars by 5% in 2 weeks.

C. Reduce coal emissions in European car factories by 10%.

D. Reduce fuel economy for newly released cars from 30 km/hr to 45 km/hr by August 31, 2016.

Correct Answer: D

QUESTION 6

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 7

During discovery, a process owner presents the BPM analyst with over 350 Key Performance Indicators (KPIs) determined by executive management based on the goals of the company. What action should the BPM analyst recommend to the process owner?

A. Use all of the KPIs in the process, since they are all relevant to the different business units of the company.

B. Use all of the KPIs in the process, since the executive team is expecting them to be implemented.

C. Use only the KPIs in the process that support the ability to make decisions, since these are actionable.

D. Use only the KPIs in the process that are time-based, since a primary business concern is time.

Correct Answer: C

QUESTION 8

During a playback session, a business user asks the following question: "Once a task is assigned to a user, can the task be reassigned to another user?" Which one of the following responses is a valid response by a BPM analyst?

A. No, assignment must be built into the system.

B. No, once a task is assigned to a user the task must be completed by the user.

C. Yes, a user can reassign their task to any other user.

D. Yes, reassignment is possible dependant upon the role of the user.

Correct Answer: D

QUESTION 9

A company needs to improve their hiring process using Business Process Management Software (BPMS). The BPM analyst has completed the current state process discovery and analysis by involving the business subject matter expert (SME) and is ready to define the future state process map. The BPM analyst anticipates many system integrations in the future state process. Who should the BPM analyst involve during the definition of the future state process?

A. 1. Process Owner

2.

Business subject matter experts

3.

BPMS Lead Developer

4.

Client's IT representative

B. 1. Project Manager

2.

Business subject matter experts

3.

BPMS Lead Developer

4.

Client's IT representative

C. 1. Process Owner

2.

Business subject matter experts

3.

BPMS Lead Developer

4.

Project Manager

D. 1. Process Owner

2.

Quality Assurance

3.

BPMS Lead Developer

4.

Client's IT representative

Correct Answer: A

QUESTION 10

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

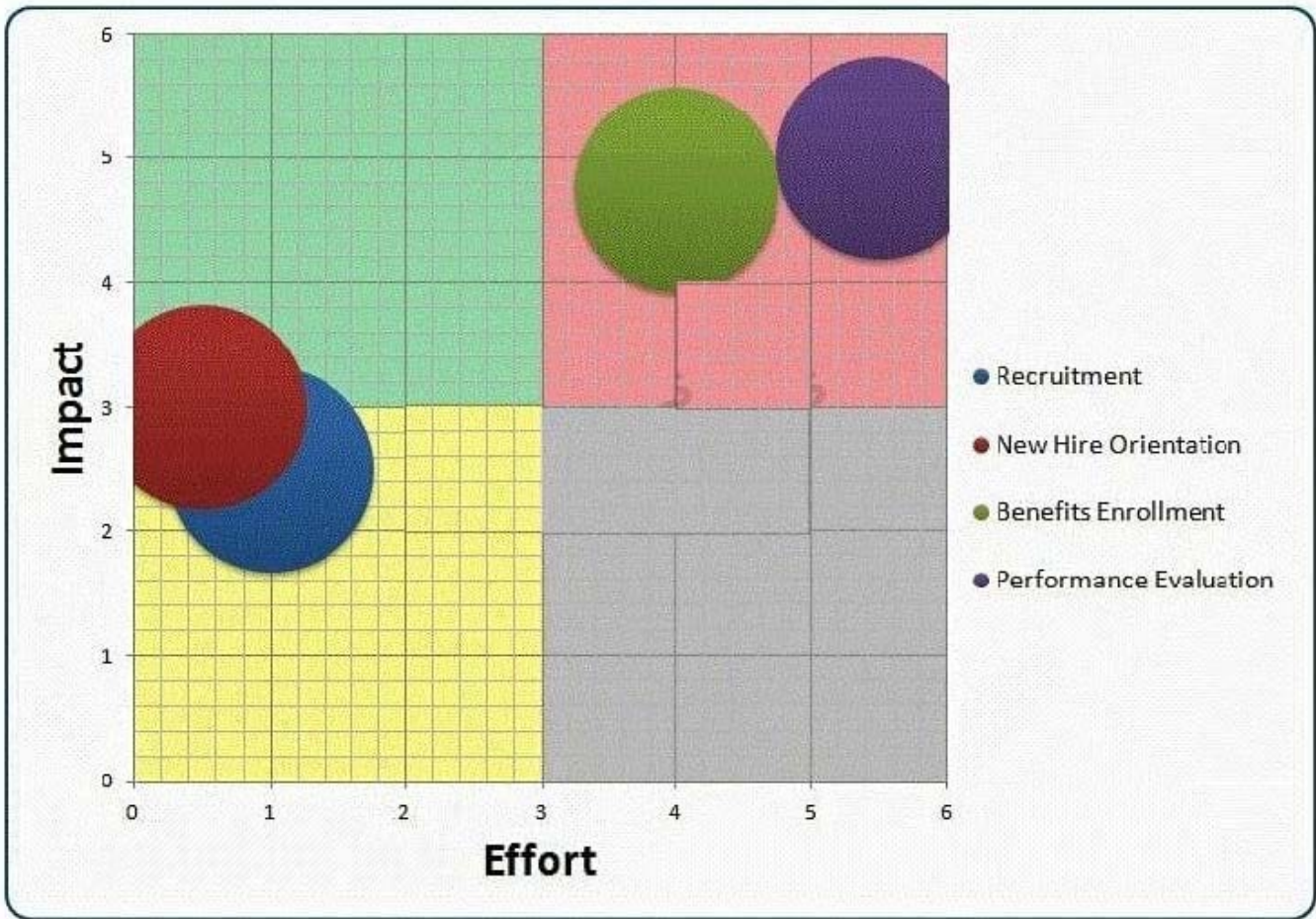
3.

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

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