



## 000-189<sup>Q&As</sup>

IBM Business Process Manager Express or Standard Edition V7.5.1,  
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 V7.5.1. The call center supervisor would like to know how long it takes the customer service representatives to take 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 Take customer service request.
- 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 an account. The analyst interviewed the customer service supervisor, who provided a Responsible, Accountable, Consulted, Informed (RACI) chart that had been created with the key roles and activities in the process.

	Customer Service Agent	Customer Service Supervisor	Customer Relations Advisor	Customer Account Manager	Regional Manager
R = Responsible					
A = Accountable					
C = Consulted					
I = Informed					
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?

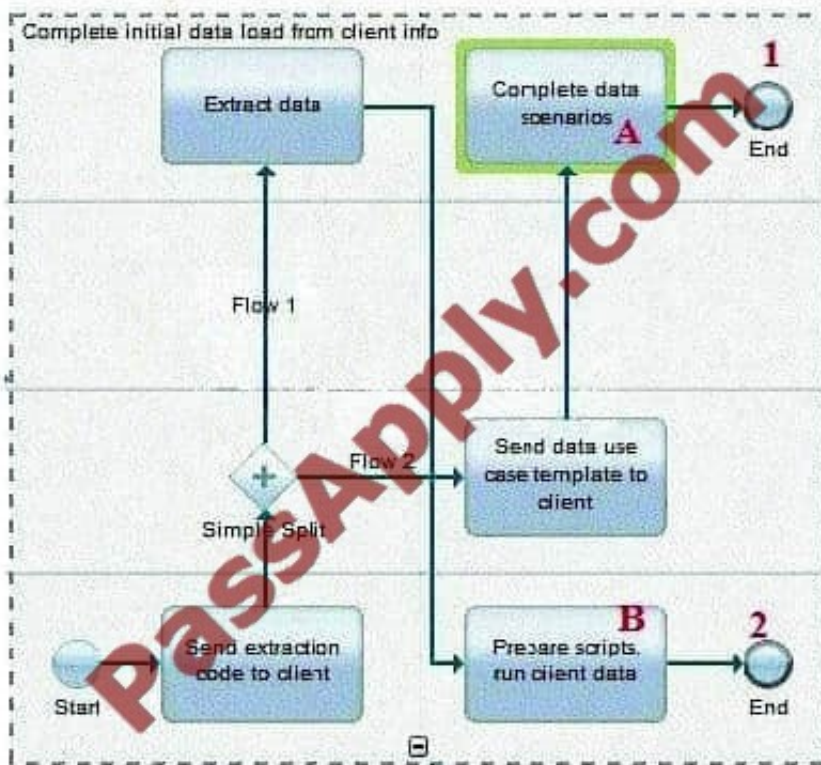
- A. Customer Service Agent
- B. Customer Service Supervisor
- C. Customer Relations Advisor
- D. Customer Account Manager

Correct Answer: A

**QUESTION 3**



A BPM analyst has modeled the following process. However, after the "Extract Data" and "Send data use case template to client", the client has stated that "Complete data scenarios" should be done.



How should the BPM analyst adjust the process?

- A. Join A and B
- B. Insert join before A, and move B after A
- C. Insert Join before B, and move A after B
- D. Move B before A, and insert a join after A

Correct Answer: B

#### QUESTION 4

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. Who should the BPM analyst involve during the user story prioritization?

- A. Project Sponsors
- B. Quality Assurance Analysts
- C. Process Owners and Stakeholders



D. BPM Administrators and Project Managers

Correct Answer: C

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#### QUESTION 5

During the Process Discovery phase, the BPM analyst needs to identify who must fully participate in the Process Improvement and Discovery Workshops (PIDW). Of the many roles in a BPM project, which roles must fully participate?

- A. Process Owner, Subject Matter Expert
- B. Technical Consultant, Process Owner, BPM Developer
- C. Technical Consultant, Process Owner, Project Manager
- D. Project Manager, Process Owner, Subject Matter Expert

Correct Answer: A

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