000-189^{Q&As}

IBM Business Process Manager Express or Standard Edition V7.5.1, BPM Analysis

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QUESTION 1

A new employee just started working with a company and only received their laptop in week 4. The BPM analyst investigated the cause:

-Equipment was not ordered until week 2

-

The manager did not complete the new hire checklist.

-

The manager did not know how to access the checklist.

-

No one communicated to the manager how to access the checklist.

-

No communication plan for the on-boarding process.

-

The root cause of the initial problem was that no one communicated to the manager there was a checklist. Which tool did the BPM analyst use in order to find out the root cause?

A.

5 Whys

B.

5 Whats

C.

5 Whens

D.

5 Whos

Correct Answer: A

QUESTION 2

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
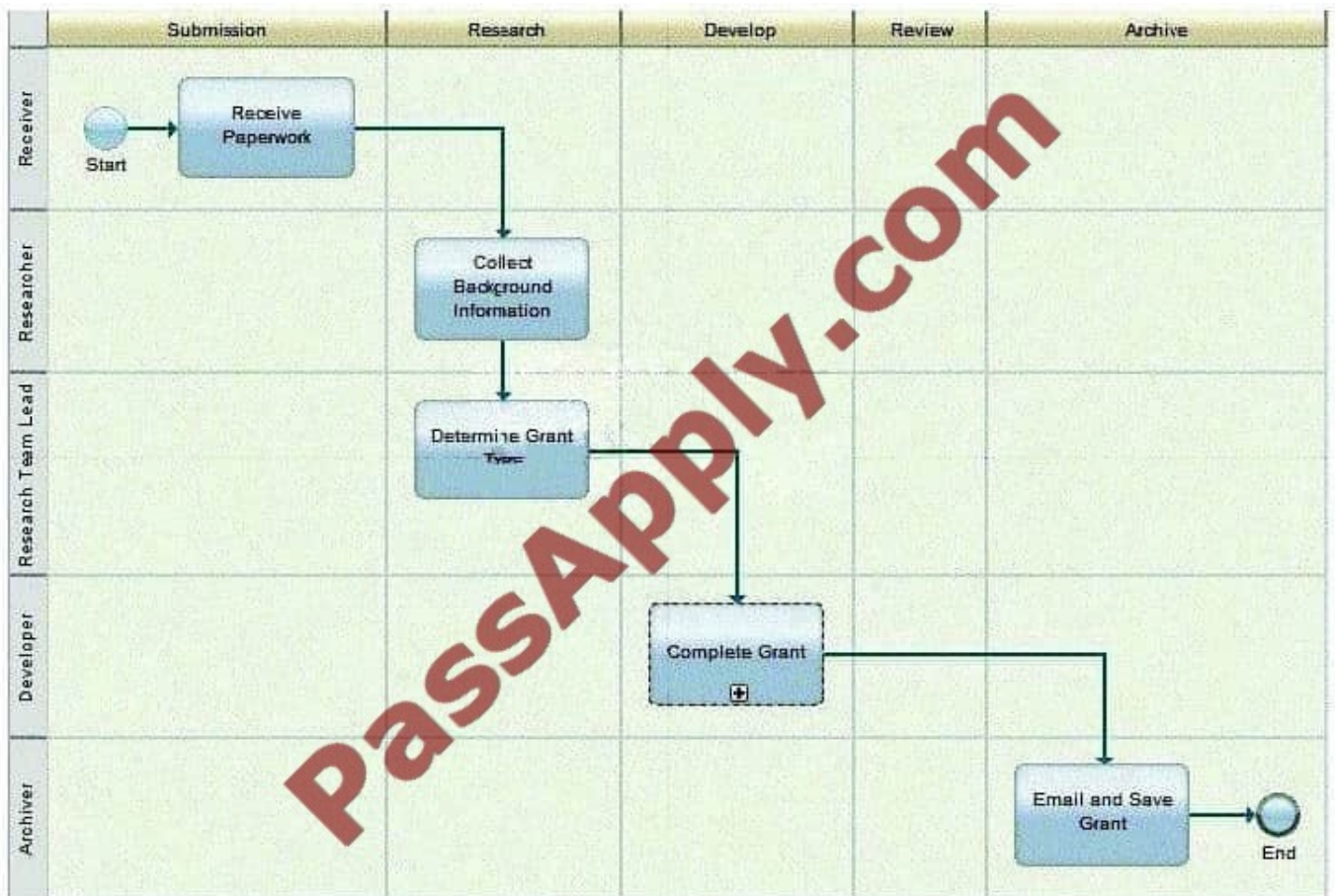
3.

BPMS Lead Developer

4.

Client\\'s IT representative

Correct Answer: A

QUESTION 3

During a process discovery session, the business subject matter experts and the process analyst have created the following process for a "3rd Party Grant Writing Process":

The business subject matter experts (SMEs) insist that the review after the "Develop" activities will be completed outside of the IBM Business Process Manager 7.5.1 platform. The IBM Business Process Manager 7.5.1 platform will be

alerted that the reviews are complete and the process should proceed to the "Archive" activities. How should the BPM analyst adjust the process so that the business requirements can be captured and a BPM Developer can have enough information to build an executable process?

A. Combine the "Review" milestone and the "Archive" milestone into "Review and Archive"

B. Insert an Exception event on the process flow between "Complete Grant" and \\'Email and Save Grant\\'

C. Add a system swimlane and an activity to receive the review message (placed in new swimlane and the "Review" milestone)

D. Add a swimlane to the process diagram for a "Reviewer" role and an activity to accept the reviews (placed in new swimlane and the \\'Review\\'milestone)

E. Add a swimlane to the process diagram for a "Reviewer" role and an activity to accept the reviews (placed in new swimlane and the \\'Review\\'milestone)

F. Add a swimlane to the process diagram for a "Reviewer" role and an activity to accept the reviews (placed in new swimlane and the \\'Review\\'milestone)

Correct Answer: C

QUESTION 4

A company needs to improve their hiring process and hired a BPM analyst to map the current state. During the discovery session, the business subject matter experts (SMEs) indicate to the BPM analyst that the hiring request is reviewed by both the human resource admin and the human resource manager. How should the BPM analyst document the participant role for this activity?

A. Assign the admin as the participant since the admin is paid less.

B. Assign the manager as the participant since the admin reports to the manager.

C. Break the "Review" task into separate tasks and define who does what.

D. Pick either the admin or the manager and assign the "Review" task to that role.

Correct Answer: C

QUESTION 5

A BPM analyst is creating a process model for requesting a renovation permit. The BPM analyst is using the following description of the first activity:

"One of our municipal office clerks receives a paper permit application from the local resident, an applicant. The clerk first looks up the resident\\'s name and address in our system, then enters the information from the paper application into the

system, and assigns a temporary permit number to the application. When the application entry is complete, the clerk sends it to a manager to assign it to an adjudicator."

Which name should the BPM analyst use for the first task that accurately describes the activity and follows recommended naming conventions?

A. Application Entry

B. Create Application

C. Clerk Receive and Enter Application

D. Lookup name, create application, assign number, and send it to the manager

Correct Answer: B

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