



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

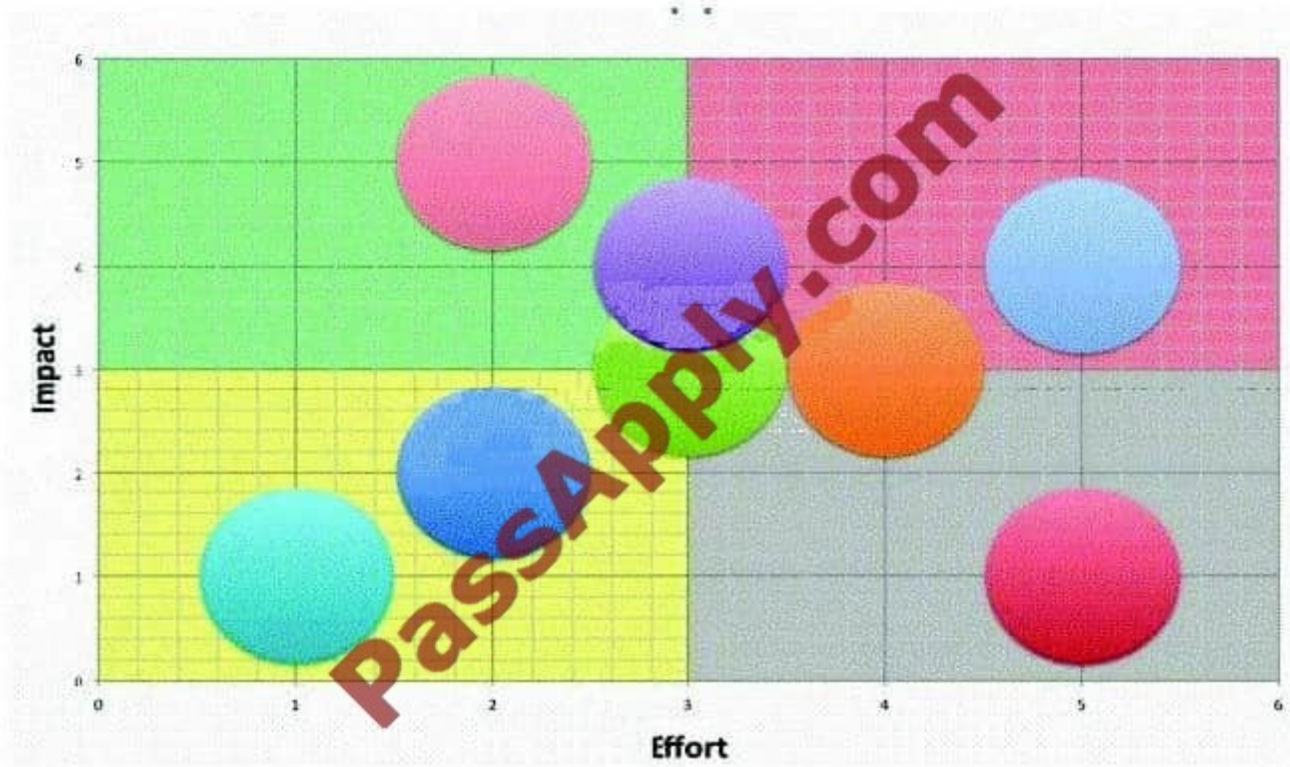
D.

5 Whos

Correct Answer: A

QUESTION 2

A company needs the BPM analyst to provide a business value and impact assessment to only proceed with processes that align with their corporate strategy.



The company's corporate strategy is to begin with small quick win pilots that require low effort and low impact and then scale to large programs that are low effort and high impact. In the exhibit below, which quadrants contain the processes the BPM analyst should recommend?

- A. Top right, top left
- B. Top right, bottom right
- C. Bottom right, top left
- D. Bottom left, top left

Correct Answer: D

QUESTION 3

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 4

A BPM analyst needs to assess the process for claim submission of automobile incidents of an insurance company. One of the general goals for the company is to improve customer service. Which of the following should a BPM analyst define as a Critical Success Factor (CSF) aligned to this goal?

- A. Increase phone satisfaction survey scores.
- B. Increase customer base by gaining new customers.
- C. Train insurance adjustors on interpreting a police report.
- D. Train phone representatives on Business Process Management System (BPMS) software.

Correct Answer: A

QUESTION 5

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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