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QUESTION 1

Which first step to create a customer journey map is viable?

- A. Present an architecture of another similar customer.
- B. Create a story board.
- C. Evaluate all your stakeholders\' motives.
- D. Create a workflow of tasks and business procedures.

Correct Answer: B

QUESTION 2

Which two scenarios does business systems modeling address? (Choose two.)

- A. consumption and speed of replenishment of new business systems
- B. to model the various systems that are associated with an organization
- C. exchange of information between different events IT systems that the organization relies on
- D. consumption model that ensures that customers get what they want, at the value they want, and when they want it
- E. helping organizations define what they do

Correct Answer: BD

QUESTION 3

Patient check-in at the registration desk at a clinic is a familiar, everyday process. Which process would be considered an inside-out viewpoint from the perspective of the healthcare provider?

- A. Verify the patient eligibility and insurance coverage for the service.
- B. Mention the purpose of the visit, such as labwork, doctor appointment, or prescription, prescription refill.
- C. Verify the place and time of the follow-up activity.
- D. Verify the identity of the patient.

Correct Answer: C

QUESTION 4

Which tool do you use to establish a process for communication planning?



- A. Value Proposition Canvas
- B. Seven Elements Framework
- C. Business System Model
- D. Business Proposal

Correct Answer: B

QUESTION 5

Which tool focuses on enabling customers to spend the least amount of time to reach their goal?

- A. lean consumption model
- B. lean service management
- C. culture map
- D. customer journey map

Correct Answer: D

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