



# A2180-189<sup>Q&As</sup>

Assessment: Blueworks Live; BPM Exp/Std Ed V7.5.1, BPM Analysis

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### QUESTION 1

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

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### QUESTION 2

What is the expected time frame for a milestone playback cycle?

- A. 3 days
- B. 3 weeks
- C. 3 months
- D. 3 years

Correct Answer: B

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### QUESTION 3

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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#### QUESTION 4

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

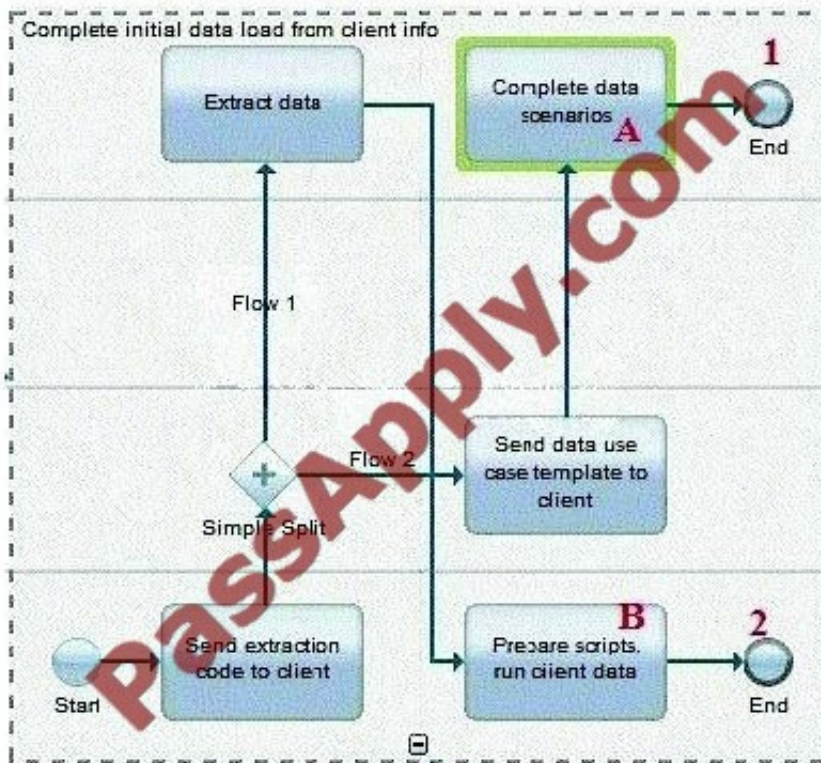
The BPM analyst used the contents of the RACI chart to fill in the Details fields in Blueworks Live for the activity "Enter Application". According to the RACI chart for the activity "Enter Application", who is the Participant?

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

Correct Answer: A

#### QUESTION 5

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

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