



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

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

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### QUESTION 1

On a project, the BPM analyst defined the following to identify the Key Performance Indicator (KPI):

-

The goal of the project was to improve the efficiency of the process.

-

The concern was that the process was not fast enough.

-

The Critical to Quality (CTQ) was the speed of the process.

-

The client was interested in the cycle time of the process.

-

The time stamps at the beginning and at the end of the process are captured.

Which step did the BPM analyst fail to perform in identifying the KPI?

- A. Know the client objectives
- B. Know how to define the client's KPI
- C. Know the process decision makers
- D. Know the client's Service Level Agreements (SLAs)

Correct Answer: C

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### QUESTION 2

The project manager needs assistance from the BPM analyst to determine the initial level effort for processes in a process inventory. For each process, the BPM analyst should provide a list of process details that includes:

- A. Process Owner, Short Description, Size and Complexity, Milestones
- B. Process Owner, Short Description, Size and Complexity, Risk and Pain
- C. Process Participants, Process Owner, Short Description, Milestones
- D. Process Participants, Process Owner, Short Description, Risk and Pain

Correct Answer: B



### QUESTION 3

A BPM analyst is designing a process in the Process Diagram View, and realizes the process must account for a technical exception following an activity. What symbol in the BlueWorks Live needs to be used for this technical exception?

A.



B.



C.



D.



A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: B



#### QUESTION 4

What is the correct sequential order for determining metrics?

A. 1. Goals

2.

Enabled Decisions and Decision Makers

3.

Tracked Data and Key Performance Indicators (KPIs)

4.

Scoreboards, Reports, and Service Level Agreements (SLAs)

B. 1. Enabled Decisions and Decision Makers

2.

Goals

3.

Tracked Data and Key Performance Indicators (KPIs)

4.

Scoreboards, Reports, and Service Level Agreements (SLAs)

C. 1. Goals

2.

Enabled Decisions and Decision Makers

3.

Scoreboards, Reports, and Service Level Agreements (SLAs)

4.

Tracked Data and Key Performance Indicators (KPIs)

D. 1. Enabled Decisions and Decision Makers

2.

Goals

3.

Scoreboards, Reports, and Service Level Agreements (SLAs)



4.

Tracked Data and Key Performance Indicators (KPIs)

Correct Answer: A

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#### QUESTION 5

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

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