



C2180-189^{Q&As}

Blueworks Live and Business Process Manager Express or Standard Edition V7.5.1 BPM Analysis

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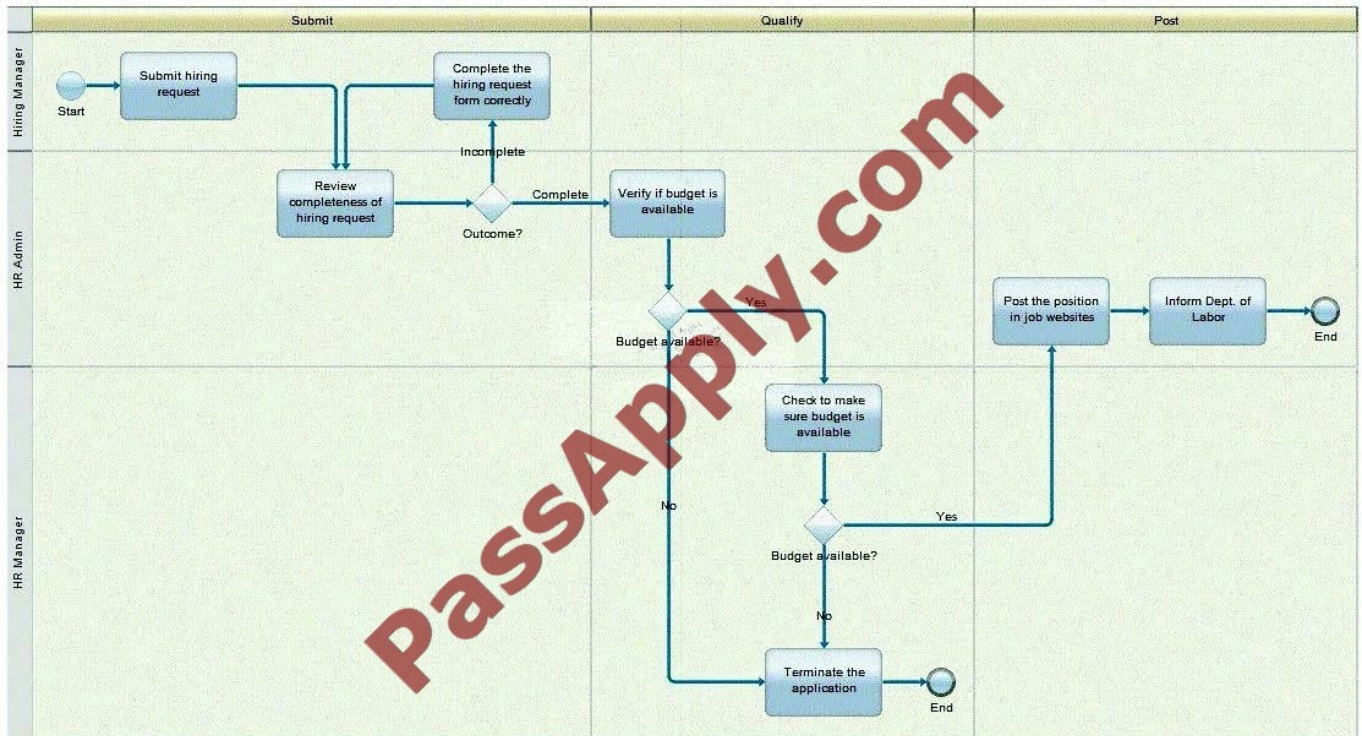
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QUESTION 1

A company needs to improve their Hiring Process and hired a BPM analyst to analyze their current process.



The analyst completed documenting the current state process of submitting the hiring request (refer to the Exhibit) and did a "Value-Add" Analysis with the process stakeholders. Identify the "Non-Value Add" activities in this process.

- A. "Inform Dept. of Labor" and "Check to make sure budget is available"
- B. "Complete the hiring request form correctly" and "Terminate the application"
- C. "Complete the hiring request form correctly" and "Check to make sure budget is available"
- D. "Inform Dept. of Labor" and "Terminate the application"

Correct Answer: C

QUESTION 2

During the Process Discovery phase, the BPM analyst needs to schedule and plan for the Process Improvement and Discovery Workshop (PIDW). In planning the PIDW, what activities should the BPM analyst include on the agenda?

- A. 1. Prepare workshop participants.



2.

Introduce BPM.

3.

Identify: Business case overview.

4.

Assess: Determine business impact.

5.

Define: Document the business process.

6.

Develop the use cases.

7.

Discuss findings and proposed solution.

B. 1. Prepare workshop participants.

2.

Introduce BPM.

3.

Identify: Business case overview.

4.

Assess: Determine business impact.

5.

Define: Document the business process inventory and roadmap.

6.

Develop the solution approach.

7.

Discuss detailed estimates.

C. 1. Prepare workshop participants.

2.

Introduce BPM.

3.



Identify: Business case overview.

4.

Assess: Determine business impact.

5.

Define: Document the business process.

6.

Develop the solution approach.

7.

Discuss findings and proposed solution.

D. 1. Prepare workshop participants.

2.

Introduce BPM.

3.

Identify: Business case overview.

4.

Assess: Determine business impact.

5.

Define: Demonstrate the business process playback.

6.

Develop the use cases.

7.

Discuss findings and proposed solution.

Correct Answer: C

QUESTION 3

During Playback 0, a business user asks the following question: "Once a task is assigned to a user, can the task be reassigned to another user?" Which of the following responses is a valid response by a BPM analyst?

A. No, assignment must be built into the system.



- B. No, once a task is assigned to a user the task must be completed by the user.
- C. Yes, a user can reassign their task to any other user.
- D. Yes, reassignment is possible dependant upon the role of the user.

Correct Answer: D

QUESTION 4

A company needs to improve their hiring process and hired a BPM analyst to map the current state. What is the first thing the BPM analyst should do while constructing a discovery map? Identify the:

- A. Value-Add activities.
- B. sub processes within the hiring process.
- C. start and end points of the hiring process.
- D. activity where the maximum problems lie.

Correct Answer: C

QUESTION 5

A BPM analyst is modeling the process for acquiring membership at a club. The analyst interviewed the front office supervisor, who provided the following description of the first activity "Enter Application": "One of our receptionists receives a paper application from a potential client, an applicant. The receptionist first looks up the client's name and address to see if it exists in our system, then enters the information from the paper application into the system, and assigns a membership number to the application. When the application entry is complete, the receptionist sends it to the manager for an initial review." The BPM analyst has created the discovery map and now needs to enter information from the above description into the Details fields in Blueworks Live for the activity "Enter Application". For the activity "Enter Application", who is the Supplier?

- A. Front Office Supervisor
- B. Receptionist
- C. Applicant
- D. Manager

Correct Answer: C



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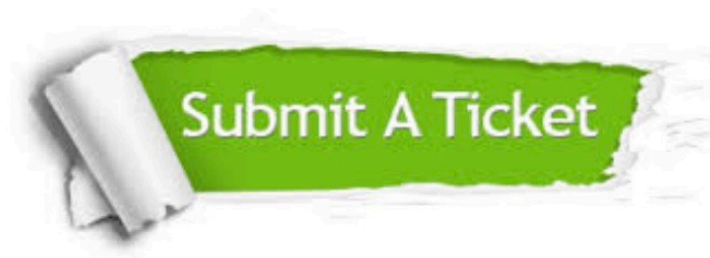
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