

# C2180-189<sup>Q&As</sup>

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

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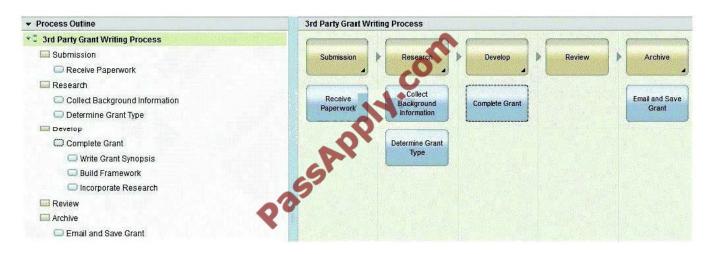
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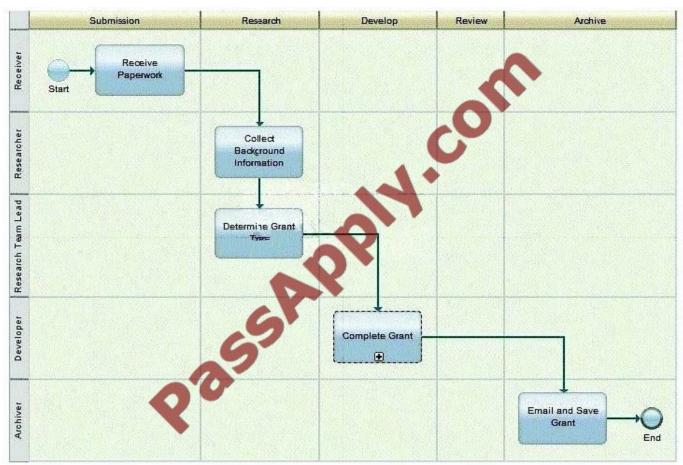




### **QUESTION 1**

During a process discovery session, the business subject matter experts and the process analyst have created the following process for a "3rd Party Grant Writing Process":





The business subject matter experts (SMEs) insist that the review after the "Develop" activities will be completed outside of the IBM Business Process Manager 7.5.1 platform. The IBM Business Process Manager 7.5.1 platform will be alerted that the reviews are complete and the process should proceed to the "Archive" activities. How should the BPM analyst adjust the process so that the business requirements can be captured and a BPM Developer can have enough

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information to build an executable process?

- A. Combine the "Review" milestone and the "Archive" milestone into "Review and Archive"
- B. Insert an Exception event on the process flow between "Complete Grant" and \\'Email and Save Grant\\'
- C. Add a system swimlane and an activity to receive the review message (placed in new swimlane and the "Review" milestone)
- D. Add a swimlane to the process diagram for a "Reviewer" role and an activity to accept the reviews (placed in new swimlane and the \\'Review\\'milestone)
- E. Add a swimlane to the process diagram for a "Reviewer" role and an activity to accept the reviews (placed in new swimlane and the \\'Review\\'milestone)
- F. Add a swimlane to the process diagram for a "Reviewer" role and an activity to accept the reviews (placed in new swimlane and the \\'Review\\'milestone)

Correct Answer: C

### **QUESTION 2**

A BPM analyst is creating a process model for requesting a renovation permit. The BPM analyst is using the following description of the first activity:

"One of our municipal office clerks receives a paper permit application from the local resident, an applicant. The clerk first looks up the resident\\'s name and address in our system, then enters the information from the paper application into the

system, and assigns a temporary permit number to the application. When the application entry is complete, the clerk sends it to a manager to assign it to an adjudicator."

Which name should the BPM analyst use for the first task that accurately describes the activity and follows recommended naming conventions?

- A. Application Entry
- B. Create Application
- C. Clerk Receive and Enter Application
- D. Lookup name, create application, assign number, and send it to the manager

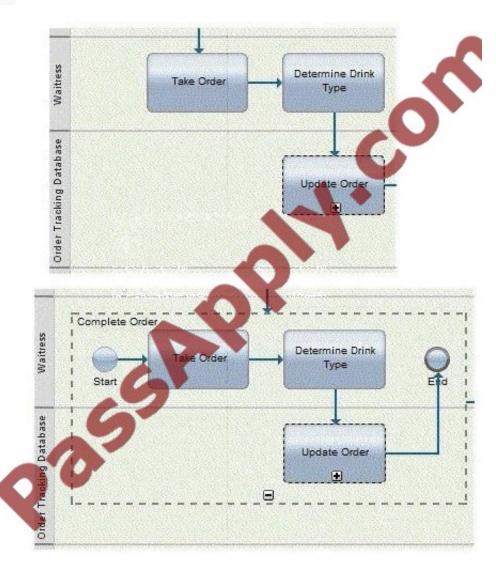
Correct Answer: B

### **QUESTION 3**

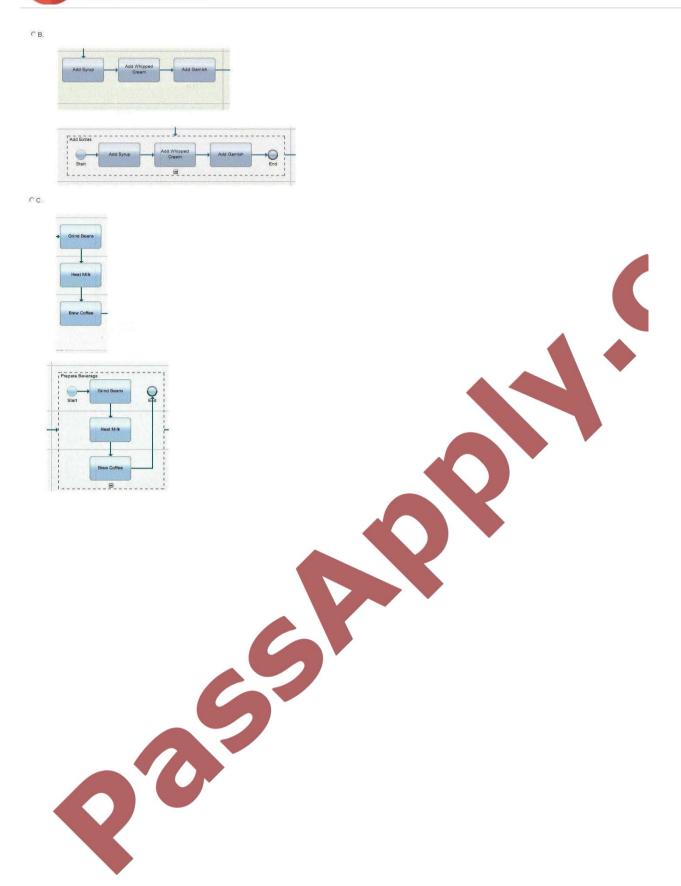
A BPM analyst has modeled the process for creating a custom coffee beverage. The BPM analyst noticed a lot of detail in the process model and has started refactoring the model to reduce the complexity. Which section of the process represents multiple roles working together that the BPM analyst reduced into a single sub-process without losing the intent or meaning of the process?

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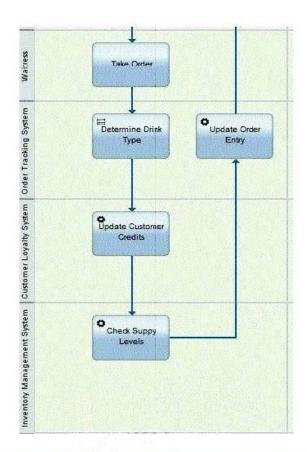


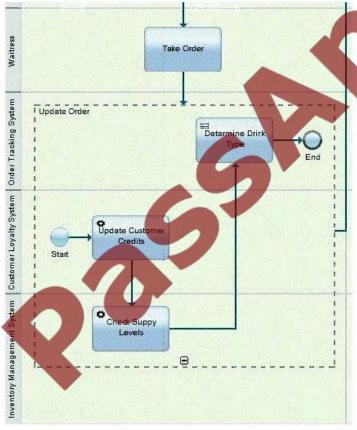


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- A. Option A
- B. Otpion B
- C. Option C
- D. Option D

Correct Answer: C

### **QUESTION 4**

A BPM analyst is helping to identify and select the appropriate solution for process improvement in a large BPM project. What are the business levers the BPM analyst should focus on?

- A. Policy, Technology, Organization and People
- B. Policy, Tools, Organization and People
- C. Process, Technology, Organization and People
- D. Process, Tools, Organization and People

Correct Answer: C

### **QUESTION 5**

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.

R = Responsible		40			
A = Accountable	Customer	Customer	Customer	Customer	Regional
C = Consulted 1 = Irformed	Service Agent	Service Supervisor	Relations Advisor	Account Manager	
Enter Application	R 👙	Α	С	1	
Review Application	69		С	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



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D. Customer Account Manager

Correct Answer: A

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