C2180-189^{Q&As}

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

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QUESTION 1

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 2

A company needs to improve their hiring process and has requested a BPM analyst to define a future state process. After analyzing the current state process, the BPM analyst found many opportunities for improvement which could lead this initiative into a 5 year project. How should the BPM analyst map the future state process?

A. Map a short term process which includes only low effort opportunities.

B. Map one single process which includes all improvement opportunities.

C. Build a short term and a long term future state process road-map through prioritization of the opportunities.

D. Build a roadmap of processes for all releases in the next 5 years by categorizing the opportunities into individual releases.

Correct Answer: C

QUESTION 3

A project manager asks a BPM analyst to assist with defining a business case for a company based on their goals and objectives. What are key components to include in support of a business case?

A. 1. Establish critical success factors

2.

 Identify KPIs

3.

 Identify business pain points

4.

 Calculate Return on Investment

B. 1. Establish critical success factors

2.

 Complete Playback 1 retrospective notes

3.

 Develop coaches from the future process

4.

 Calculate Return on Investment

C. 1. Identify system integrations

2.

 Run Process Optimizer Reports

3.

 Identify business pain points

4.

 Calculate user story points

D. 1. Complete Playback 1 retrospective notes

2.

 Identify KPIs

3.

 Develop coaches from the future process

4.

 Calculate user story points

Correct Answer: A

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

QUESTION 5

A company has multiple processes already documented in their Blueworks Live library. During process discovery on a new process, the business subject matter experts (SMEs) identify a subprocess that is exactly the same as a process already in Blueworks Live library. How should the BPM analyst capture this requirement in Blueworks Live?

A. Use the Linked Processes feature to capture the relationship.

B. Use the Heat Mapping feature to capture the common process flows.

C. Use the Smart Folder feature to organize both processes in the same folder.

D. Copy the same Inputs, Outputs, and Participants when defining the new subprocess.

Correct Answer: A

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