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QUESTION 1

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

- 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 2

A new employee just started working with a company and only received their laptop in week 4.

The BPM analyst investigated the cause:

-Equipment was not ordered until week 2

-

The manager did not complete the new hire checklist.

-

The manager did not know how to access the checklist.

-

No one communicated to the manager how to access the checklist.

-

No communication plan for the on-boarding process.

-The root cause of the initial problem was that no one communicated to the manager there was a checklist.

Which tool did the BPM analyst use in order to find out the root cause?

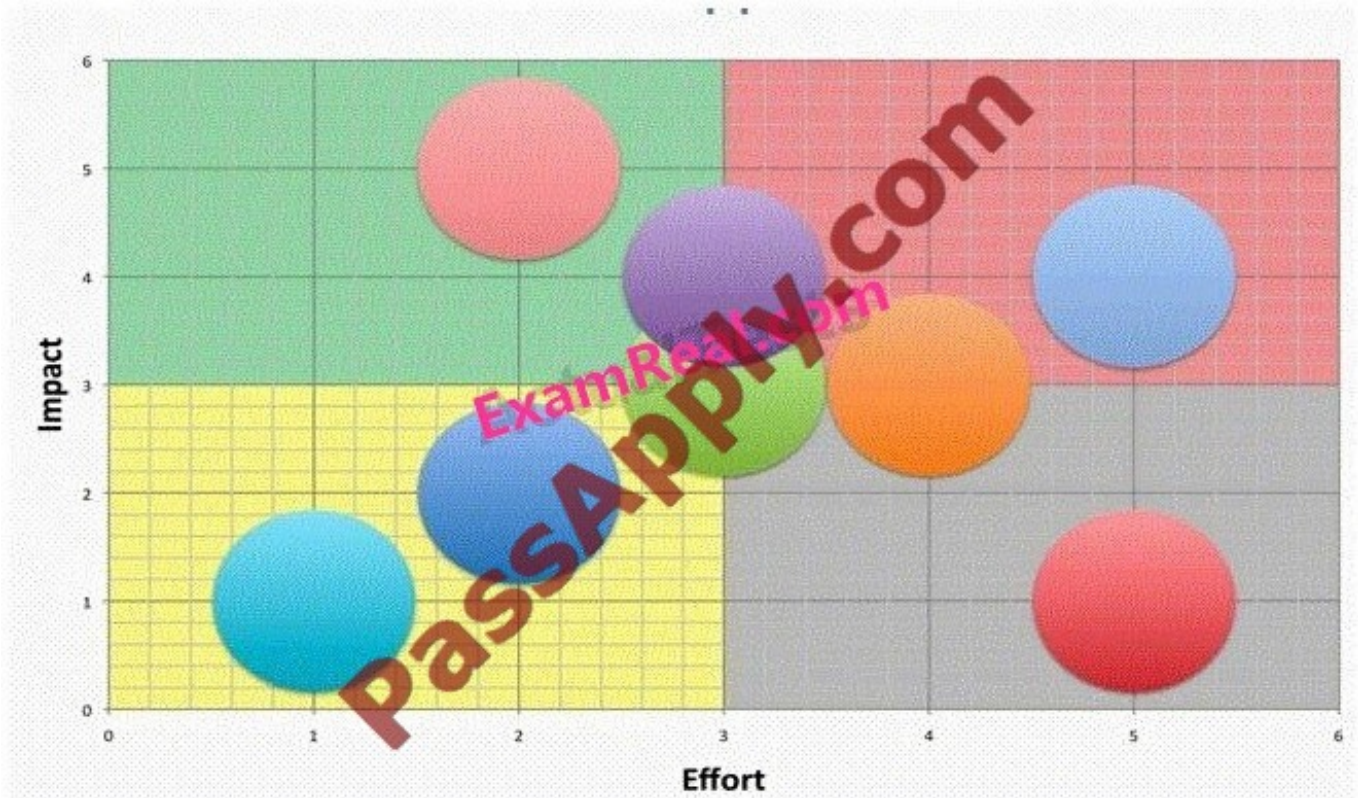
- A. 5 Whys
- B. 5 Whats
- C. 5 Whens
- D. 5 Whos

Correct Answer: A



QUESTION 3

A company needs the BPM analyst to provide a business value and impact assessment to only proceed with processes that align with their corporate strategy. The company's corporate strategy is to begin with small quick win pilots that require low effort and low impact and then scale to large programs that are low effort and high impact.



In the exhibit below, which quadrants contain the processes the BPM analyst should recommend?

- A. Top right, top left
- B. Top right, bottom right
- C. Bottom right, top left
- D. Bottom left, top left

Correct Answer: D

QUESTION 4

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

QUESTION 5

A BPM analyst has been asked to define the metrics for a process. 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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