



C2180-275^{Q&As}

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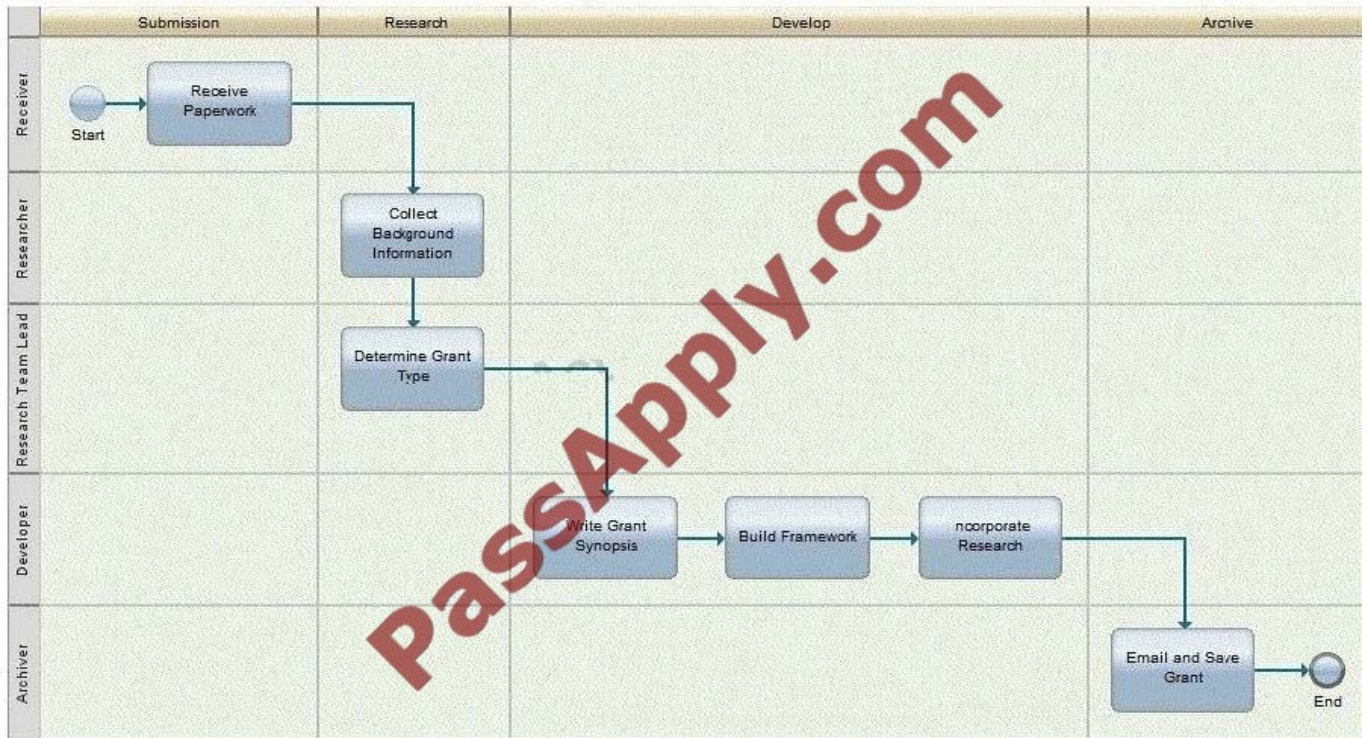
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QUESTION 1

A BPM analyst has built the following process diagram during a process discovery workshop.



Each activity noted above will have a separate Coach displayed in IBM Business Process Manager V8.0. How would the BPM analyst adjust the diagram to capture this requirement while adhering to best practices for proper process modeling granularity?

- A. Combine the Developer's 3 activities into a sub-process.
- B. Add a separate swimlane for each activity in the Developer swimlane.
- C. Add a separate milestones for each activity in the Developer swimlane.
- D. Color each activity with a different color to indicate separate Coaches.

Correct Answer: A

QUESTION 2

The Human Resource (HR) Department wants to improve 4 of their processes using Business Process Management Software (BPMS).

The 4 processes are:

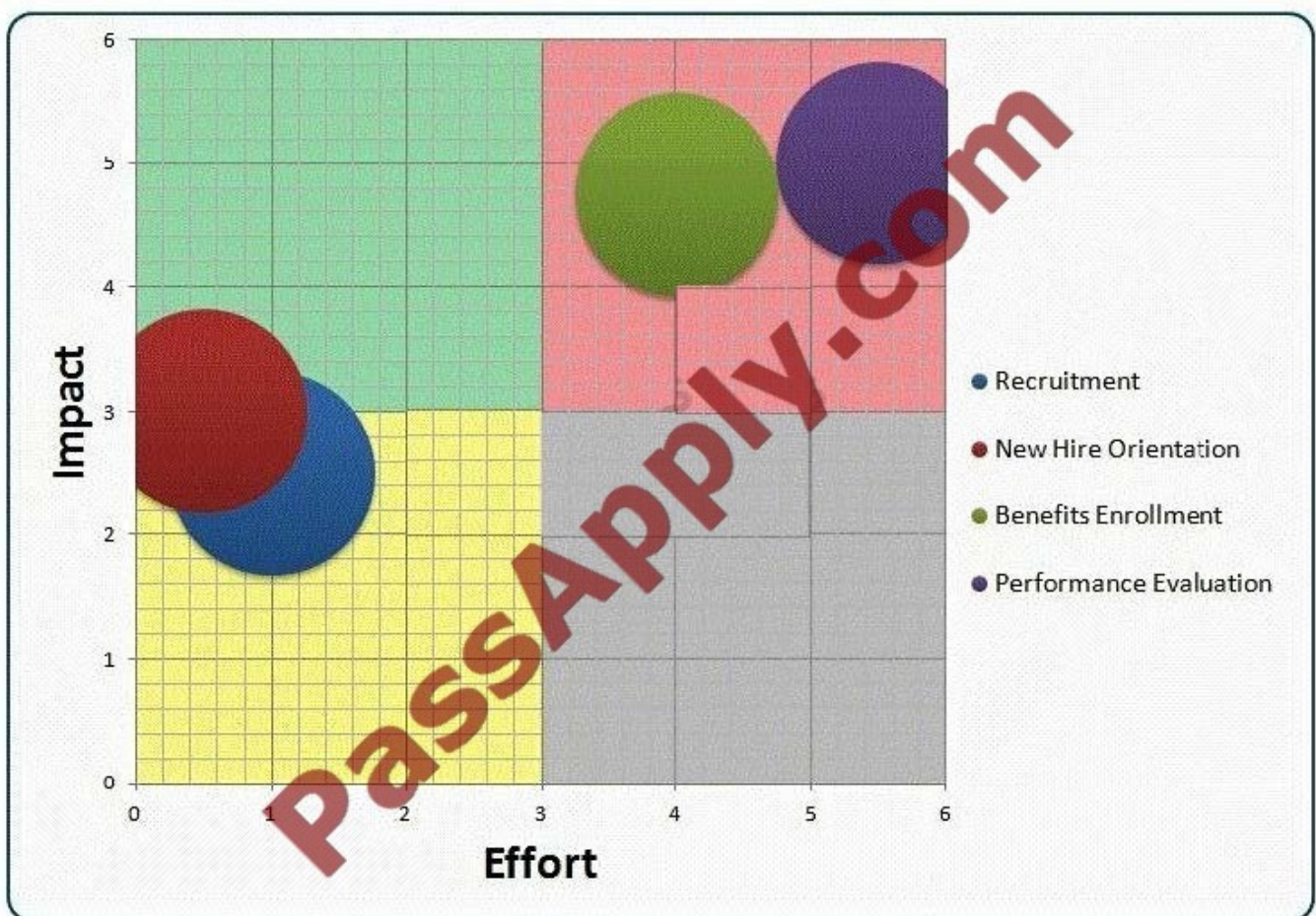
1.

Recruitment



2.
New Hire Orientation
3.
Benefits Enrollment
4.
Performance Evaluation.

The Human Resource (HR) Department has a limited budget and is pressured from head office to provide value to the business as soon as possible.



The BPM analyst worked with the HR team and completed the effort impact matrix for these 4 processes in order to identify a suitable process candidate Based on the Exhibit, which process should the BPM analyst recommend?

- A. Recruitment
- B. New Hire Orientation
- C. Benefits Enrollment
- D. Performance Evaluation



Correct Answer: B

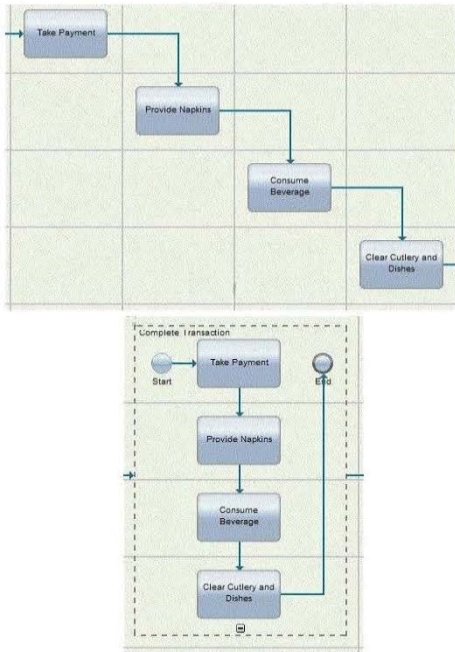
QUESTION 3

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.

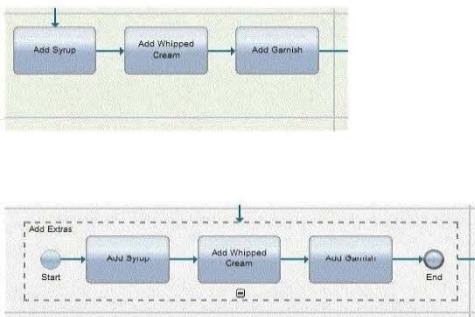
Which section of the process represents a series of activities performed by the same participant that the analyst reduced into a single activity?



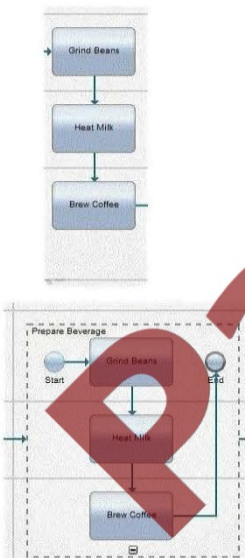
C.A.



C.B.

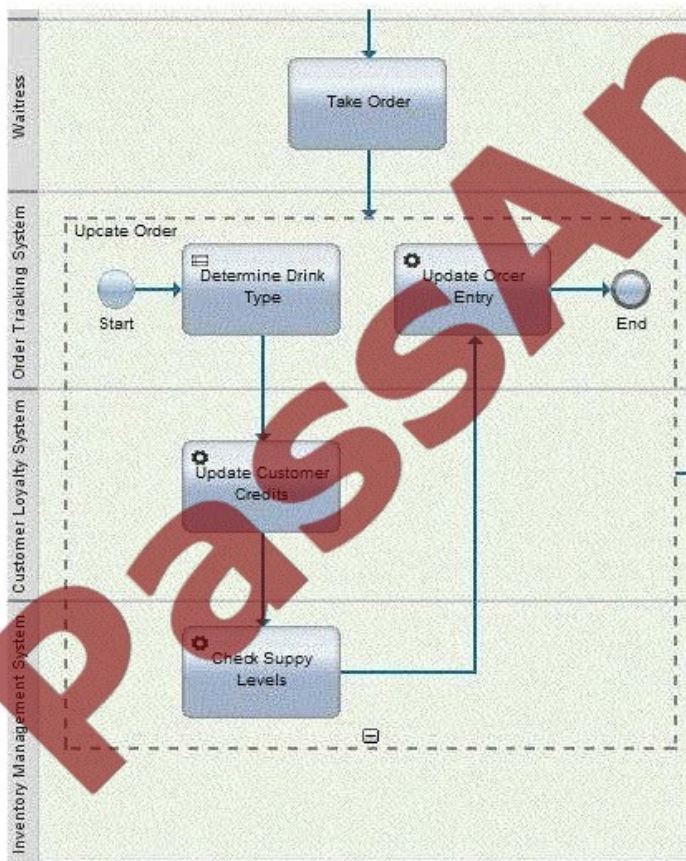
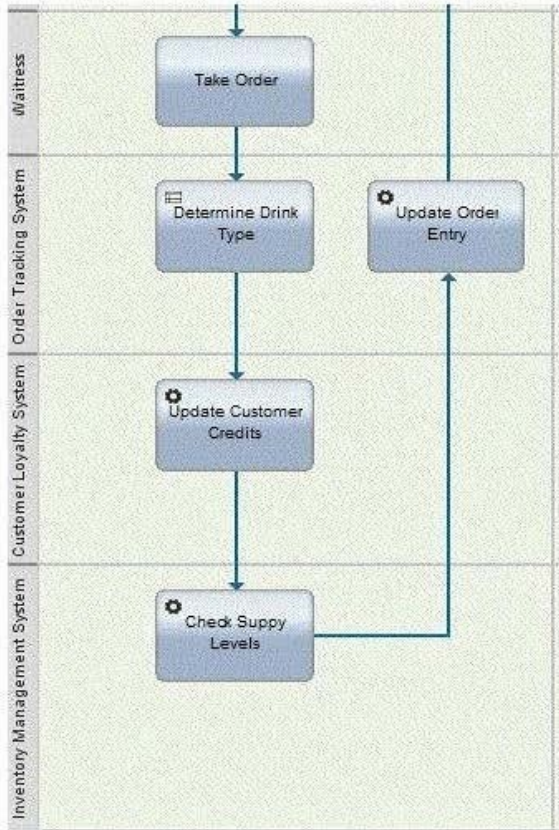


C.C.





C D.





- A. Exhibit A
- B. Exhibit B
- C. Exhibit C
- D. Exhibit D

Correct Answer: B

QUESTION 4

A BPM analyst is defining a mortgage loan approval process where the Business Process Management System (BPMS) will get the credit score of the applicant from the Credit Bureau and validate if the loan can be approved for the applicant. The BPM analyst must add this activity:

- A. as an Ad-Hoc Event.
- B. to a System Lane.
- C. to both a Human Participant and System Lane.
- D. to a Human Participant Lane who had the prior task.

Correct Answer: B

QUESTION 5

A cable company is improving a process in their call center for requesting cable service. The new process will run in IBM Business Process Manager V8.0. The call center supervisor would like to know how long it takes the customer service representatives to answer the customer requests before passing the request to the engineering department to provide the service. What should the BPM analyst recommend to address the measurement reporting requirement?

- A. Use the My Performance scoreboard with Provide Cable Service filter.
- B. Use the My Team Performance scoreboard with the Answer Customer Request activity.
- C. Use IBM Business Monitor to create a custom report with events from the engineering department database.
- D. Create a custom report with tracking points in the process with cable service customer names.

Correct Answer: B

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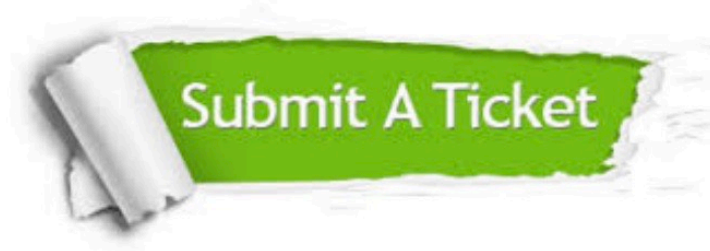
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