

# C2180-275<sup>Q&As</sup>

Blueworks Live IBM Business Process Manager Express or Standard Edition V8.0 BPM Analysis

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#### **QUESTION 1**

C. 5 Whens

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 'hen the ns?

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. W the application entry is complete, the clerk sends it to a manager to assign it to an adjudicator." Which name should to BPM analyst use for the first task that accurately describes the activity and follows recommended naming convention
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 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



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D. 5 Whos

Correct Answer: A

QUESTION 3
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 4**

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 Key Performance Indicators (KPIs)

3.

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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 Key Performance Indicators (KPIs)
3.
Develop coaches from the future process
4.
Calculate user story points

### **QUESTION 5**

Correct Answer: A

A company that processes applications has been using IBM Business Process Manager V8.0 over the last year. The company has asked IBM to analyze its processes in production because it wants to continue improving its processes. The IBM BPM team sends a BPM analyst. What should the BPM analyst do?



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- A. Use the Discovery View in Blueworks Live to perform inspection on the process.
- B. Use the Analyze feature in Blueworks Live to perform Historical and Simulation Analysis.
- C. Use the Optimizer in IBM Business Process Manager V8.0 to perform Historical and Simulation Analysis.
- D. Use the Process Inspector in IBM Business Process Manager V8.0 to perform inspection on the process.

Correct Answer: C

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