



C2180-275^{Q&As}

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QUESTION 1

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?

- 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

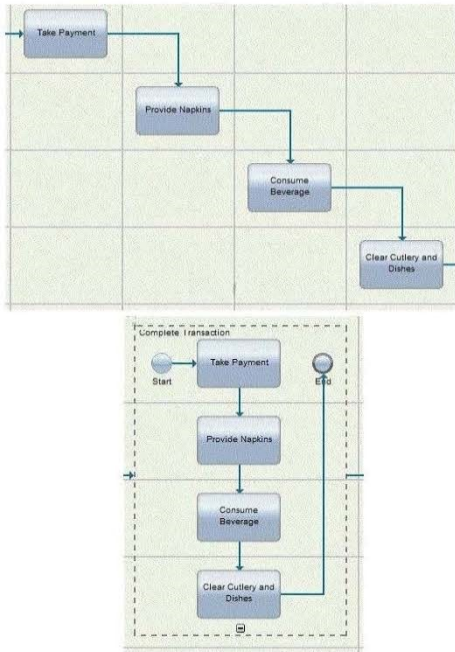
QUESTION 2

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.

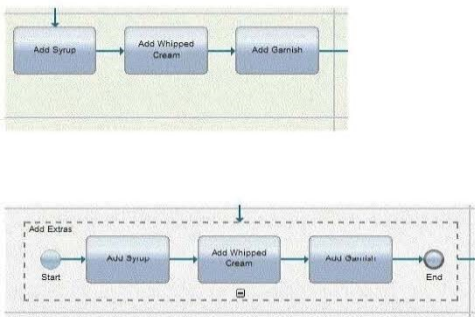
Which section of the process represents a series of activities performed by the same participant that the analyst reduced into a single activity?



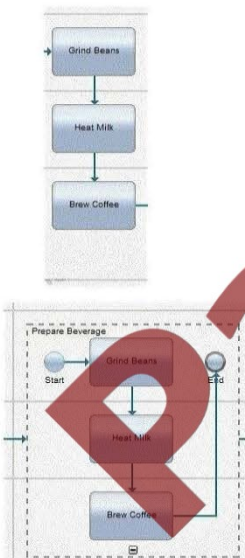
C.A.



C.B.

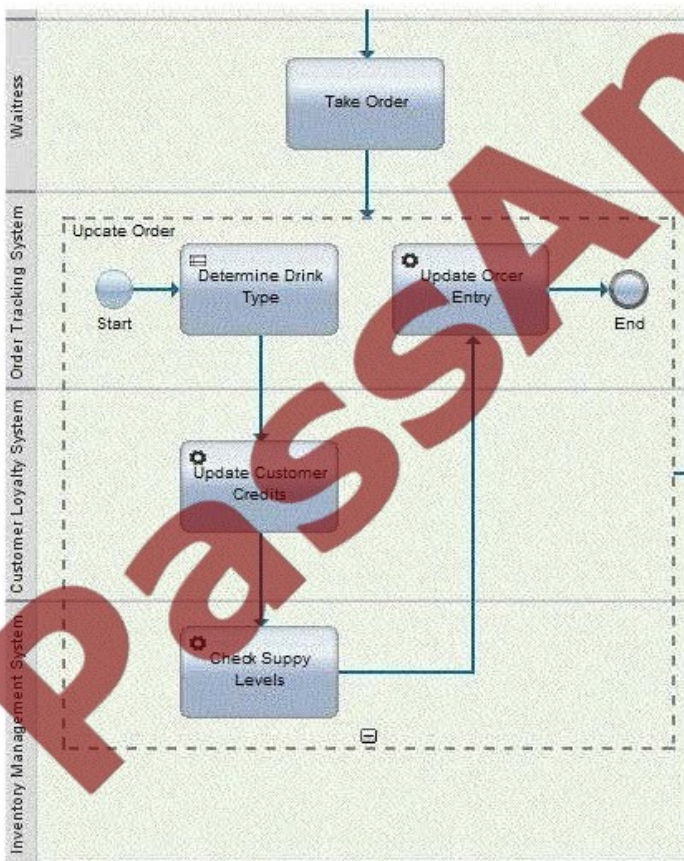
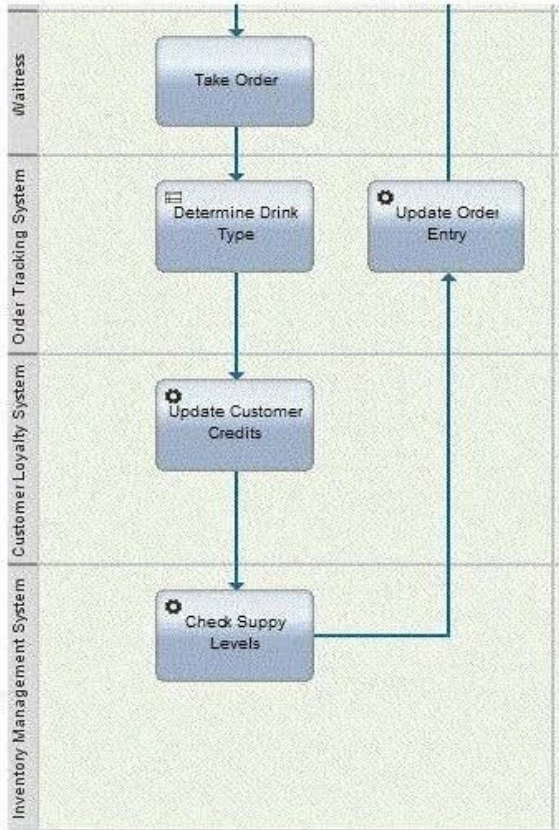


C.C.





C D.



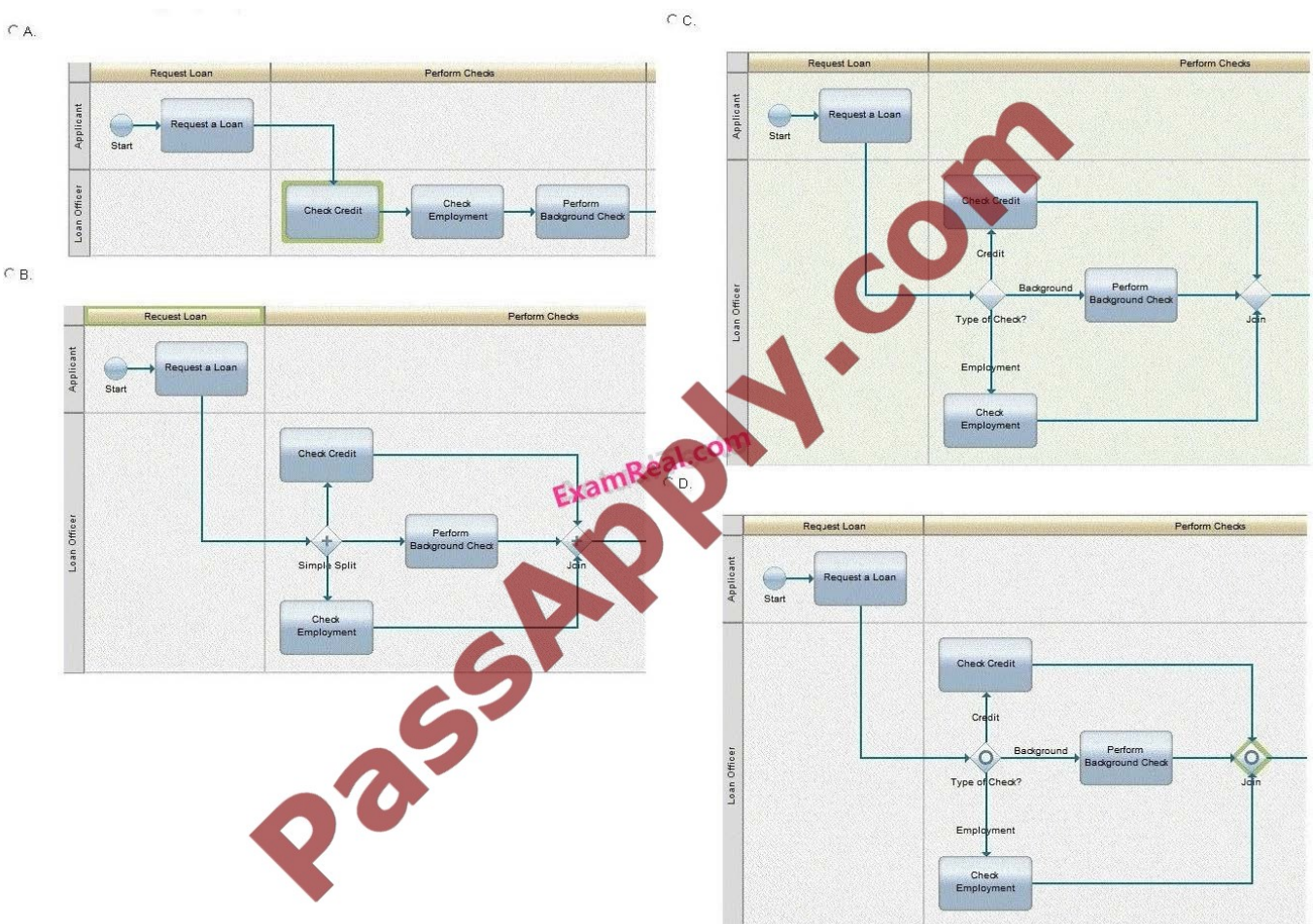


- A. Exhibit A
- B. Exhibit B
- C. Exhibit C
- D. Exhibit D

Correct Answer: B

QUESTION 3

A BPM analyst is mapping a Mortgage Loan Approval Process. When the applicant requests a loan, the Loan officer must start the credit check, employment check and background check at the same time. How should the BPM analyst map this process?



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



Correct Answer: B

QUESTION 4

A BPM analyst is modeling the process for acquiring an account. During an interview with the customer service supervisor, the BPM analyst was provided with a Responsible, Accountable, Consulted, Informed (RACI) chart that had been created with the key roles and activities in the process.

R = Responsible					
A = Accountable	Customer Service Agent	Customer Service Supervisor	Customer Relations Advisor	Customer Account Manager	Regional Manager
C = Consulted					
I = Informed					
Enter Application	R	A	C	I	
Review Application			C	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
- D. Customer Account Manager

Correct Answer: A

QUESTION 5

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. Identify business pain points
- 4. Calculate Return on Investment
- B. 1. Establish critical success factors
- 2. Identify Key Performance Indicators (KPIs)



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

Correct Answer: A

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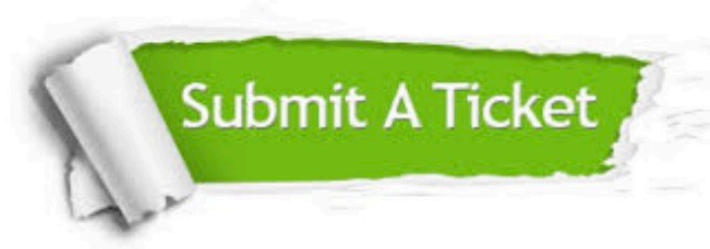
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24x7 Customer Support
Average 99.9% Success Rate
More than 800,000 Satisfied Customers Worldwide
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