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QUESTION 1

A BPM analyst is conducting interviews with the participants of a business process. What feedback about the process should the BPM analyst look out for that might not be obvious in an as-is process diagram?

A. Excessive reviews

B. Too many participants

C. Identification of bottlenecks

D. Not enough system automation

Correct Answer: C

QUESTION 2

A BPM analyst is approached by the BPM solution architect and asked to provide inputs to a rough order magnitude (ROM) estimate needed to further assess the implementation effort. What information must the BPM analyst provide to the BPM solution architect to assist with this effort?

A. A level of effort estimate to implement each task and integration.

B. A list of all the business process diagrams with their relative number of steps.

C. A list of the service contracts required for all integrations defined during discovery.

D. A list of all the subject matter experts (SME) to get further information on implementation scope.

Correct Answer: B

QUESTION 3

A company needs to improve their hiring process and hired a BPM analyst to map the current state. What is the first thing the BPM analyst should do while constructing a discovery map? Identify the:

A. Value-Add activities.

B. sub processes within the hiring process.

C. start and end points of the hiring process.

D. activity where the maximum problems lie.

Correct Answer: C

QUESTION 4

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, Data, Organization and People

C. Process, Technology, Organization and People

D. Process, Data, Organization and People

Correct Answer: C

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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