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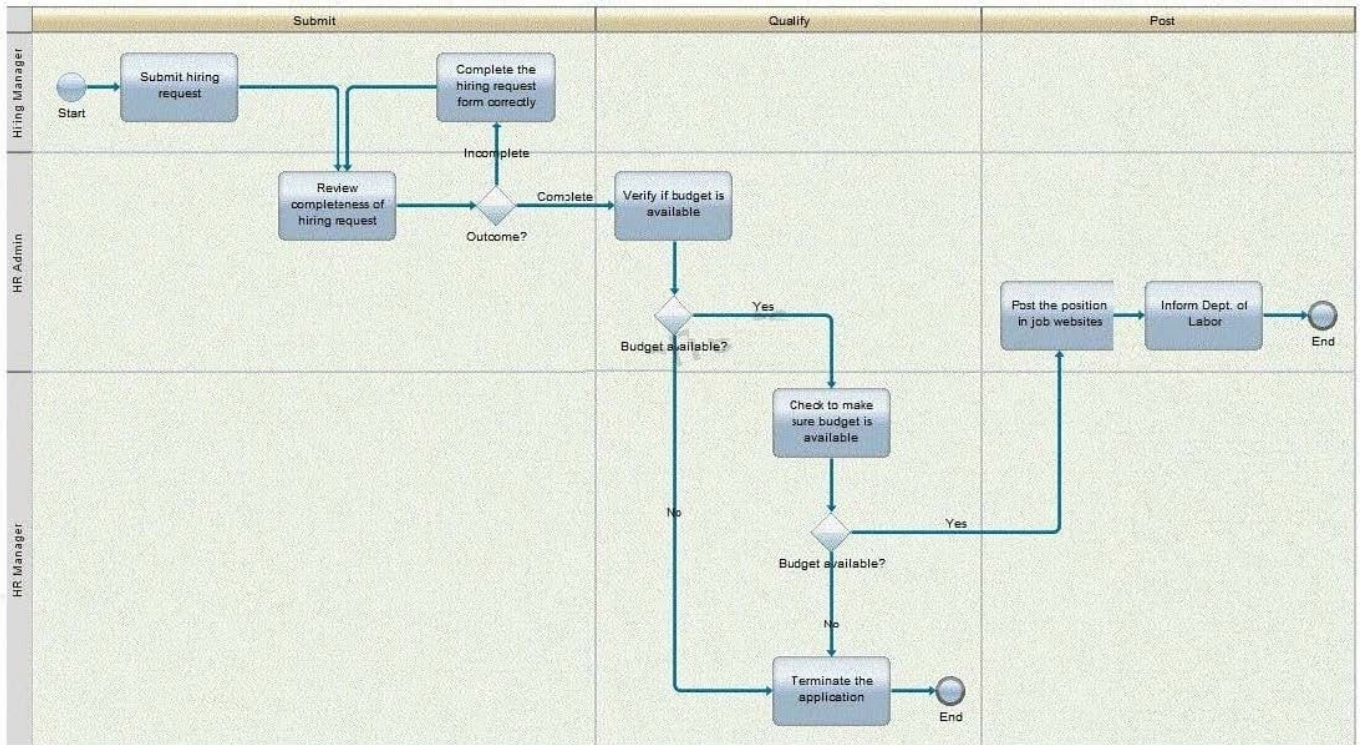Following Questions and Answers are all new published by IBM Official Exam Center

QUESTION 1

A company needs to improve their Hiring Process and hired a BPM analyst to analyze their current process. The analyst completed documenting the current state process of submitting the hiring request (refer to the process diagram below) and did a "Value-Add" Analysis with the process stakeholders.

Identify the "Non-Value Add" activities in this process.

A. "Inform Dept. of Labor" and "Terminate the application"

B. "Inform Dept. of Labor" and "Check to make sure budget is available"

C. "Complete the hiring request form correctly" and "Terminate the application"

D. "Complete the hiring request form correctly" and "Check to make sure budget is available"

Correct Answer: D

QUESTION 2

A BPM analyst is performing a process inventory analysis at a company that has many processes and has gathered all required information to calculate a priority value for each process in order to rank them. How should the BPM analyst compute this?

A. Provide a scale and weight for each activity in the process.

B. Provide a scale for each of the prioritization criterion and weigh the criteria against the processes.

C. Have the customer and the BPM analyst provide 2 different priority values independently and calculate 1 priority value.

D. Count the number of activities in diagram and evaluate the complexity of the diagram to provide a value and calculate a priority value.

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 working with a facilities manager to map out a process that lists the responsibilities of the facilities manager.

In the event of a damage to a building, the facilities manager must take the following actions.

-

 If the damage is caused by fire, the facilities manager must immediately call the fire service.

-

 If there is anyone injured, the facilities manager must immediately call the nearby hospital ambulance

service.

-

 If the damage is greater than $5000, the facilities manager must notify the insurance agent immediately.

-

 The facilities manager must always submit a damage report to the building manager within 1 week of the

incident.

How should the BPM analyst model this process?
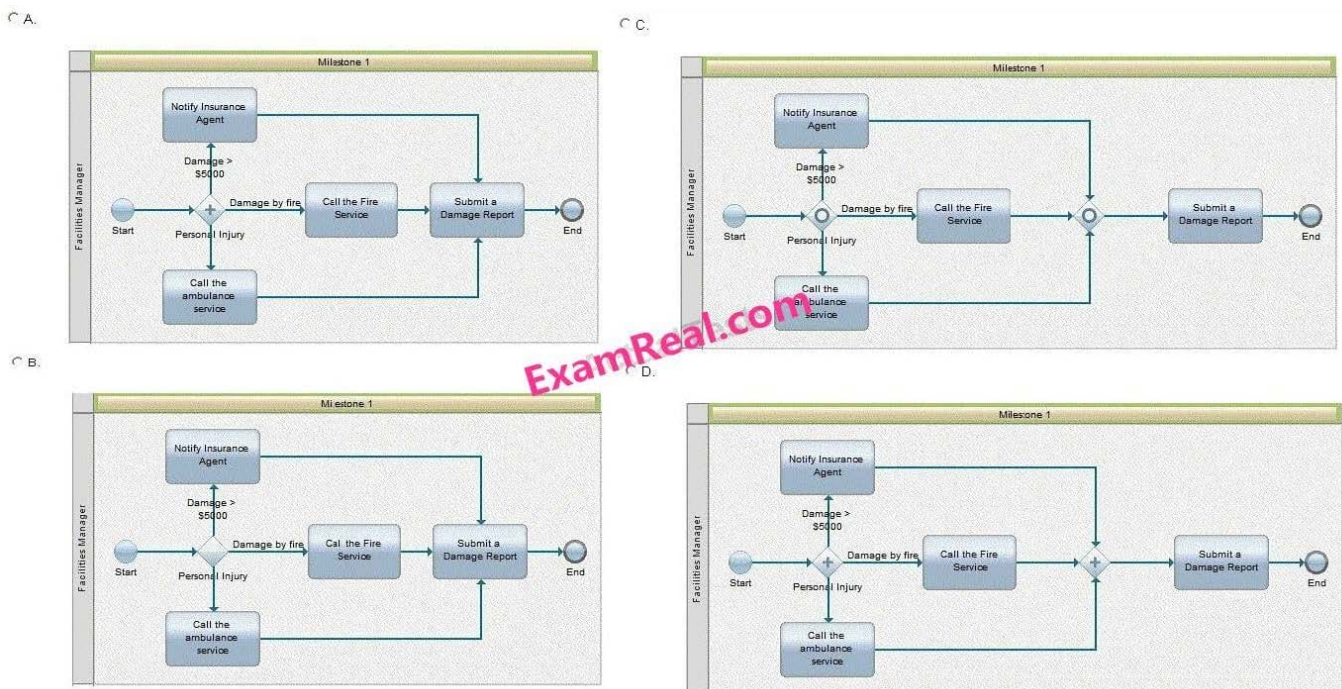
A.

Exhibit A

B.

ExhibitB

C.

ExhibitC

D.

ExhibitD

Correct Answer: C

QUESTION 5

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

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

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