



C9550-275^{Q&As}

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QUESTION 1

Which kind of change is considered a business level change as opposed to a cultural level change?

- A. Increase transparency
- B. Strengthen accountability
- C. Eliminate unnecessary work
- D. Improve collaboration across boundaries

Correct Answer: C

QUESTION 2

During the discovery phase of a BPM project, the BPM analyst is supposed to define the goal for the process. Which goal of a car company follows the guidelines of the Specific Measurable Achievable Relevant Time-bound (SMART) acronym?

- A. Increase production of car parts by July 31, 2014.
- B. Increase the quality of North American cars by 5% in 2 weeks.
- C. Reduce coal emissions in European car factories by 10%.
- D. Reduce fuel economy for newly released cars from 30 km/hr to 45 km/hr by August 31, 2016.

Correct Answer: D

QUESTION 3

A BPM analyst needs to define user stories for development. What information does the BPM analyst need to know about user stories? User stories:

- A. contain all required implementation details needed by developers.
- B. focus on what is required and not on how the requirements are met.
- C. support waterfall development and are completely defined before development begins.
- D. with less business value must not be defined since they are not going to be developed.

Correct Answer: B

QUESTION 4

A BPM analyst is modeling the process for acquiring membership at a club. The BPM analyst interviewed the front office supervisor, who provided the following description of the first activity "Enter Application": "One of our receptionists



receives a paper application from a potential client, an applicant. The receptionist first looks up the client's name and address to see if it exists in our system, then enters the information from the paper application into the system, and assigns a membership number to the application. When the application entry is complete, the receptionist sends it to the manager for an initial review." The BPM analyst has created the discovery map and now needs to enter information from the above description into the Details fields in Blueworks Live for the activity "Enter Application". For the activity "Enter Application", who is the Supplier?

- A. Manager
- B. Applicant
- C. Receptionist
- D. Front Office Supervisor

Correct Answer: B

QUESTION 5

A company needs to improve their hiring process using a Business Process Management System (BPMS). Currently, their hiring manager writes a free form email regarding a new open position and sends it to the HR manager for approval. The hiring manager wants to standardize this activity using a BPMS. How should the BPM analyst define this user story?

- A. As a BPMS, I want to provide an electronic form to the Hiring Manager, so that the Hiring Manager can complete the request.
- B. As a BPMS, I want to provide an electronic form instead of a document so that the data can be saved and retrieved for reporting purposes.
- C. As a Hiring Manager, I want to have a user interface with all the fields necessary to complete the hiring request form, so that I can avoid using a word document.
- D. As a Hiring Manager, I want to complete the hiring request form and submit the form to the HR Manager, so that the HR Manager can review my request and make a decision on filling this position.

Correct Answer: D

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