



C9550-275^{Q&As}

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

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QUESTION 1

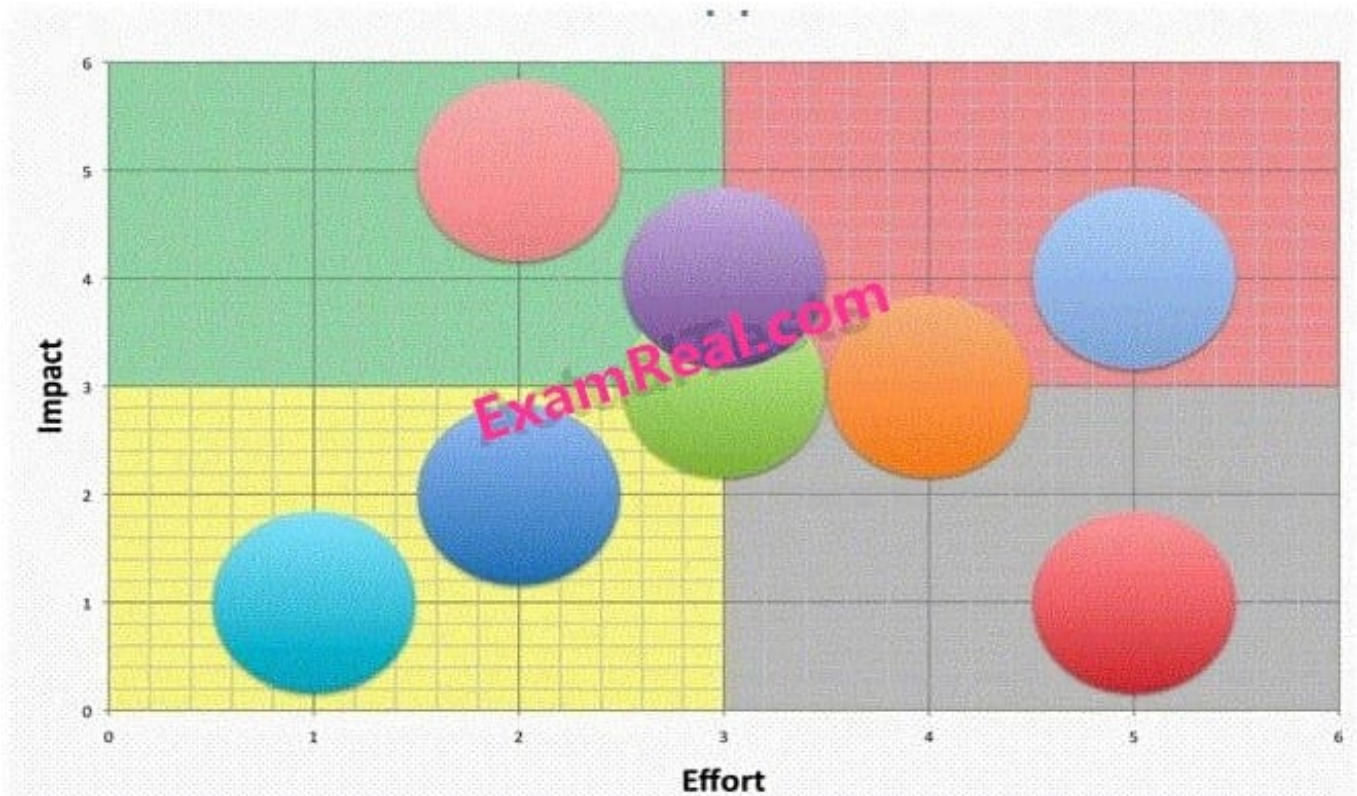
A BPM analyst is creating a process model for requesting a renovation permit. The BPM analyst is using the following description of the first activity: "One of our municipal office clerks receives a paper permit application from the local resident, an applicant. The clerk first looks up the resident's 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

QUESTION 2

A company needs the BPM analyst to provide a business value and impact assessment to only proceed with processes that align with their corporate strategy. The company's corporate strategy is to begin with small quick win pilots that require low effort and low impact and then scale to large programs that are low effort and high impact.



In the exhibit below, which quadrants contain the processes the BPM analyst should recommend?



- A. Top right, top left
- B. Top right, bottom right
- C. Bottom right, top left
- D. Bottom left, top left

Correct Answer: D

QUESTION 3

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	Customer	Customer	Customer	Regional
C = Consulted	Service	Service	Relations	Account	Manager
I = Informed	Agent	Supervisor	Advisor	Manager	
Enter Application	R	A	C	I	
Review Application			C	R	A

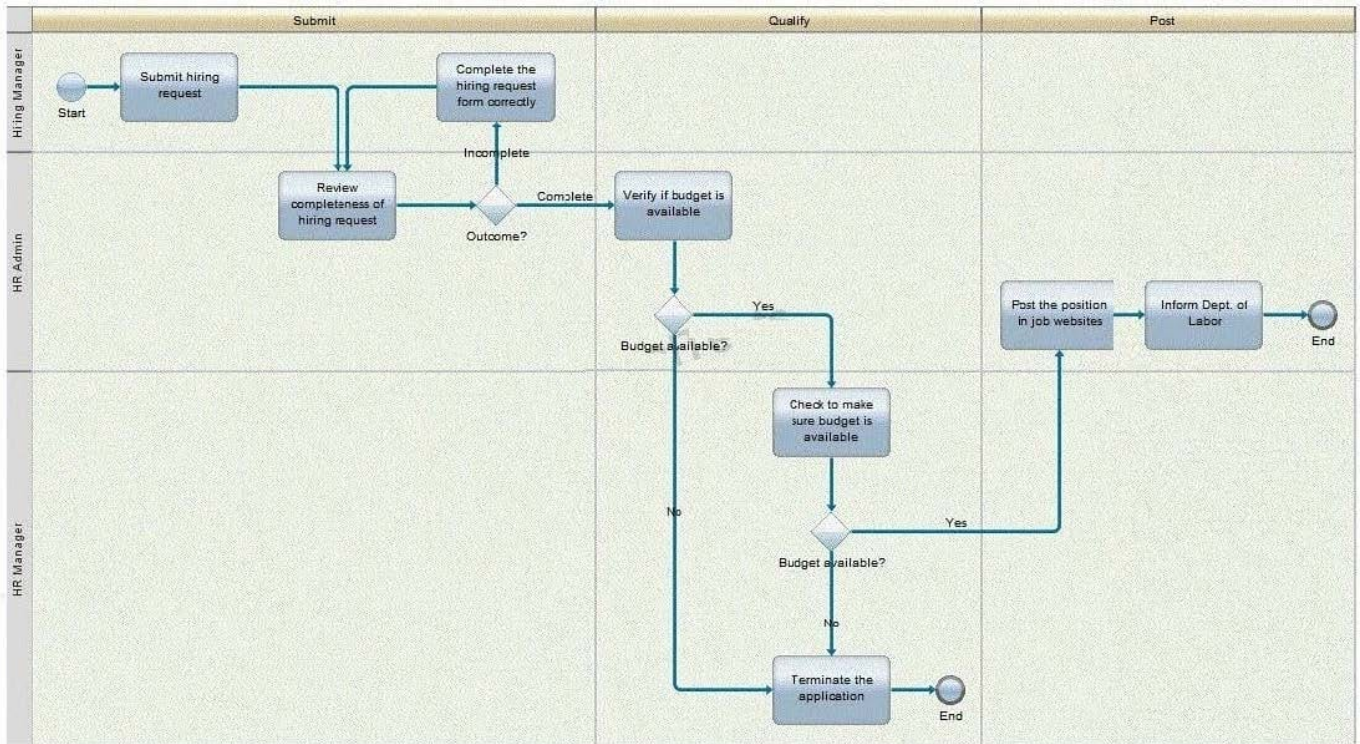
The BPM analyst used the contents of the RACI chart to fill in the Details fields in Blueworks Live for the activity "Enter Application". According to the RACI chart for the activity "Enter Application", who is the Participant?

- A. Customer Service Agent
- B. Customer Service Supervisor
- C. Customer Relations Advisor
- D. Customer Account Manager

Correct Answer: A

QUESTION 4

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 5

A BPM analyst is defining a mortgage loan approval process where the Business Process Management System (BPMS) will get the credit score of the applicant from the Credit Bureau and validate if the loan can be approved for the applicant. The BPM analyst must add this activity:

- A. as an Ad-Hoc Event.
- B. to a System Lane.
- C. to both a Human Participant and System Lane.
- D. to a Human Participant Lane who had the prior task.

Correct Answer: B