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QUESTION 1

A BPM analyst is documenting process problems during a discovery session. As a problem is raised, what are the two key factors the BPM analyst needs to capture about each problem to be able to prioritize them later?

A. The solution to the problem.

B. When the problem first occurred and how often it occurred in each milestone.

C. Severity and frequency of the problem at the process, milestone, or activity level.

D. Who is the participant when the problem occurs and what other tasks does that participant complete.

Correct Answer: C

QUESTION 2

The project manager needs assistance from the BPM analyst in building a process roadmap. What tool should the BPM analyst use to create a detailed list of areas of opportunity?

A. A Prioritization Matrix

B. A Root Cause Analysis Matrix

C. A Business Value Add Analysis Matrix

D. A Failures Mode Effect Analysis (FMEA) Matrix

Correct Answer: A

QUESTION 3

During process discovery, the business subject matter experts (SMEs) make the following statement about how the process starts: "Today, our users access the database that stores new orders and copy that information manually onto a request form. This form is passed from one participant to another during the process. In our future state, we would like IBM Business Process Manager V8.0 to connect to the database directly, so that we don\\\'t have to manually create our request forms." The IT representatives from the client indicate that this should be possible. How should the BPM analyst respond to this?

A. Defer this discussion for the BPM developers.

B. Gather all the technical details for this integration.

C. Capture that the process should start systematically and identify high level inputs to the process.

D. Inform the business SMEs that this is not possible as the process must start with a Human Task.

Correct Answer: C

QUESTION 4

A BPM analyst needs to make a change to the connections in the following process diagram. The order of activities needs to be changed so that "Grind Beans" is followed by "Brew Coffee". "Heat Milk" will come last after "Brew Coffee".
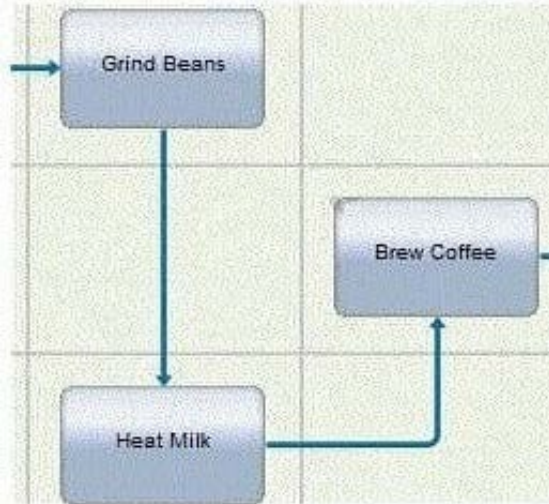
How should the BPM analyst make this change to the connection?

A. Click on the "Brew Coffee" activity and drag it onto the connection between "Grind Beans" and "Heat Milk"

B. Click on the "Grind Beans" activity and drag it onto the connection between "Heat Milk" and "Brew Coffee"

C. Click on the connection between "Heat Milk" and "Brew Coffee" and drag the connection arrow to "Grind Beans"

D. Click on the connection between "Grind Beans" and "Heat Milk" and drag the connection arrow to "Brew Coffee".

Correct Answer: A

QUESTION 5

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?
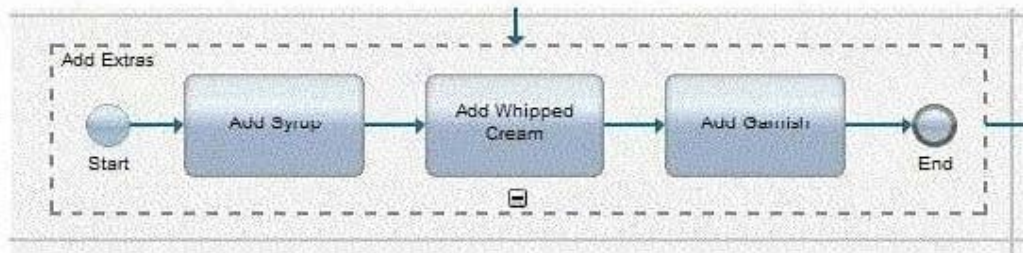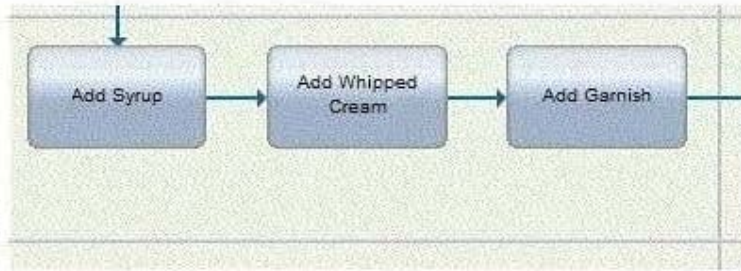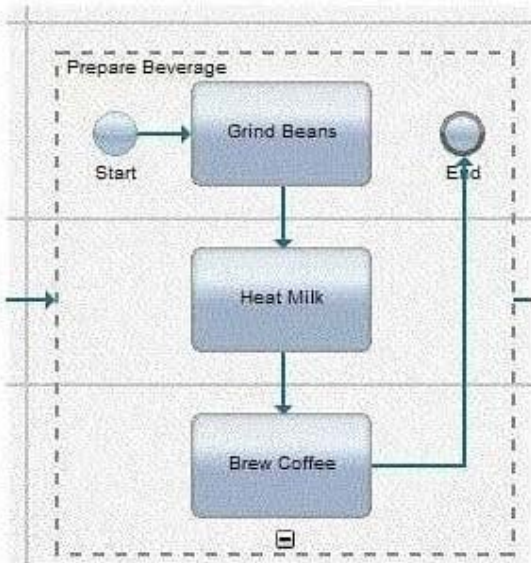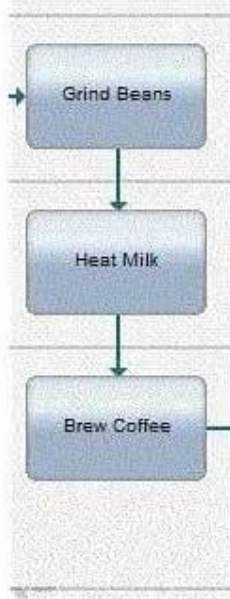
C A.

○ B.
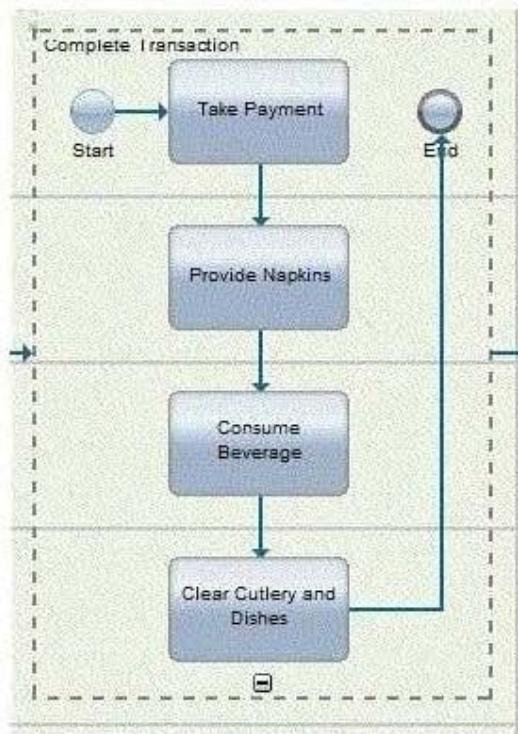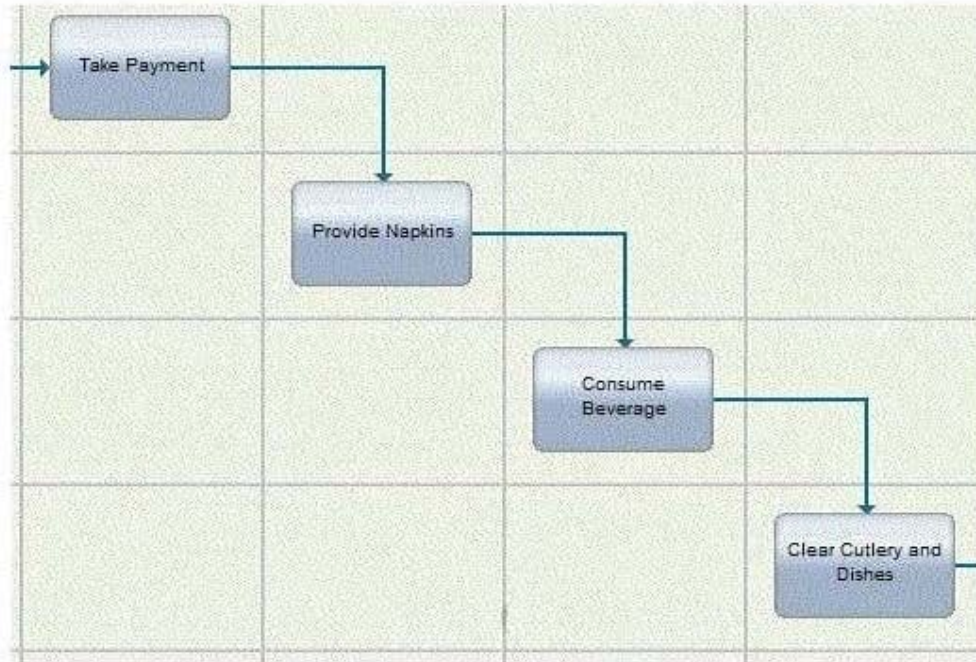
○ C.

C D.
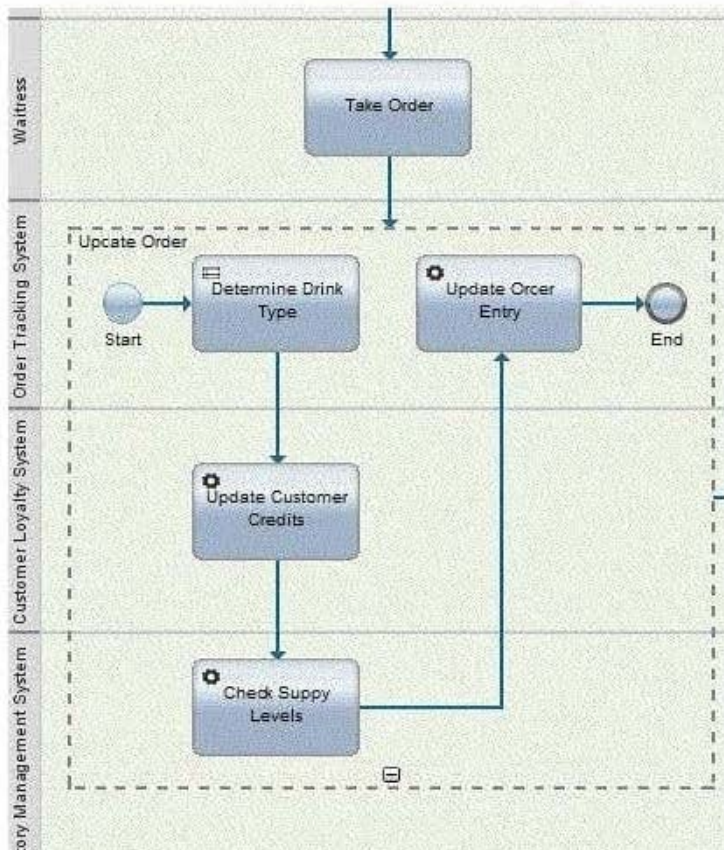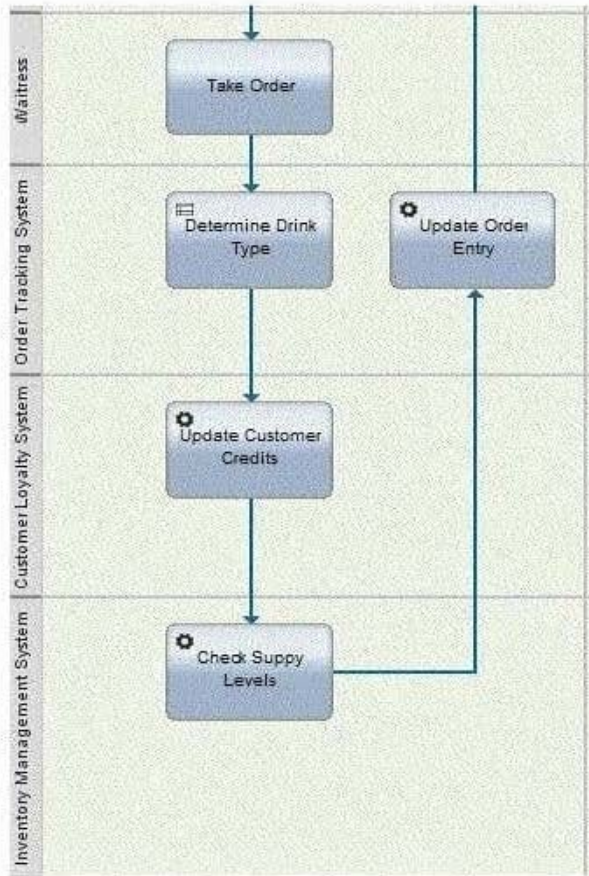
A. Exhibit A

B. Exhibit B

C. Exhibit C

D. Exhibit D

Correct Answer: B