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QUESTION 1

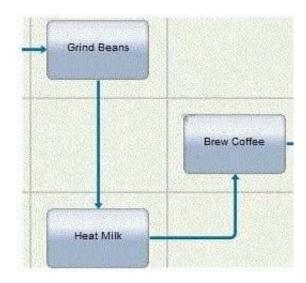
During the discovery phase of a BPM project, the BPM analyst is supposed to define the goal for the process. Which goal of a car company follows the guidelines of the Specific Measurable Achievable Relevant Time-bound (SMART) acronym?

- 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 2

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 3



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How does implementing the playback methodology in a BPM project reduce the risk of building unwanted products?

- A. Business users are minimally involved in the BPM project.
- B. All requirements of the project are completed in one release.
- C. Solution administrators give estimates of system performance.
- D. Immediate feedback during development provides ability to change direction.

Correct Answer: D

QUESTION 4

A playback has recently been completed and the team want to know when the next playback can be scheduled. What expected time frame should the BPM analyst give to the team?

- A. 3 days
- B. 3 weeks
- C. 3 months
- D. 3 years

Correct Answer: B

QUESTION 5

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

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