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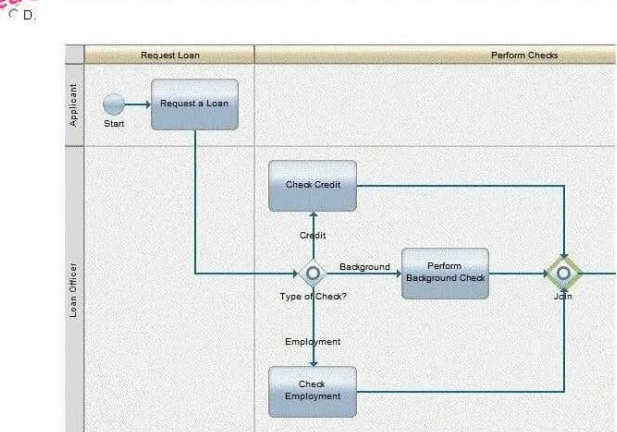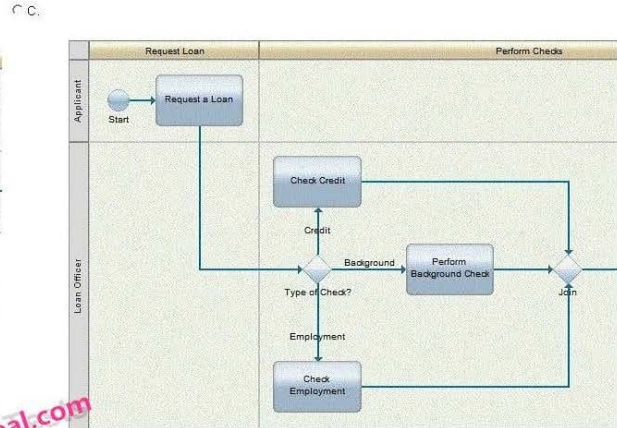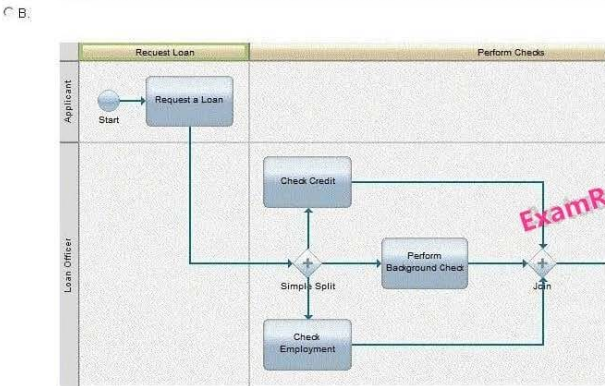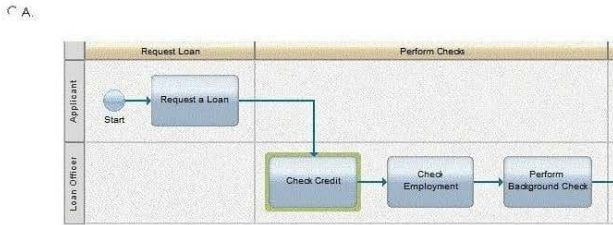
QUESTION 1

A BPM analyst is mapping a Mortgage Loan Approval Process. When the applicant requests a loan, the Loan officer must start the credit check, employment check and background check at the same time.

How should the BPM analyst map this process?

○ A.

○ B.

○ C.

○ D.

A. Exhibit A

B. Exhibit B

C. Exhibit C

D. Exhibit D

Correct Answer: B

QUESTION 2

A new employee just started working with a company and only received their laptop in week 4.

The BPM analyst investigated the cause:

-Equipment was not ordered until week 2

-

The manager did not complete the new hire checklist.

-

The manager did not know how to access the checklist.

- No one communicated to the manager how to access the checklist.

-No communication plan for the on-boarding process.

- The root cause of the initial problem was that no one communicated to the manager there was a checklist.
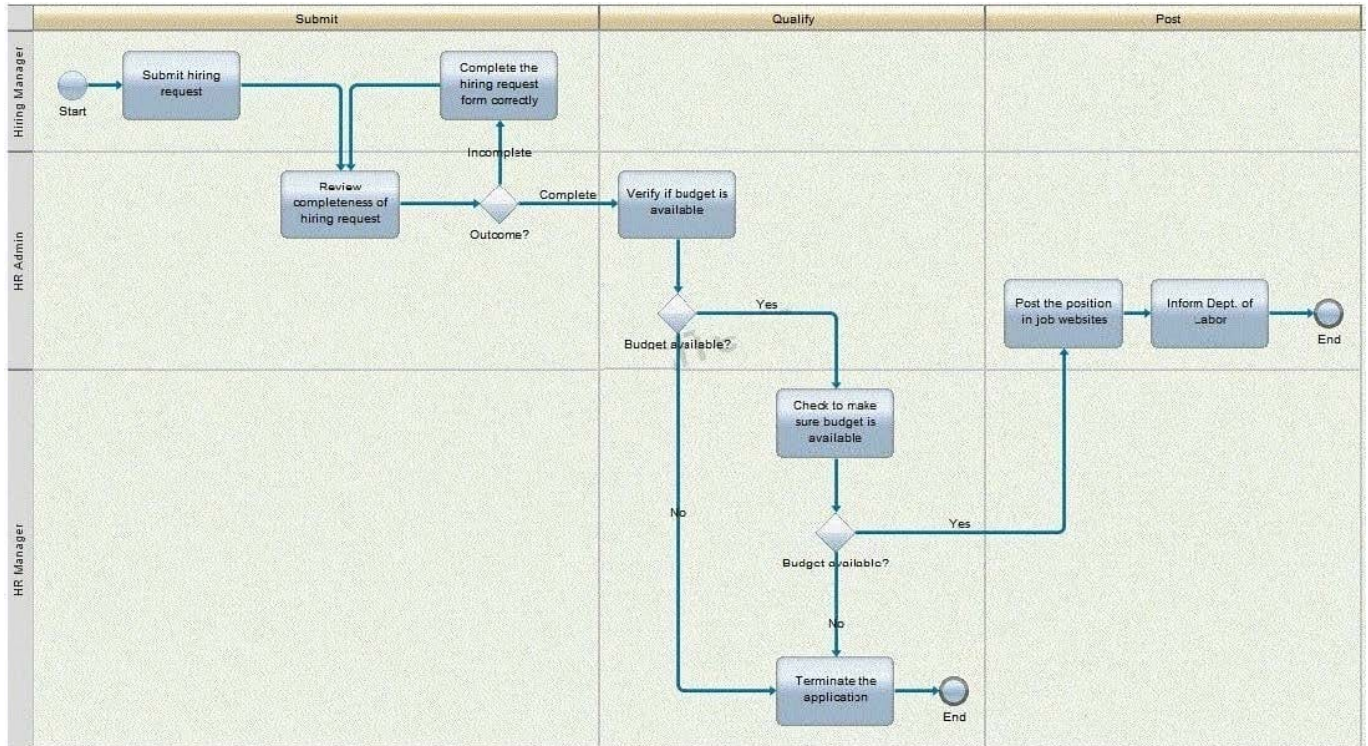
Which tool did the BPM analyst use in order to find out the root cause?

A. 5 Whys

B. 5 Whats

C. 5 Whens

D. 5 Whos

Correct Answer: A

QUESTION 3

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 "Business Value Add" activities in this process.

A. "Inform Dept. of Labor"

B. "Terminate the application"

C. "Post the position in job websites"

D. "Complete the hiring request form correctly"

Correct Answer: A

QUESTION 4

A company needs to improve their hiring process and hired a BPM analyst to map the current state. During the discovery session, the business subject matter experts (SMEs) indicate to the BPM analyst that the hiring request is reviewed by both the human resource admin and the human resource manager. How should the BPM analyst document the participant role for this activity?

A. Assign the admin as the participant since the admin is paid less.

B. Assign the manager as the participant since the admin reports to the manager.

C. Break the "Review" task into separate tasks and define who does what.

D. Pick either the admin or the manager and assign the "Review" task to that role.

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