



C2180-189^{Q&As}

Blueworks Live and Business Process Manager Express or Standard Edition V7.5.1 BPM Analysis

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QUESTION 1

A company needs to improve their hiring process and has requested a BPM analyst to define a future state process. After analyzing the current state process, the BPM analyst found many opportunities for improvement which could lead this initiative into a 5 year project. How should the BPM analyst map the future state process?

- A. Map a short term process which includes only low effort opportunities.
- B. Map one single process which includes all improvement opportunities.
- C. Build a short term and a long term future state process road-map through prioritization of the opportunities.
- D. Build a roadmap of processes for all releases in the next 5 years by categorizing the opportunities into individual releases.

Correct Answer: C

QUESTION 2

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 3

A BPM analyst has completed the Discovery Map and is ready to begin converting the Discovery Map into a Process Diagram in Blueworks Live. What is the correct element mapping from Discovery Map to Process Diagram?

- A. Milestones to lanes, participant to section headers, activities to tasks



- B. Milestones to tasks, participant to lanes, activities to section headers
- C. Milestones to section headers, participant to lanes, activities to tasks
- D. Milestones to section headers, participant to tasks, activities to lanes

Correct Answer: C

QUESTION 4

A company needs to improve their hiring process and hired a BPM analyst to map the current state. During the process discovery session, the team identifies that the process steps to review the "hiring" request is the same as the process steps to review a "promotion/pay rise" request. What should the BPM analyst use to map the activities needed for the review of the "hiring" request in Blueworks Live?

- A. a sub-process
- B. a different color
- C. a linked process
- D. a separate milestone

Correct Answer: C

QUESTION 5

A BPM analyst is designing a process in the Process Diagram View, and realizes the process must account for a technical exception following an activity. What symbol in the BlueWorks Live needs to be used for this technical exception?



A.



B.



C.



D.



A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: B

QUESTION 6

A BPM analyst is helping to identify and select the appropriate solution for process improvement in a large BPM project. What are the business levers the BPM analyst should focus on?

A. Policy, Technology, Organization and People



- B. Policy, Tools, Organization and People
- C. Process, Technology, Organization and People
- D. Process, Tools, Organization and People

Correct Answer: C

QUESTION 7

The project manager needs assistance from the BPM analyst to determine the initial level effort for processes in a process inventory. For each process, the BPM analyst should provide a list of process details that includes:

- A. Process Owner, Short Description, Size and Complexity, Milestones
- B. Process Owner, Short Description, Size and Complexity, Risk and Pain
- C. Process Participants, Process Owner, Short Description, Milestones
- D. Process Participants, Process Owner, Short Description, Risk and Pain

Correct Answer: B

QUESTION 8

A BPM analyst is modeling the process for acquiring membership at a club. The 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 the 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 in Blueworks Live and now needs to enter information from the above description into the Details fields for the activity "Enter Application". For the activity "Enter Application", what are the Inputs and Outputs?

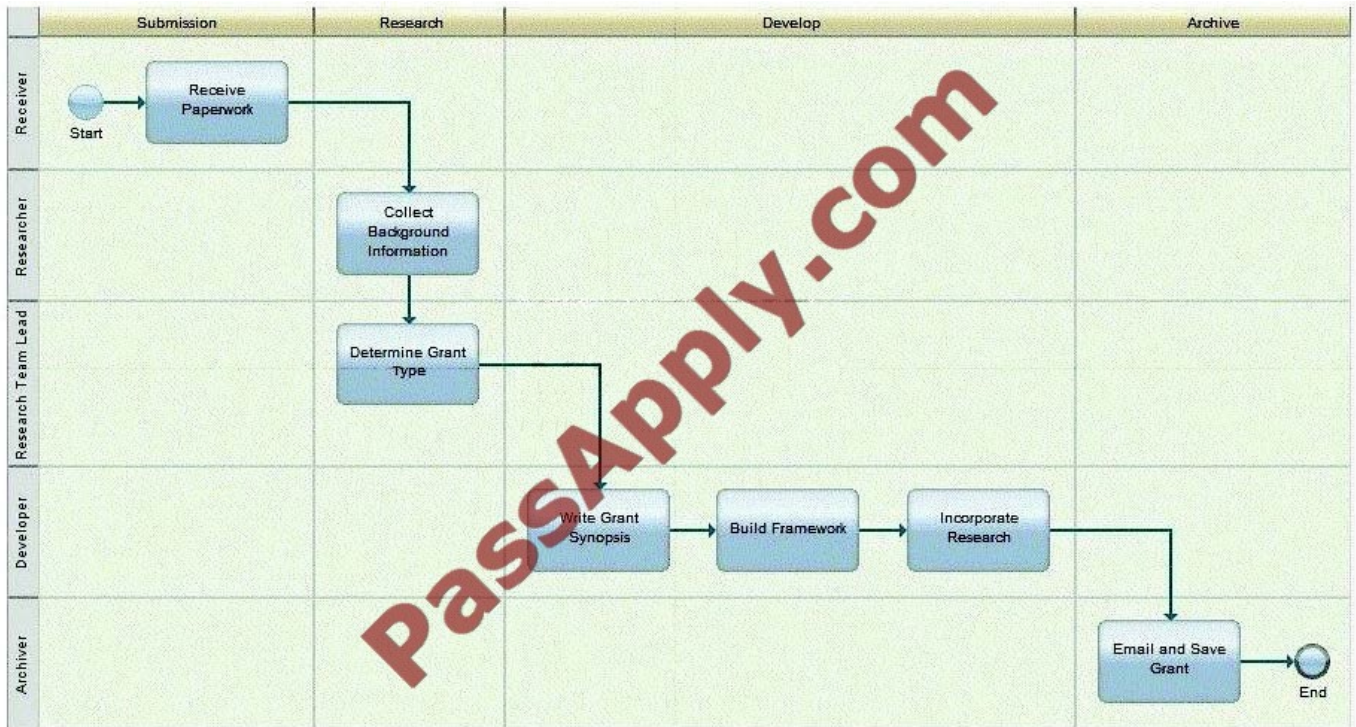
- A. Inputs: Membership Number Outputs: Application Membership Number
- B. Inputs: Membership Number Outputs: Application Membership Number
- C. Inputs: Membership Number Outputs: Application Membership Number Name Address
- D. Inputs: Application Membership Number Name Address Outputs: Application Membership Number Name Address
- E. Inputs: Application Membership Number Name Address Outputs: Application Membership Number Name Address
- F. Inputs: Application Membership Number Name Address Outputs: Application Membership Number Name Address
- G. Inputs: Application Membership Number Name Address Outputs: Application Membership Number Name Address
- H. Inputs: Application Membership Number Name Address Outputs: Application Membership Number Name Address

Correct Answer: A



QUESTION 9

A BPM analyst has built the following process diagram during a process discovery workshop:



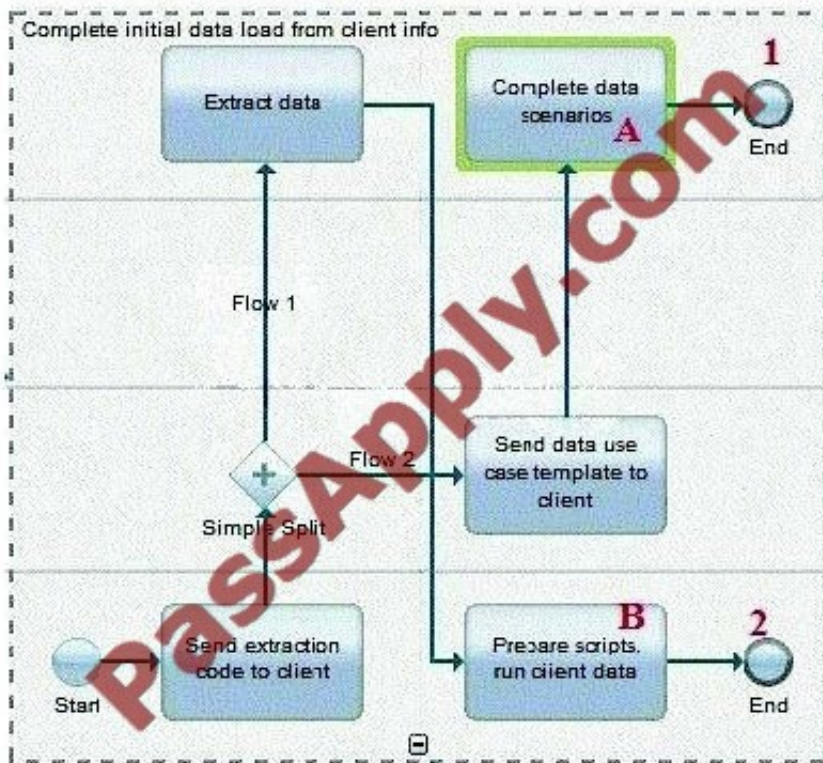
Each activity noted above will have a separate Coach displayed in IBM Business Process Manager V7.5.1. How must the BPM analyst adjust the diagram to capture this requirement while adhering to best practices for proper process modeling granularity?

- A. Add a separate milestones for each activity in the Developer swimlane.
- B. Add a separate swimlane for each activity in the Developer swimlane.
- C. Color each activity with a different color to indicate separate Coaches.
- D. Combine the Developer's 3 activities into a single activity or subprocess.

Correct Answer: D

QUESTION 10

A BPM analyst has modeled the following process. However, after the "Extract Data" and "Send data use case template to client", the client has stated that "Complete data scenarios" should be done.



How should the BPM analyst adjust the process?

- A. Join A and B
- B. Insert join before A, and move B after A
- C. Insert Join before B, and move A after B
- D. Move B before A, and insert a join after A

Correct Answer: B

QUESTION 11

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 12

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. support waterfall development.
- B. include implementation details.
- C. can be grouped and prioritized.
- D. contain all required information needed by developers.

Correct Answer: C

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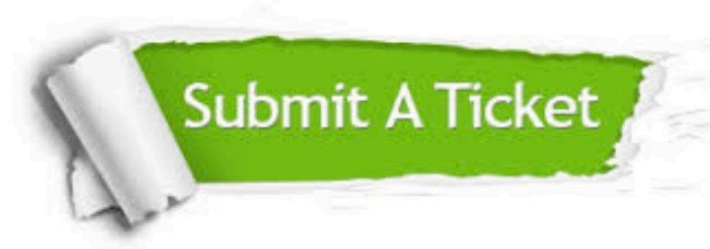
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