



# C2180-275<sup>Q&As</sup>

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

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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

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### QUESTION 2

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

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### QUESTION 3

A project manager asks a BPM analyst to assist with defining a business case for a company based on their goals and objectives. What are key components to include in support of a business case?

- A. 1. Establish critical success factors
- 2. Identify Key Performance Indicators (KPIs)
- 3. Identify business pain points
- 4. Calculate Return on Investment
- B. 1. Establish critical success factors



2.

Complete Playback 1 retrospective notes

3.

Develop coaches from the future process

4.

Calculate Return on Investment

C. 1. Identify system integrations

2.

Run Process Optimizer Reports

3.

Identify business pain points

4.

Calculate user story points

D. 1. Complete Playback 1 retrospective notes

2.

Identify Key Performance Indicators (KPIs)

3.

Develop coaches from the future process

4.

Calculate user story points

Correct Answer: A

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#### QUESTION 4

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

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#### QUESTION 5

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

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#### QUESTION 6

A BPM analyst has been asked to define the metrics for a process. What is the correct sequential order for determining metrics?

- A. 1. Goals
- 2. Enabled Decisions and Decision Makers
- 3. Tracked Data and Key Performance Indicators (KPIs)
- 4. Scoreboards, Reports, and Service Level Agreements (SLAs)
- B. 1. Enabled Decisions and Decision Makers
- 2. Goals
- 3. Tracked Data and Key Performance Indicators (KPIs)
- 4. Scoreboards, Reports, and Service Level Agreements (SLAs)



C. 1. Goals

2.

Enabled Decisions and Decision Makers

3.

Scoreboards, Reports, and Service Level Agreements (SLAs)

4.

Tracked Data and Key Performance Indicators (KPIs)

D. 1. Enabled Decisions and Decision Makers

2.

Goals

3.

Scoreboards, Reports, and Service Level Agreements (SLAs)

4.

Tracked Data and Key Performance Indicators (KPIs)

Correct Answer: A

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### QUESTION 7

A BPM analyst is approached by the BPM solution architect and asked to provide inputs to a rough order magnitude (ROM) estimate needed to further assess the implementation effort. What information must the BPM analyst provide to the BPM solution architect to assist with this effort?

- A. A level of effort estimate to implement each task and integration.
- B. A list of all the business process diagrams with their relative number of steps.
- C. A list of the service contracts required for all integrations defined during discovery.
- D. A list of all the subject matter experts (SME) to get further information on implementation scope.

Correct Answer: B

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### QUESTION 8

A BPM analyst is conducting interviews with the participants of a business process. What feedback about the process should the BPM analyst look out for that might not be obvious in an as-is process diagram?

- A. Excessive reviews



- B. Too many participants
- C. Identification of bottlenecks
- D. Not enough system automation

Correct Answer: C

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#### QUESTION 9

A company has multiple processes already documented in their Blueworks Live library. During process discovery on a new process, the business subject matter experts (SMEs) identify a sub- process that is exactly the same as a process already in the Blueworks Live library. How should the BPM analyst capture this requirement in Blueworks Live?

- A. Use the Linked Processes feature to capture the relationship.
- B. Use the Heat Mapping feature to capture the common process flows.
- C. Use the Smart Folder feature to organize both processes in the same folder.
- D. Copy the same Inputs, Outputs, and Participants when defining the new sub-process.

Correct Answer: A

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#### QUESTION 10

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:

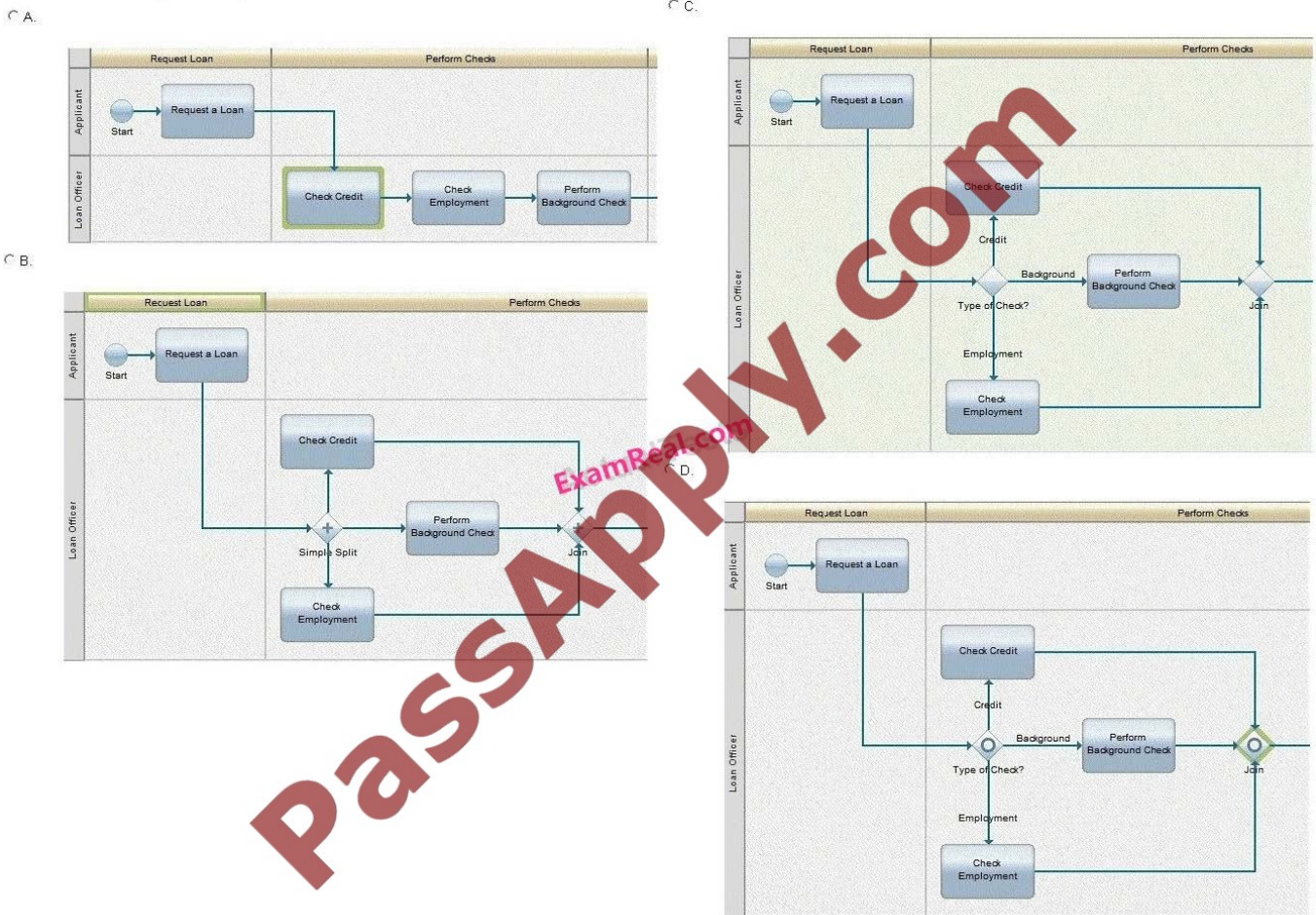
- A. Value-Add activities.
- B. sub processes within the hiring process.
- C. start and end points of the hiring process.
- D. activity where the maximum problems lie.

Correct Answer: C

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#### QUESTION 11

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. Exhibit A
- B. Exhibit B
- C. Exhibit C
- D. Exhibit D

Correct Answer: B

### QUESTION 12

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

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