



# C9550-275<sup>Q&As</sup>

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

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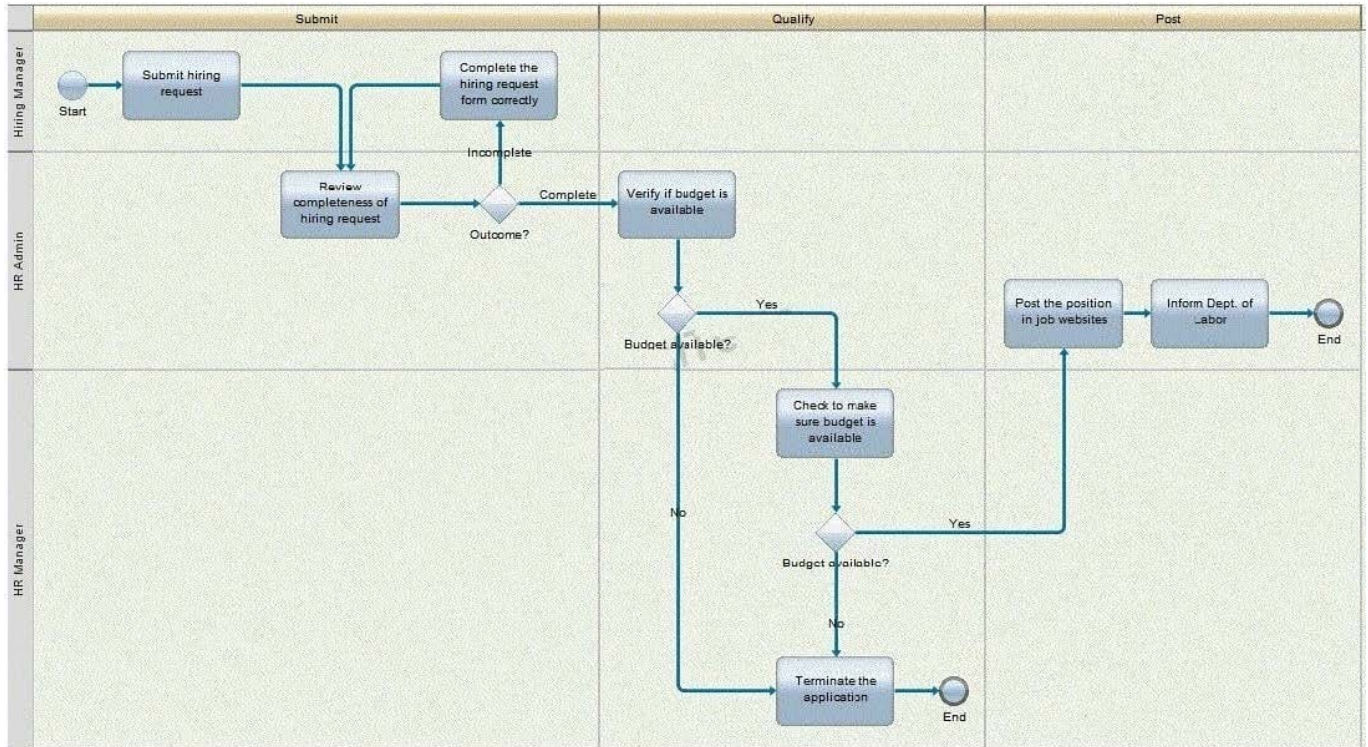
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### QUESTION 1

A company needs to improve their hiring process and hired a BPM analyst to analyze their current process of submitting the hiring request (refer to the process diagram below) and did a "Value-Add" analysis with the process stakeholders.



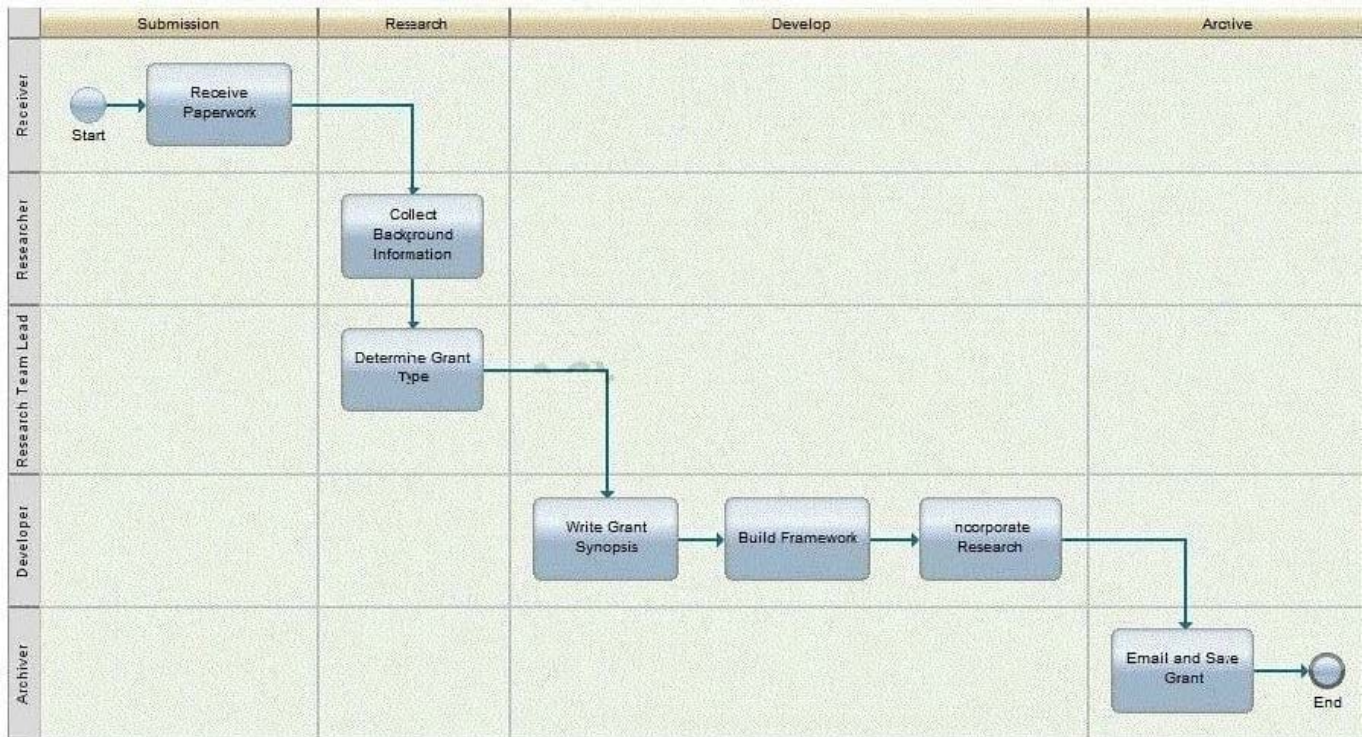
Identify the "Business Value Add" activities in this process.

- 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 2

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



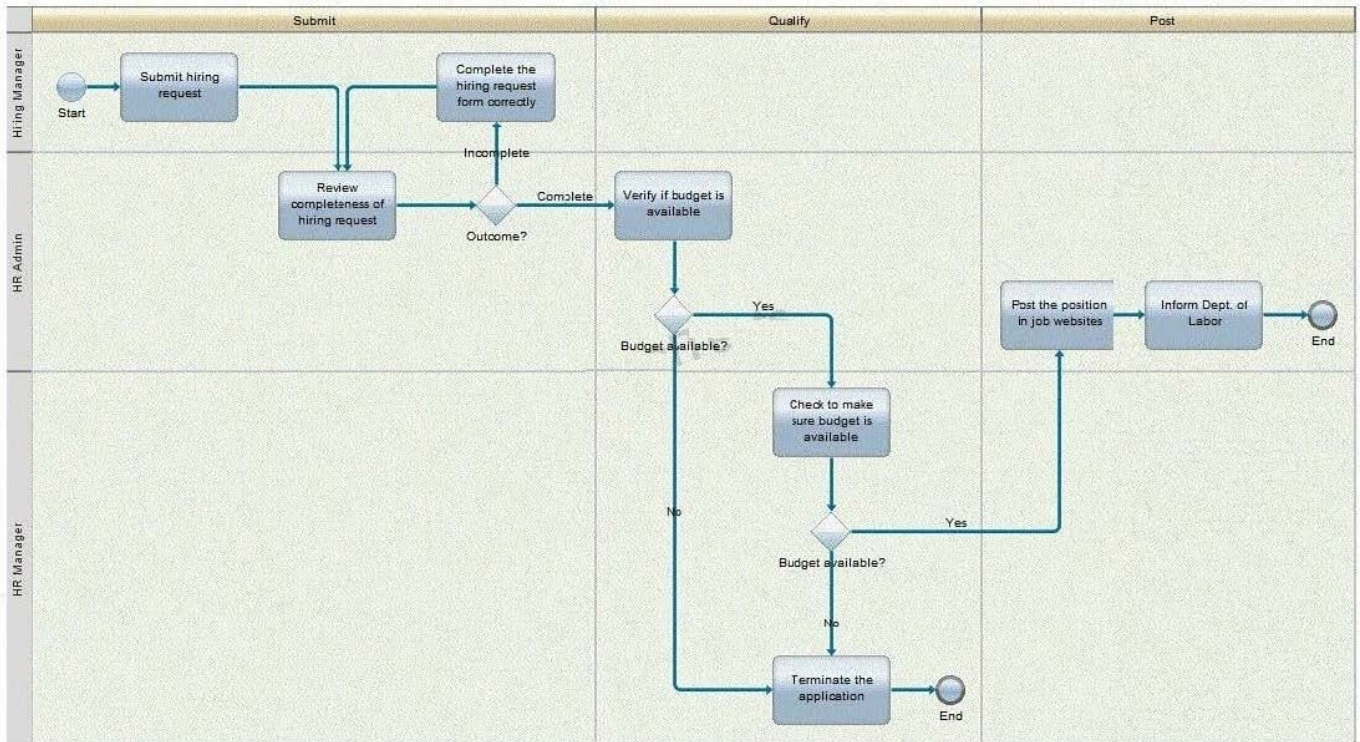
Each activity noted above will have a separate Coach displayed in IBM Business Process Manager V8.0. How would the BPM analyst adjust the diagram to capture this requirement while adhering to best practices for proper process modeling granularity?

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

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 "Non-Value Add" activities in this process.

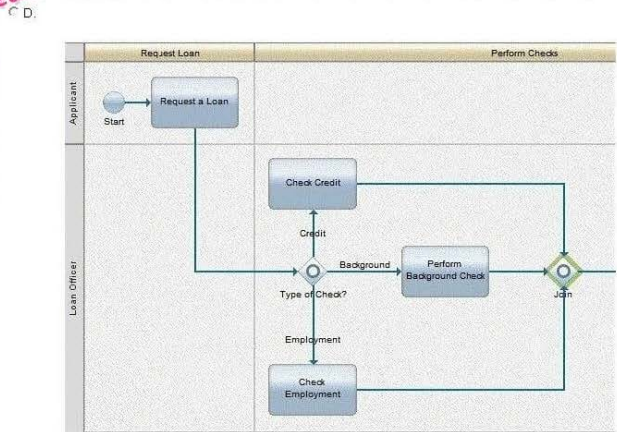
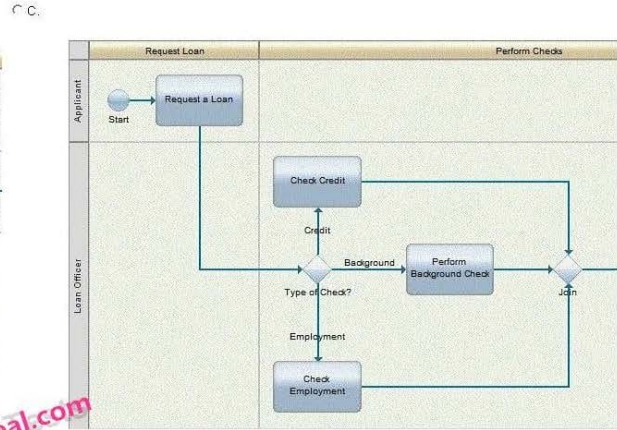
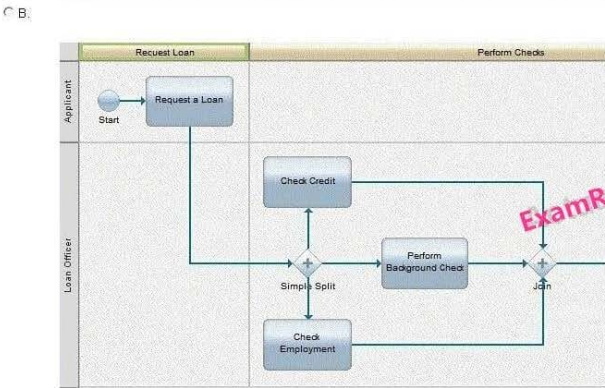
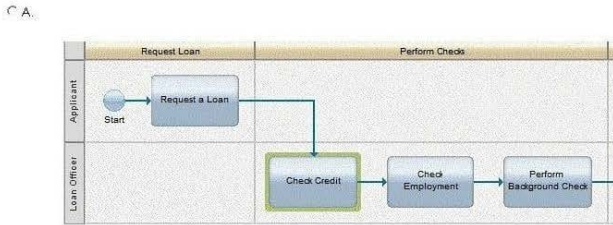
- A. "Inform Dept. of Labor" and "Terminate the application"
- B. "Inform Dept. of Labor" and "Check to make sure budget is available"
- C. "Complete the hiring request form correctly" and "Terminate the application"
- D. "Complete the hiring request form correctly" and "Check to make sure budget is available"

Correct Answer: D

#### QUESTION 4

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

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#### QUESTION 5

A company that processes applications has been using IBM Business Process Manager V8.0 over the last year. The company has asked IBM to analyze its processes in production because it wants to continue improving its processes. The IBM BPM team sends a BPM analyst. What should the BPM analyst do?

- A. Use the Discovery View in Blueworks Live to perform inspection on the process.
- B. Use the Analyze feature in Blueworks Live to perform Historical and Simulation Analysis.
- C. Use the Optimizer in IBM Business Process Manager V8.0 to perform Historical and Simulation Analysis.
- D. Use the Process Inspector in IBM Business Process Manager V8.0 to perform inspection on the process.

Correct Answer: C

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#### QUESTION 6

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 7**

A BPM analyst is modeling the process for acquiring an account. During an interview with the customer service supervisor, the BPM analyst was provided with a Responsible, Accountable, Consulted, Informed (RACI) chart that had been created with the key roles and activities in the process.

R = Responsible					
A = Accountable	Customer Service Agent	Customer Service Supervisor	Customer Relations Advisor	Customer Account Manager	Regional Manager
C = Consulted					
I = Informed					
Enter Application	R	A	C	I	
Review Application			C	R	A

The BPM analyst used the contents of the RACI chart to fill in the Details fields in Blueworks Live for the activity "Enter Application". According to the RACI chart for the activity "Enter Application", who is the Participant?

- A. Customer Service Agent
- B. Customer Service Supervisor
- C. Customer Relations Advisor
- D. Customer Account Manager

Correct Answer: A

**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:*  
Application Form  
*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 Form  
Membership Number  
Name  
Address  
*Outputs:*  
Application  
Membership Number  
Name  
Address

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: A

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### QUESTION 9

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 10

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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