



A2180-189^{Q&As}

Assessment: Blueworks Live; BPM Exp/Std Ed V7.5.1, BPM Analysis

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**QUESTION 1**

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 2

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 3

A company that processes applications has been using Business Process Management Software (BPMS) over the last



year. They have asked IBM to analyze their processes in production because they want to continue improving their 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 Process Inspector in IBM Business Process Manager V7.5.1 to perform inspection on the process.
- D. Use the Optimizer view in IBM Business Process Manager V7.5.1 to perform Historical and Simulation Analysis.

Correct Answer: D

QUESTION 4

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 V7.5.1 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

QUESTION 5

A company needs to improve their hiring process using Business Process Management software (BPMS). Currently, their hiring manager submits a hiring request by completing a document and emailing it to the HR manager for approval. The hiring manager wants to improve this activity of submitting a request. What is an appropriate user story for the above scenario?

- A. As a BPMS, I want to provide an electronic form to the Hiring Manager, so that the Hiring Manager can complete the request.
- B. As a BPMS, I want to provide an electronic form instead of a document so that the data can be saved and retrieved for reporting purposes.
- C. As a Hiring Manager, I want to have a coach with all the fields necessary to complete the hiring request form, so that I can avoid using a worddocument.
- D. As a Hiring Manager, I want to complete the hiring request form and submit the form to the HR Manager, so that the HR Manager can review myrequest and make a decision on filling this position.



Correct Answer: D

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