



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 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

QUESTION 2

During the Process Discovery phase, the BPM analyst needs to schedule and plan for the Process Improvement and Discovery Workshop (PIDW). In planning the PIDW, what activities should the BPM analyst include on the agenda?

- A. 1. Prepare workshop participants.
 - 2. Introduce BPM.
 - 3. Identify: Business case overview.
 - 4. Assess: Determine business impact.
 - 5. Define: Document the business process.
 - 6. Develop the use cases.
 - 7. Discuss findings and proposed solution.
- B. 1. Prepare workshop participants.



2.

Introduce BPM.

3.

Identify: Business case overview.

4.

Assess: Determine business impact.

5.

Define: Document the business process inventory and roadmap.

6.

Develop the solution approach.

7.

Discuss detailed estimates.

C. 1. Prepare workshop participants.

2.

Introduce BPM.

3.

Identify: Business case overview.

4.

Assess: Determine business impact.

5.

Define: Document the business process.

6.

Develop the solution approach.

7.

Discuss findings and proposed solution.

D. 1. Prepare workshop participants.

2.

Introduce BPM.

3.



Identify: Business case overview.

4.

Assess: Determine business impact.

5.

Define: Demonstrate the business process playback.

6.

Develop the use cases.

7.

Discuss findings and proposed solution.

Correct Answer: C

QUESTION 3

A security company provides background checks on individuals as a service. Based on various criteria, a customer's request can have a different priority to receive a better level of service response time. Whether the background check passes or fails should not impact the service level. Requests with a high priority need to be addressed within the same business day, those with a medium priority can take up to 3 days to process, and those with a low priority must be responded to within 5 business days. The security company is currently updating the background check process and wants to define some performance measurements to ensure customers are receiving the service level they are paying for. How should the BPM analyst define the measurements to meet these requirements?

A. Calculate the rate of background check passes per day per priority to determine the service level agreement.

B. Count the number of background check failures for each priority and calculate the difference from the service level agreement.

C. Capture the times to start and complete the background check, calculate the duration and compare it to the service level agreement by priority.

D. Capture the times to start and complete the background check, calculate the service level agreement for each priority and compare it to the times.

Correct Answer: C

QUESTION 4

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. Immediate feedback during development provides ability to change direction.
- D. Solution administrators give early input so system performance is not an issue.

Correct Answer: C

QUESTION 5

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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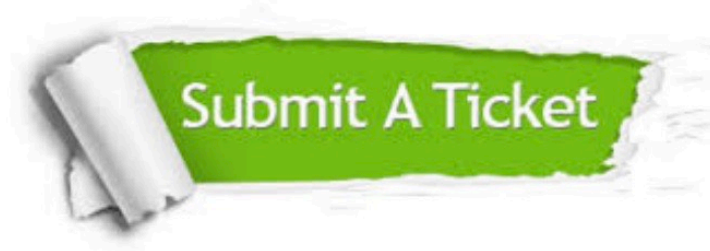
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