

C9550-275^{Q&As}

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

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QUESTION 1

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	Customer Service Agent	Customer Service Supervisor	Customer Relations Advisor	Customer Account Manager	Regional Manager
A = Accountable					
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 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

QUESTION 3

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. contain all required implementation details needed by developers.
- B. focus on what is required and not on how the requirements are met.

- C. support waterfall development and are completely defined before development begins.
- D. with less business value must not be defined since they are not going to be developed.

Correct Answer: B

QUESTION 4

A BPM analyst is documenting process problems during a discovery session. As a problem is raised, what are the two key factors the BPM analyst needs to capture about each problem to be able to prioritize them later?

- A. The solution to the problem.
- B. When the problem first occurred and how often it occurred in each milestone.
- C. Severity and frequency of the problem at the process, milestone, or activity level.
- D. Who is the participant when the problem occurs and what other tasks does that participant complete.

Correct Answer: C

QUESTION 5

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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