

C9550-275^{Q&As}

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QUESTION 1

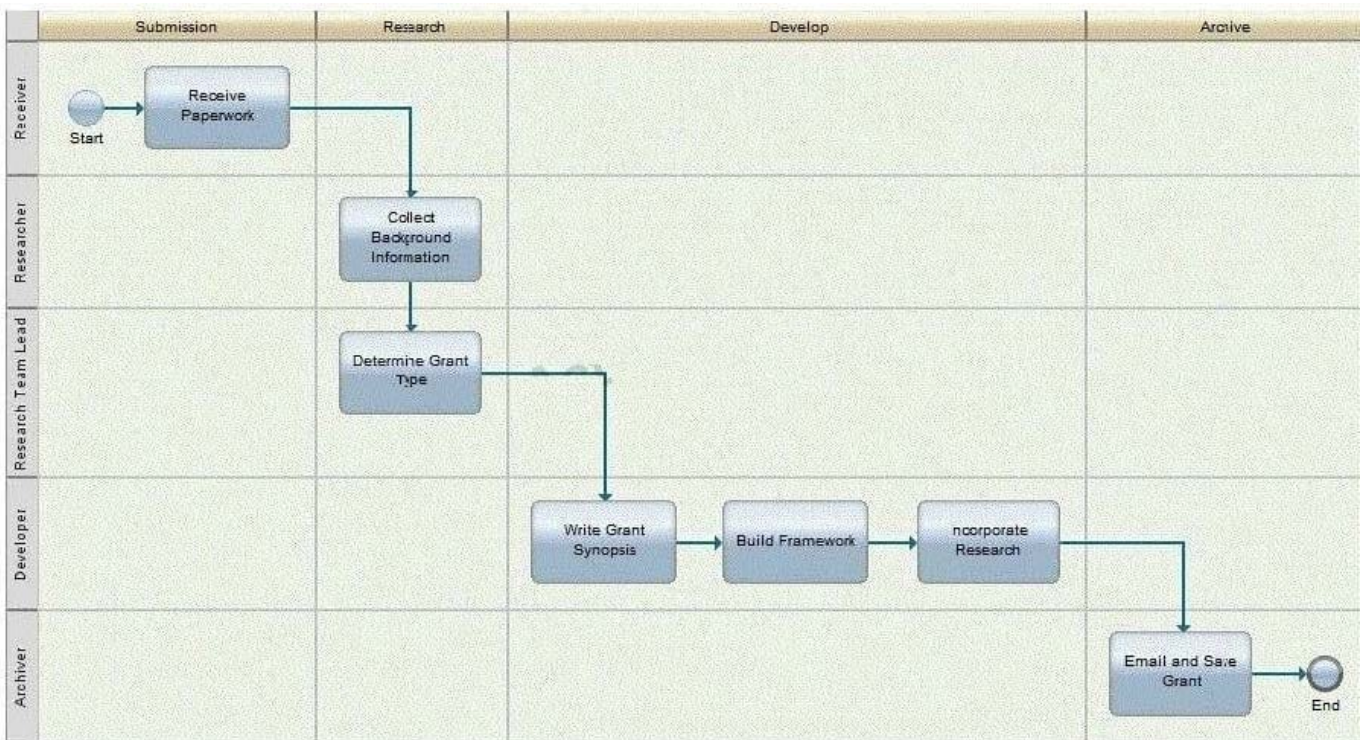
A BPM analyst is documenting process problems during a discovery session. As a problem is raised, what are the two key factors the BPM analyst needs to capture about each problem to be able to prioritize them later?

- 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 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

During a playback session, a business user asks the following question: "Once a task is assigned to a user, can the task be reassigned to another user?" Which one of the following responses is a valid response by a BPM analyst?

- A. No, assignment must be built into the system.
- B. No, once a task is assigned to a user the task must be completed by the user.
- C. Yes, a user can reassign their task to any other user.
- D. Yes, reassignment is possible dependant upon the role of the user.

Correct Answer: D

QUESTION 4

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

QUESTION 5

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

QUESTION 6

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

QUESTION 7

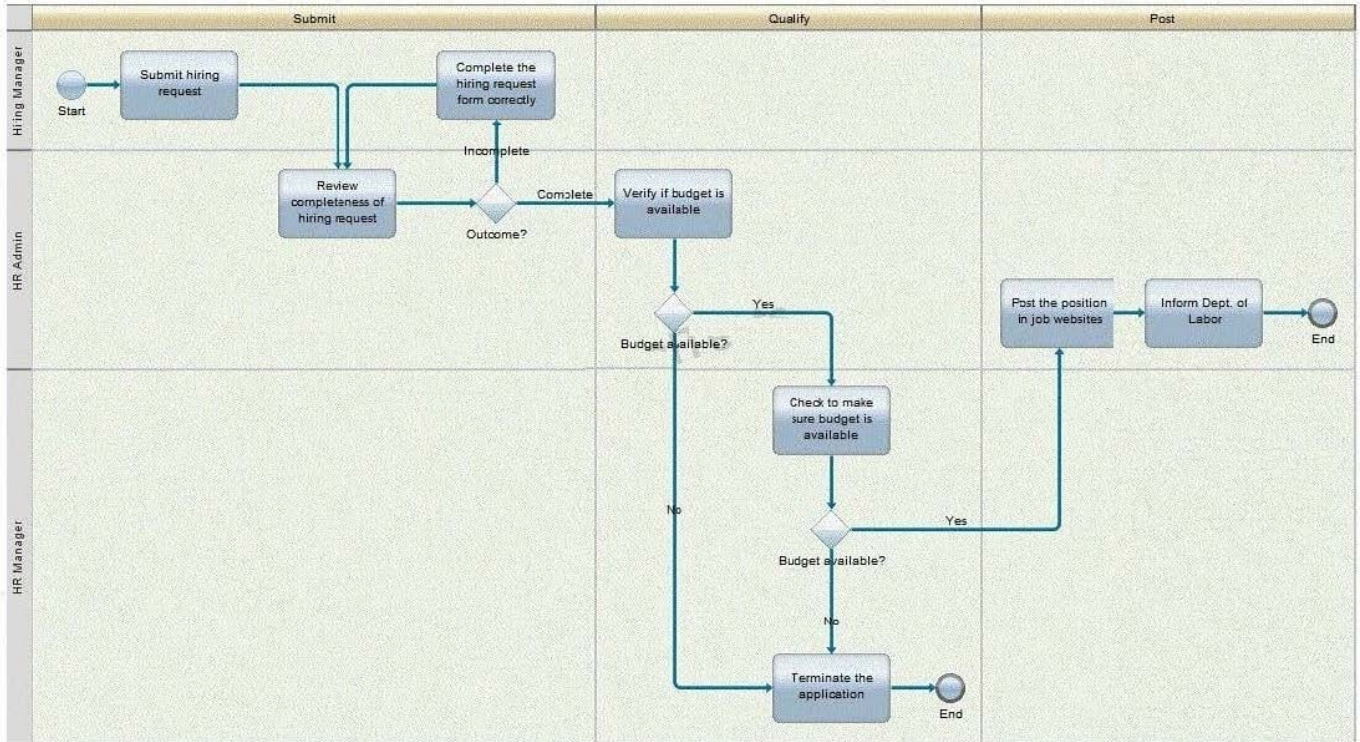
A BPM analyst is modeling the process for acquiring membership at a club. The BPM analyst interviewed the front office supervisor, who provided the following description of the first activity "Enter Application": "One of our receptionists receives a paper application from a potential client, an applicant. 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 and now needs to enter information from the above description into the Details fields in Blueworks Live for the activity "Enter Application". For the activity "Enter Application", who is the Supplier?

- A. Manager
- B. Applicant
- C. Receptionist
- D. Front Office Supervisor

Correct Answer: B

QUESTION 8

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 9

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 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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