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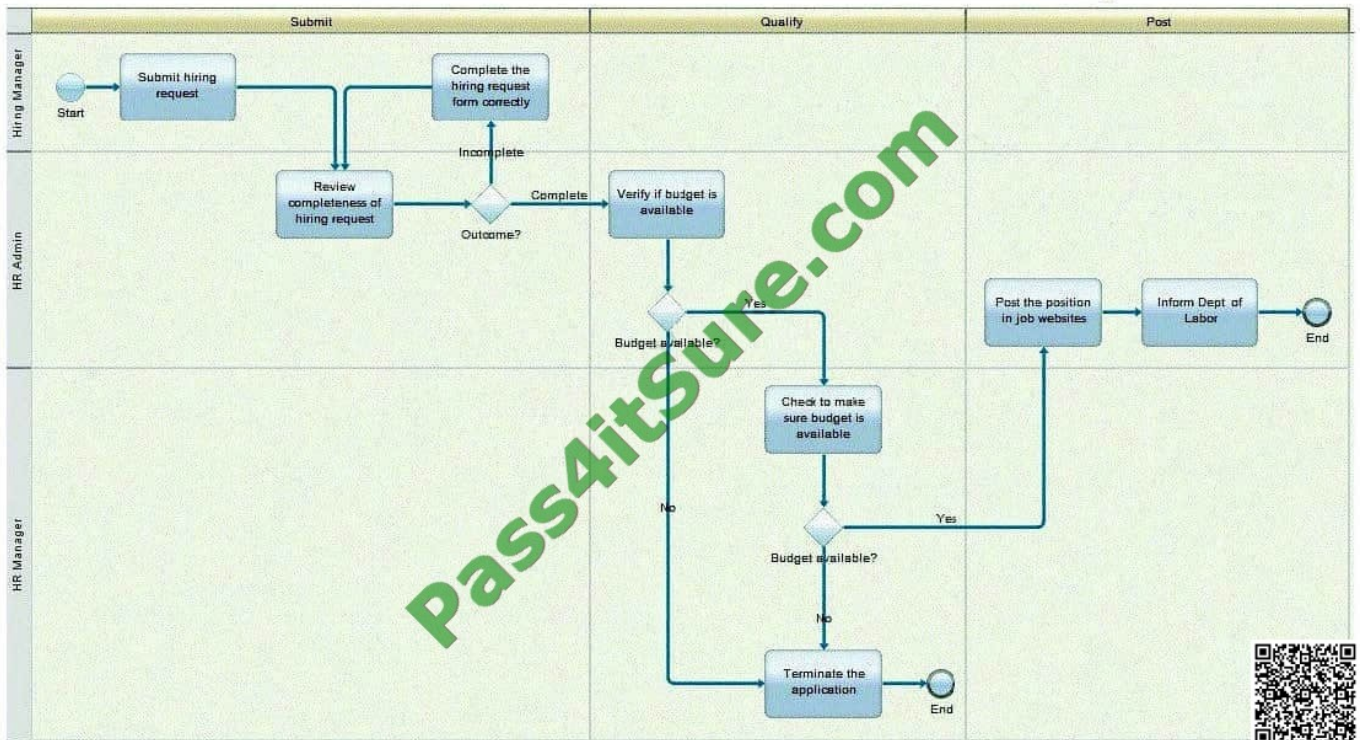
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QUESTION 1

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

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

A. "Inform Dept. of Labor"A. "Inform Dept. of Labor"

B. "Terminate the application"B."Terminate the application"

C. "Post the position in job websites"C."Post the position in job websites"

D. "Complete the hiring request form correctly"D."Complete the hiring request form correctly"
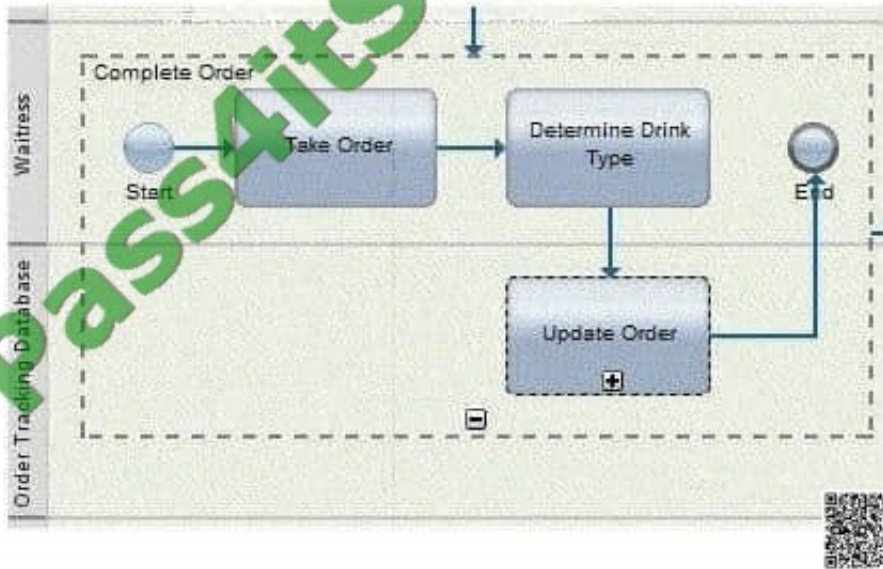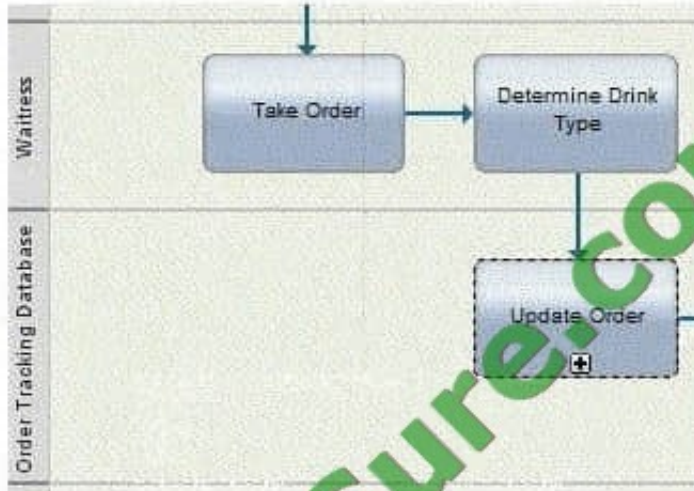
Correct Answer: A

QUESTION 2

A BPM analyst has modeled the process for creating a custom coffee beverage. The BPM analyst noticed a lot of detail in the process model and has started refactoring the model to reduce the complexity. Which section of the process represents multiple roles working together that the BPM analyst reduced into a single sub-process without losing the intent or meaning of the process?
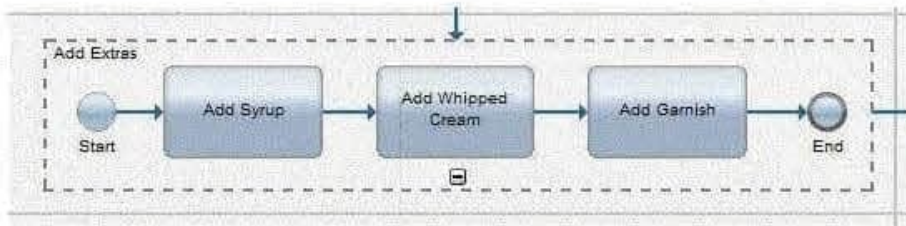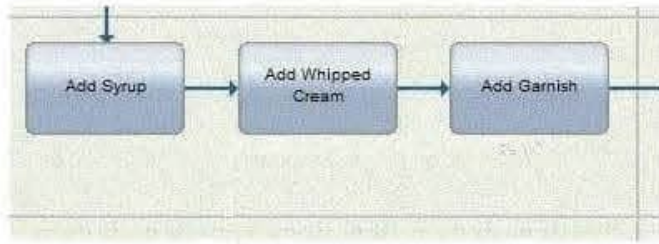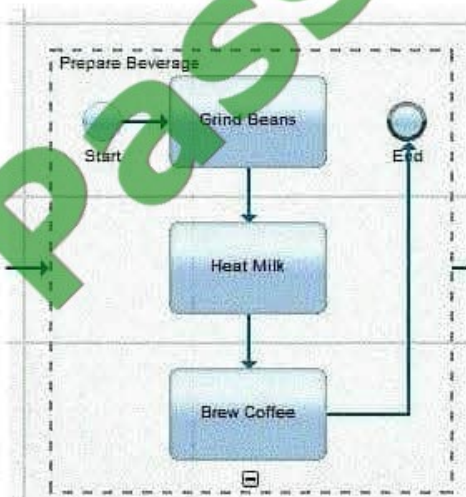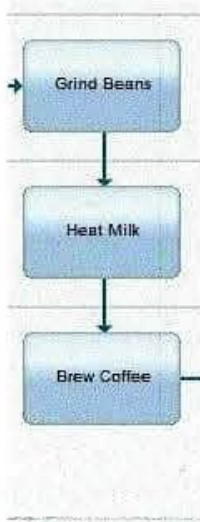
A.

B.

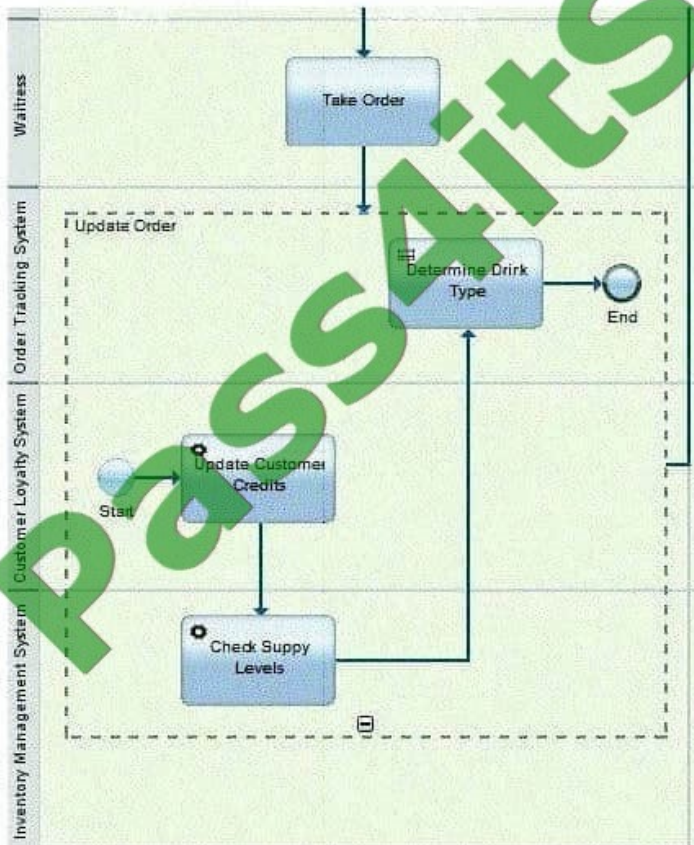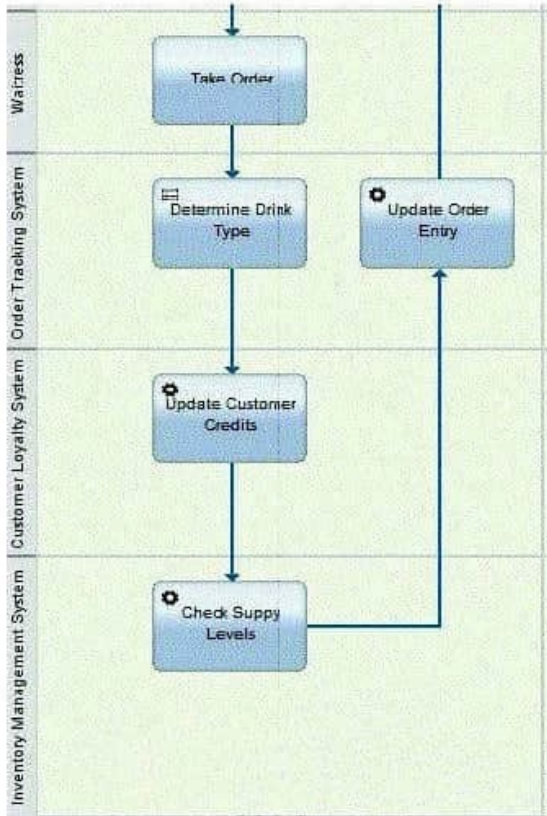C.

C D.

A. Option A

B. Otpion B

C. Option C

D. Option D

Correct Answer: C

QUESTION 3

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 4

During discovery, a process owner presents the BPM analyst with over 350 Key Performance Indicators (KPIs) determined by executive management based on the goals of the company. What action should the BPM analyst recommend to the process owner?

A. Use all of the KPIs in the process, since they are all relevant to the different business units of the company.

B. Use all of the KPIs in the process, since the executive team is expecting them to be implemented.

C. Use only the KPIs in the process that support the ability to make decisions, since these are actionable.

D. Use only the KPIs in the process that are time-based, since a primary business concern is time.

Correct Answer: C

QUESTION 5

Which kind of change is considered a business level change as opposed to a cultural level change?

A. Increase transparency

B. Strengthen accountability

C. Eliminate unnecessary work

D. Improve collaboration across boundaries

Correct Answer: C

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