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QUESTION 1

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.

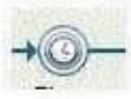Correct Answer: C

QUESTION 2

A BPM analyst is designing a process in the Process Diagram View, and realizes the process must account for a technical exception following an activity. What symbol in the BlueWorks Live needs to be used for this technical exception?

A.

B.

C.

D.

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: B

QUESTION 3

During Playback 0, a business user asks the following question: "Once a task is assigned to a user, can the task be reassigned to another user?" Which 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 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 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 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. Front Office Supervisor

B. Receptionist

C. Applicant

D. Manager

Correct Answer: C

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