



A2180-189^{Q&As}

Assessment: Blueworks Live; BPM Exp/Std Ed V7.5.1, BPM Analysis

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**QUESTION 1**

A BPM analyst needs to make a change to the connections in the following process diagram. The order of activities needs to be changed so that "Grind Beans" is followed by "Brew Coffee". "Heat Milk" will come last after "Brew Coffee".



How should the BPM analyst make this change to the connection?

- A. Click on the "Brew Coffee" activity and drag it onto the connection between "Grind Beans" and "Heat Milk"
- B. Click on the "Grind Beans" activity and drag it onto the connection between "Heat Milk" and "Brew Coffee"
- C. Click on the connection between "Heat Milk" and "Brew Coffee" and drag the connection arrow to "Grind Beans"
- D. Click on the connection between "Grind Beans" and "Heat Milk" and drag the connection arrow to "Brew Coffee".

Correct Answer: A

QUESTION 2

A company needs to improve their hiring process and has requested a BPM analyst to define a future state process. After analyzing the current state process, the BPM analyst found many opportunities for improvement which could lead this initiative into a 5 year project. How should the BPM analyst map the future state process?

- A. Map a short term process which includes only low effort opportunities.
- B. Map one single process which includes all improvement opportunities.
- C. Build a short term and a long term future state process road-map through prioritization of the opportunities.
- D. Build a roadmap of processes for all releases in the next 5 years by categorizing the opportunities into individual releases.

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

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

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

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