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QUESTION 1

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 2

A company needs to improve their hiring process using Business Process Management Software (BPMS). The BPM analyst has completed the current state process discovery and analysis by involving the business subject matter expert (SME) and is ready to define the future state process map. The BPM analyst anticipates many system integrations in the future state process. Who should the BPM analyst involve during the definition of the future state process?

A. 1. Process Owner

2.

 Business subject matter experts

3.

 BPMS Lead Developer

4.

 Client\\'s IT representative

B. 1. Project Manager

2.

 Business subject matter experts

3.

 BPMS Lead Developer

4.

 Client\\'s IT representative

C. 1. Process Owner

2.

 Business subject matter experts

3.

 BPMS Lead Developer

4.

 Project Manager

D. 1. Process Owner

2.

 Quality Assurance

3.

 BPMS Lead Developer

4.

 Client\\'s IT representative

Correct Answer: A

QUESTION 3

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 4

A BPM analyst has completed the definition of user stories and is ready to prioritize them so that the development team starts building the stories that have high business value. Who should the BPM analyst involve during the user story prioritization?

A. Project Sponsors

B. Quality Assurance Analysts

C. Process Owners and Stakeholders

D. BPM Administrators and Project Managers

Correct Answer: C

QUESTION 5

A BPM analyst is approached by the BPM solution architect and asked to provide inputs to a rough order magnitude (ROM) estimate needed to further assess the implementation effort. What information must the BPM analyst provide to the BPM solution architect to assist with this effort?

A. A level of effort estimate to implement each task and integration.

B. A list of all the business process diagrams with their relative number of steps.

C. A list of the service contracts required for all integrations defined during discovery.

D. A list of all the subject matter experts (SME) to get further information on implementation scope.

Correct Answer: B

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