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**QUESTION 1**

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 2

The Human Resources department has pre-selected 4 processes as candidates for BPM Implementation. They think all these 4 processes have equal business value. They hire a BPM analyst to identify 1 process for BPM Implementation. What questions must the BPM analyst ask in order to identify a process for implementing BPM.

A. 1. Does the process change frequently?

2.

Are tasks being communicated informally through emails and phone calls?

3.

Does this project have enough IT challenges?

4.

Does the process integrate with at least 3 systems?

B. 1. Does the process change frequently?

2.

Are tasks being communicated informally through emails and phone calls?

3.

Is the same data entered multiple times into multiple systems?

4.



Is there poor visibility into process performance?

C. 1. Does the process integrate with at least 3 systems?

2.

Are tasks being communicated informally through emails and phone calls?

3.

Is the same data entered multiple times into multiple systems?

4.

Is there poor visibility into process performance?

D. 1. Is there poor visibility into process performance?

2.

Does the process have ad-hoc events?

3.

Is the same data entered multiple times into multiple systems?

4.

Does this project have enough IT challenges?

Correct Answer: B

QUESTION 3

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.

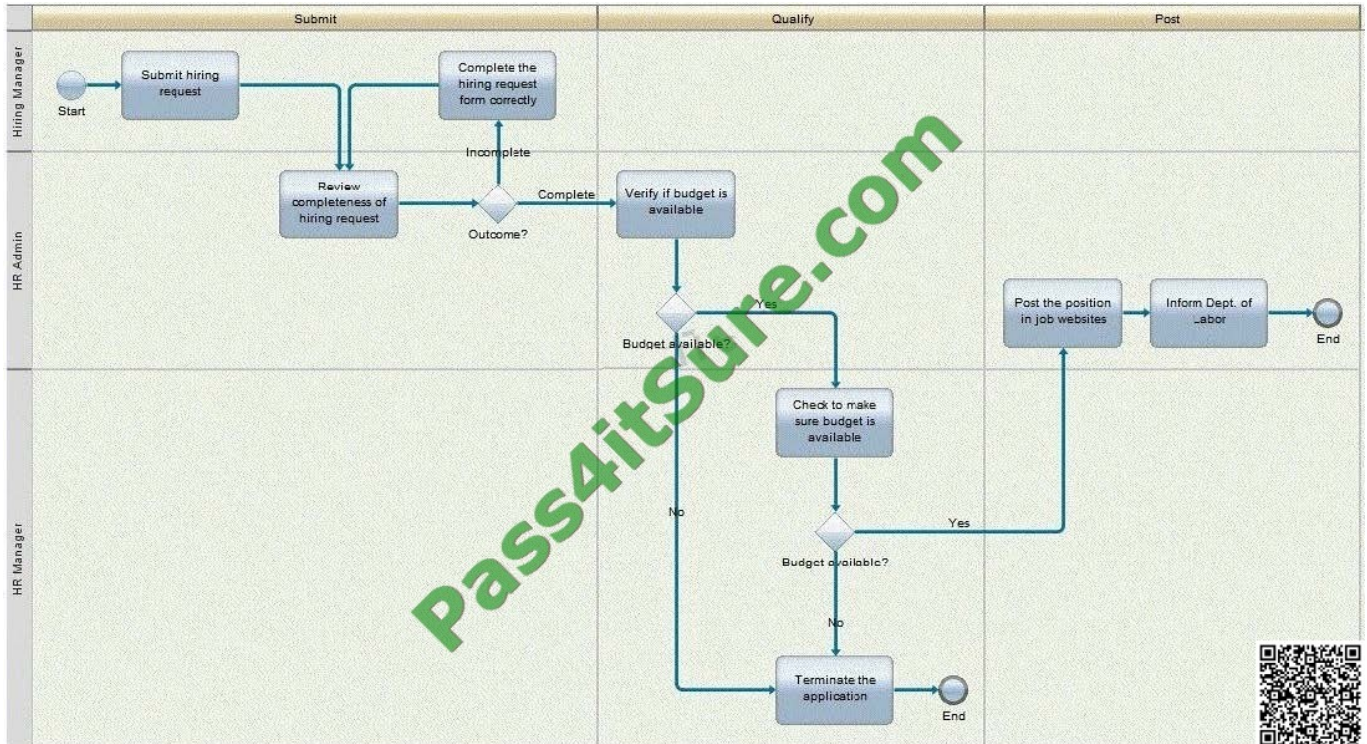
C. start and end points of the hiring process.

D. activity where the maximum problems lie.

Correct Answer: C

QUESTION 4

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 "Business Value Add" activities in this process.

- A. "Inform Dept. of Labor"
- B. "Terminate the application"
- C. "Post the position in job websites"
- D. "Complete the hiring request form correctly"

Correct Answer: A

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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