

C2180-275^{Q&As}

Blueworks Live IBM Business Process Manager Express or Standard Edition V8.0 BPM Analysis

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QUESTION 1

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. What BPM project roles must attend the user story prioritization session?

- A. BPM Developers and Project Managers
- B. BPM Administrators and Project Managers
- C. Process Owners and Subject Matter Experts
- D. Integration Developers and Subject Matter Experts

Correct Answer: C

QUESTION 2

How does implementing the playback methodology in a BPM project reduce the risk of building unwanted products?

A. Business users are minimally involved in the BPM project.

B. All requirements of the project are completed in one release.

- C. Solution administrators give estimates of system performance.
- D. Immediate feedback during development provides ability to change direction.

Correct Answer: D

QUESTION 3

A BPM analyst is performing a process inventory analysis at a company that has many processes and has gathered all required information to calculate a priority value for each process in order to rank them. How should the BPM analyst compute this?

A. Provide a scale and weight for each activity in the process.

B. Provide a scale for each of the prioritization criterion and weigh the criteria against the processes.

C. Have the customer and the BPM analyst provide 2 different priority values independently and calculate 1 priority value.

D. Count the number of activities in diagram and evaluate the complexity of the diagram to provide a value and calculate a priority value.

Correct Answer: B

QUESTION 4



A BPM analyst is modeling the process for acquiring an account. During an interview with the customer service supervisor, the BPM analyst was provided with a Responsible, Accountable, Consulted, Informed (RACI) chart that had been created with the key roles and activities in the process.

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Customer	Customer	Customer	Customer	Regional
Service	Service	Relations	Account	Manager
Agent	Supervisor	Advisor	Manager	
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6.	A BREAK AND A BREAK AND A	С	R	
	Service Agent	Service Service Agent Supervisor	Service Service Relations Agent Supervisor Advisor R A C	Service Service Relations Account Agent Supervisor Advisor Manager R A C I

The BPM analyst used the contents of the RACI chart to fill in the Details fields in Blueworks Live for the activity "Enter Application". According to the RACI chart for the activity "Enter Application", who is the Participant?

- A. Customer Service Agent
- B. Customer Service Supervisor
- C. Customer Relations Advisor
- D. Customer Account Manager

Correct Answer: A

QUESTION 5

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

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