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**QUESTION 1**

The project manager needs assistance from the BPM analyst in building a process roadmap. What tool should the BPM analyst use to create a detailed list of areas of opportunity?

- A. A Prioritization Matrix
- B. A Root Cause Analysis Matrix
- C. A Business Value Add Analysis Matrix
- D. A Failures Mode Effect Analysis (FMEA) Matrix

Correct Answer: A

QUESTION 2

During a playback session, a business user asks the following question: "Once a task is assigned to a user, can the task be reassigned to another user?" Which one 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 3

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 4

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 5

A BPM analyst has been asked to define the metrics for a process. 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

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