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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

A company needs to improve their hiring process using a Business Process Management System (BPMS). Currently, their hiring manager writes a free form email regarding a new open position and sends it to the HR manager for approval. The hiring manager wants to standardize this activity using a BPMS. How should the BPM analyst define this user story?

- 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 user interface with all the fields necessary to complete the hiring request form, so that I can avoid using a word document.
- 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 my request and make a decision on filling this position.

Correct Answer: D

QUESTION 3

A BPM analyst is helping to identify and select the appropriate solution for process improvement in a large BPM project. What are the business levers the BPM analyst should focus on?

- A. Policy, Technology, Organization and People
- B. Policy, Data, Organization and People
- C. Process, Technology, Organization and People
- D. Process, Data, Organization and People

Correct Answer: C

**QUESTION 4**

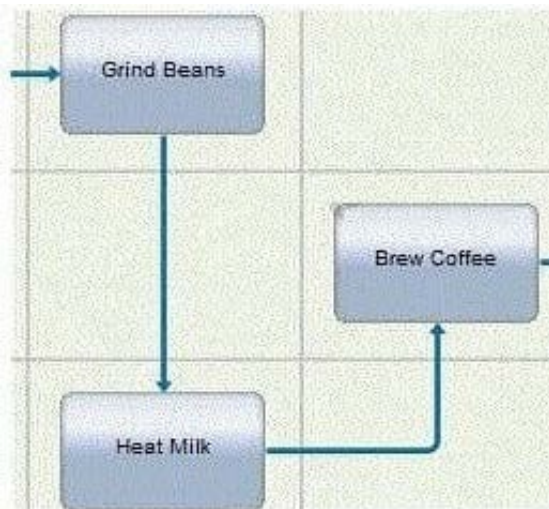
The project manager needs assistance from the BPM analyst in building a process roadmap. What tool should the BPM analyst use to create a detailed list of areas of opportunity?

- 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 5

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