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**QUESTION 1**

The project manager needs assistance from the BPM analyst to determine the initial level of effort for processes in a process inventory. For each process, the BPM analyst should provide a list of process details that include:

- A. Process Owner, Short Description, Size and Complexity, Milestones
- B. Process Owner, Short Description, Size and Complexity, Risk and Pain
- C. Process Participants, Process Owner, Short Description, Milestones
- D. Process Participants, Process Owner, Short Description, Risk and Pain

Correct Answer: B

QUESTION 2

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 3

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 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 define user stories for development. What information does the BPM analyst need to know about user stories? User stories:

- A. contain all required implementation details needed by developers.
- B. focus on what is required and not on how the requirements are met.
- C. support waterfall development and are completely defined before development begins.
- D. with less business value must not be defined since they are not going to be developed.

Correct Answer: B

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