



C9550-275^{Q&As}

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

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QUESTION 1

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

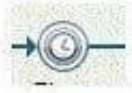
Correct Answer: C

QUESTION 2

A BPM analyst is discovering a process where the subject matter experts are explaining what to do when process instances fail during system maintenance. Which symbol in the BlueWorks Live should the BPM analyst use to define this process?



A.



B.



C.



D.



A. Exhibit A

B. Exhibit B

C. Exhibit C

D. Exhibit D

Correct Answer: B

QUESTION 3

A company needs to improve their hiring process and has requested a BPM analyst to define a future state process. After analyzing the current state process, the BPM analyst found many opportunities for improvement which could lead this initiative into a 5 year project. How should the BPM analyst map the future state process?

A. Map a short term process which includes only low effort opportunities.

B. Map one single process which includes all improvement opportunities.



C. Build a short term and a long term future state process road-map through prioritization of the opportunities.

D. Build a roadmap of processes for all releases in the next 5 years by categorizing the opportunities into individual releases.

Correct Answer: C

QUESTION 4

A cable company is improving a process in their call center for requesting cable service. The new process will run in IBM Business Process Manager V8.0. The call center supervisor would like to know how long it takes the customer service representatives to answer the customer requests before passing the request to the engineering department to provide the service. What should the BPM analyst recommend to address the measurement reporting requirement?

A. Use the My Performance scoreboard with Provide Cable Service filter.

B. Use the My Team Performance scoreboard with the Answer Customer Request activity.

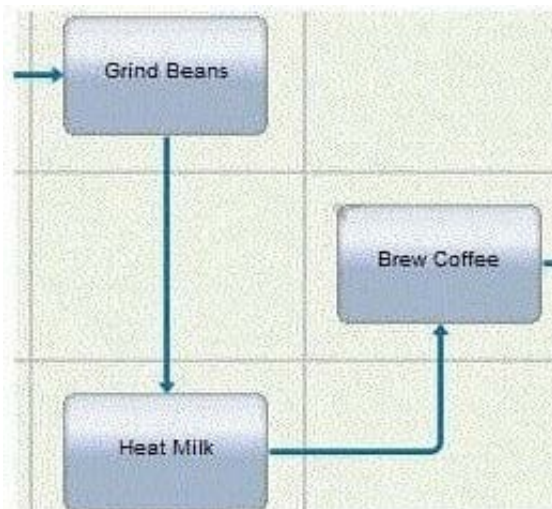
C. Use IBM Business Monitor to create a custom report with events from the engineering department database.

D. Create a custom report with tracking points in the process with cable service customer names.

Correct Answer: B

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

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