



# C2180-189<sup>Q&As</sup>

Blueworks Live and Business Process Manager Express or Standard Edition V7.5.1 BPM Analysis

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**QUESTION 1**

A BPM analyst needs to assess the process for claim submission of automobile incidents of an insurance company. One of the general goals for the company is to improve customer service. Which of the following should a BPM analyst define as a Critical Success Factor (CSF) aligned to this goal?

- A. Increase phone satisfaction survey scores.
- B. Increase customer base by gaining new customers.
- C. Train insurance adjustors on interpreting a police report.
- D. Train phone representatives on Business Process Management System (BPMS) software.

Correct Answer: A

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**QUESTION 2**

On a project, the BPM analyst defined the following to identify the Key Performance Indicator (KPI):

-

The goal of the project was to improve the efficiency of the process.

-

The concern was that the process was not fast enough.

-

The Critical to Quality (CTQ) was the speed of the process.

-

The client was interested in the cycle time of the process.

-

The time stamps at the beginning and at the end of the process are captured.

Which step did the BPM analyst fail to perform in identifying the KPI?

- A. Know the client objectives
- B. Know how to define the client's KPI
- C. Know the process decision makers
- D. Know the client's Service Level Agreements (SLAs)

Correct Answer: C

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**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

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**QUESTION 4**

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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#### QUESTION 5

A BPM analyst is documenting process problems during a discovery session. As a problem is raised, what are the two key factors the BPM analyst needs to capture about each problem to be able to prioritize them later?

A. Time and effort to fix the problem for the as-is and to-be processes.

B. When the problem first occurs and how often it occurs in each milestone.

C. Severity and frequency of the problem at the process, milestone, or activity level.

D. Who is the participant when the problem occurs and what other tasks does that participant complete.

Correct Answer: C

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#### QUESTION 6

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



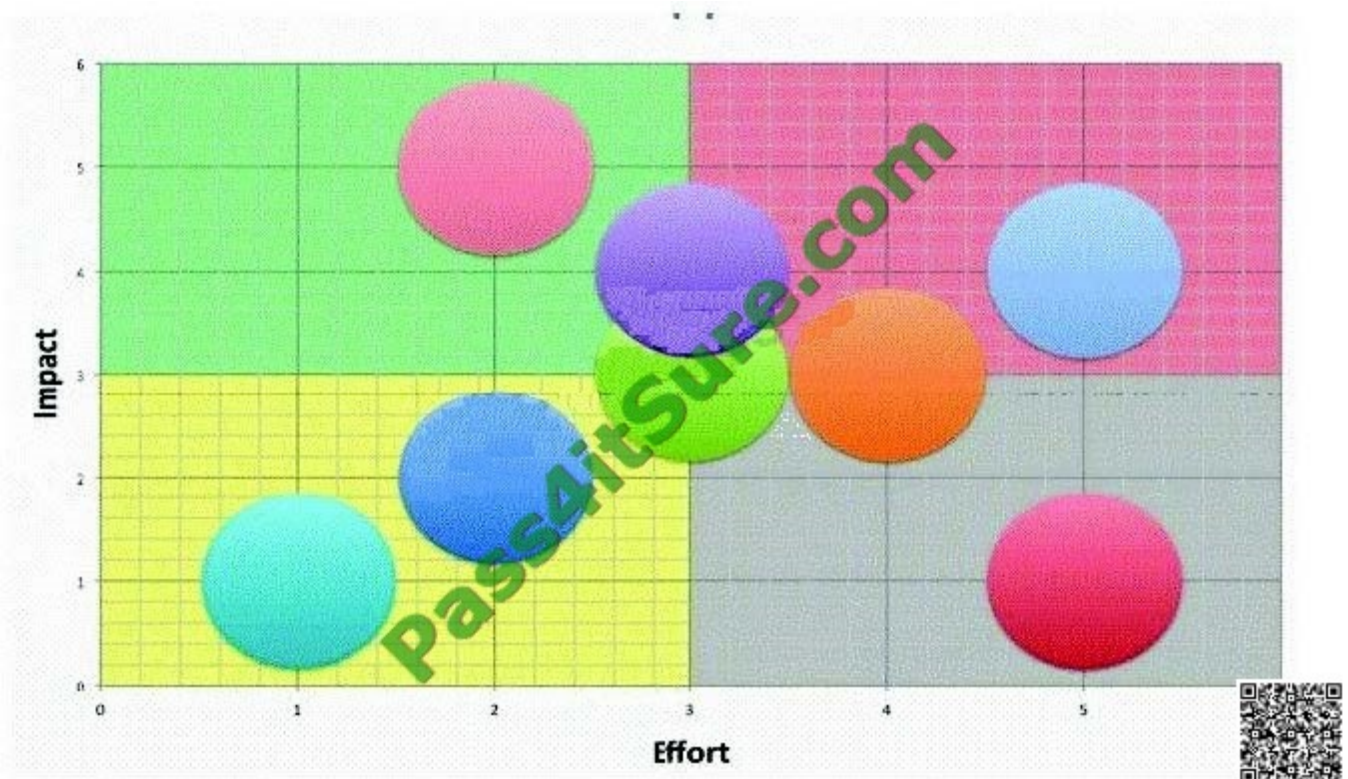
compute this?

- A. Provide a scale and weight for each activity in the process.
- B. Provide a scale for each process category and weigh the categories 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 7

A company needs the BPM analyst to provide a business value and impact assessment to only proceed with processes that align with their corporate strategy.



The company's corporate strategy is to begin with small quick win pilots that require low effort and low impact and then scale to large programs that are low effort and high impact. In the exhibit below, which quadrants contain the processes the BPM analyst should recommend?

- A. Top right, top left
- B. Top right, bottom right



- C. Bottom right, top left
- D. Bottom left, top left

Correct Answer: D

### QUESTION 8

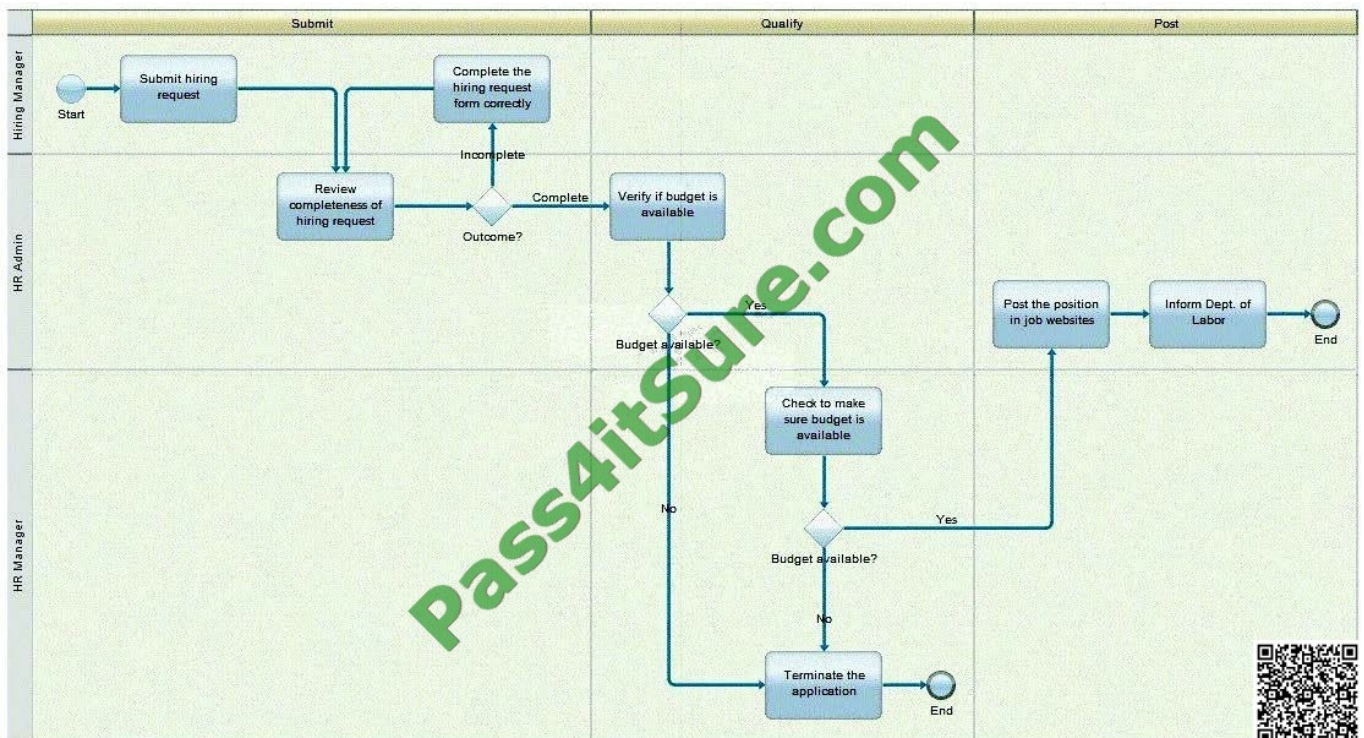
Which kind of change is considered a business level change as opposed to a cultural level change?

- A. Increase transparency
- B. Strengthen accountability
- C. Eliminate unnecessary work
- D. Improve collaboration across boundaries

Correct Answer: C

### QUESTION 9

A company needs to improve their Hiring Process and hired a BPM analyst to analyze their current process.



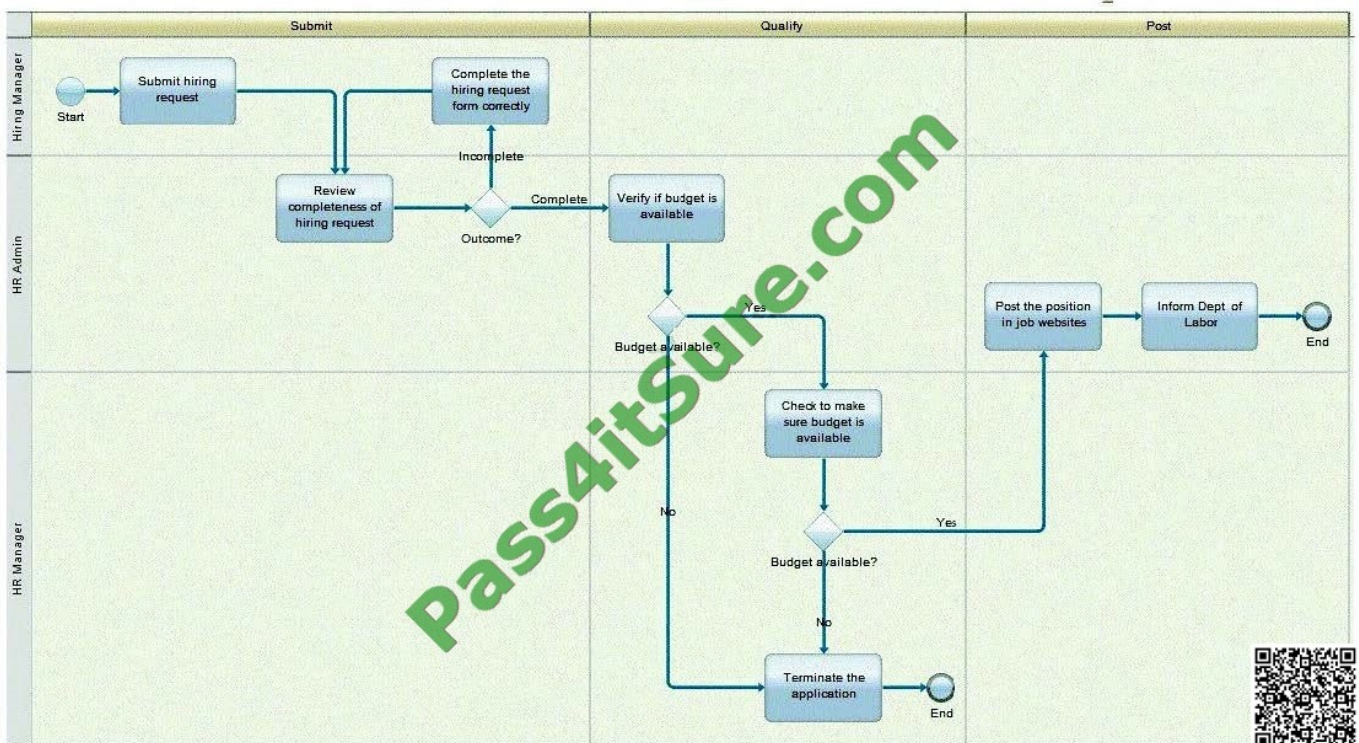


The analyst completed documenting the current state process of submitting the hiring request (refer to the Exhibit) and did a "Value-Add" Analysis with the process stakeholders. Identify the "Non-Value Add" activities in this process.

- A. "Inform Dept. of Labor" and "Check to make sure budget is available"
- A. "Inform Dept. of Labor" and "Check to make sure budget is available"
- B. "Complete the hiring request form correctly" and "Terminate the application"
- B. "Complete the hiring request form correctly" and "Terminate the application"
- C. "Complete the hiring request form correctly" and "Check to make sure budget is available"
- C. "Complete the hiring request form correctly" and "Check to make sure budget is available"
- D. "Inform Dept. of Labor" and "Terminate the application"
- D. "Inform Dept. of Labor" and "Terminate the application"

Correct Answer: C

### QUESTION 10



A company needs to improve their hiring process and hired a BPM analyst to analyze their current process. The analyst completed documenting the current state process of submitting the hiring request (refer to the Exhibit) and did a "Value-Add" analysis with the process stakeholders.

Identify the "Business Value Add" activities in this process.

- A. "Inform Dept. of Labor"
- A. "Inform Dept. of Labor"
- B. "Terminate the application"
- B. "Terminate the application"



C. "Post the position in job websites" C. "Post the position in job websites"

D. "Complete the hiring request form correctly" D. "Complete the hiring request form correctly"

Correct Answer: A

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#### QUESTION 11

What is the expected time frame for a milestone playback cycle?

A. 3 days

B. 3 weeks

C. 3 months

D. 3 years

Correct Answer: B

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#### QUESTION 12

A BPM analyst is approached by the BPM solution architect and asked to provide inputs to a rough order magnitude (ROM) estimate needed to further assess the implementation effort. What information must the BPM analyst provide to the BPM solution architect to assist with this effort?

A. A level of effort estimate to implement each task and integration.

B. A list of all the business process diagrams with their relative number of steps.

C. A list of the service contracts required for all integrations defined during discovery.

D. A list of all the subject matter experts (SME) to get further information on implementation scope.

Correct Answer: B

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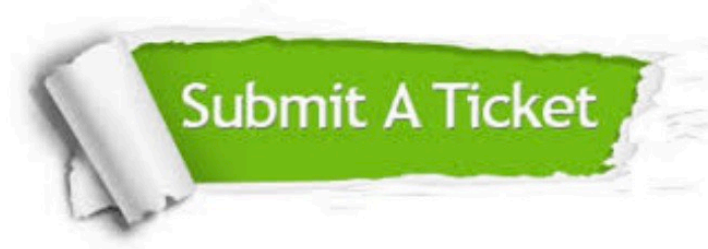
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