C2180-275^{Q&As}

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QUESTION 1

A BPM analyst is conducting interviews with the participants of a business process. What feedback about the process should the BPM analyst look out for that might not be obvious in an as-is process diagram?

A. Excessive reviews

B. Too many participants

C. Identification of bottlenecks

D. Not enough system automation

Correct Answer: C

QUESTION 2

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.
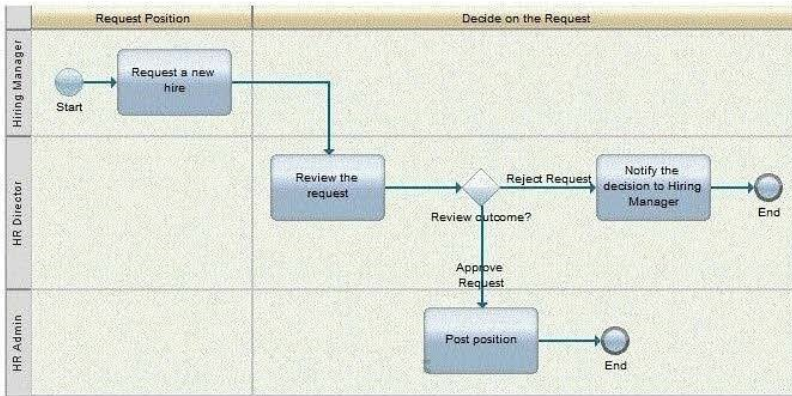
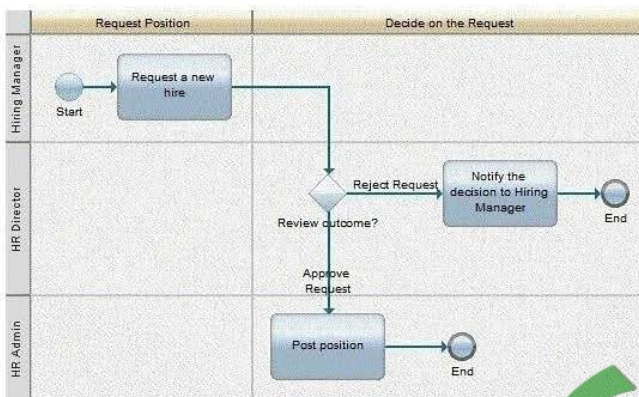Correct Answer: B

QUESTION 3

The BPM analyst is mapping a Recruiting process for a company where the Hiring manager submits a Hiring request and the HR Director makes the decision to approve or reject the request. If approved, the HR Admin will post the position in a job search website. If Rejected, the HR Director will notify the Hiring Manager. How should the BPM analyst map this process?
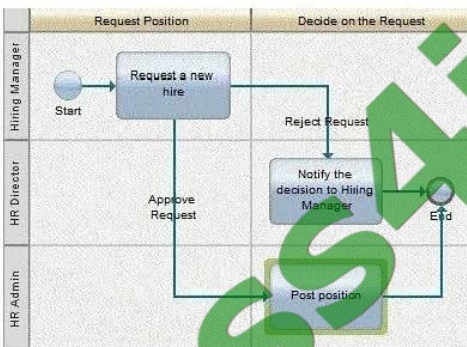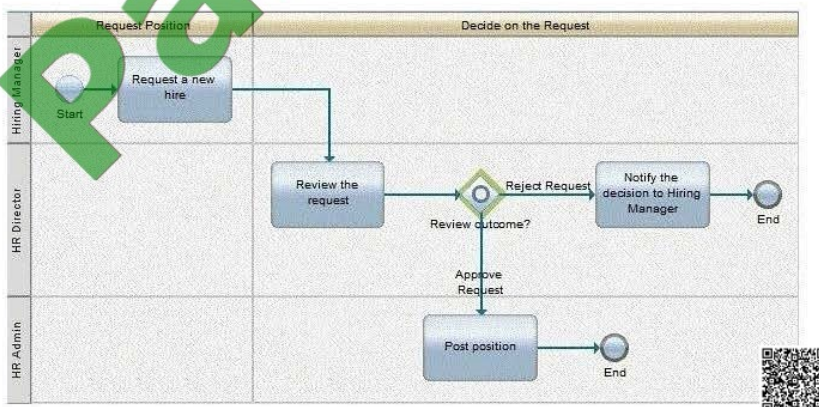
A.

B.

C.

D.

A. Exhibit A

B. Exhibit B

C. Exhibit C

D. Exhibit D

Correct Answer: A

QUESTION 4

The Human Resources department has pre-selected 4 processes as candidates for BPM Implementation. They think all these 4 processes have equal business value. They hire a BPM analyst to identify 1 process for BPM Implementation. What questions must the BPM analyst ask in order to identify a process for implementing BPM.

A. 1. Does the process change frequently?

2.

 Are tasks being communicated informally through emails and phone calls?

3.

 Does this project have enough IT challenges?

4.

 Does the process integrate with at least 3 systems?

B. 1. Does the process change frequently?

2.

 Are tasks being communicated informally through emails and phone calls?

3.

 Is the same data entered multiple times into multiple systems?

4.

 Is there poor visibility into process performance?

C. 1. Does the process integrate with at least 3 systems?

2.

 Are tasks being communicated informally through emails and phone calls?

3.

 Is the same data entered multiple times into multiple systems?

4.

Is there poor visibility into process performance?

D. 1. Is there poor visibility into process performance?

2.

Does the process have ad-hoc events?

3.

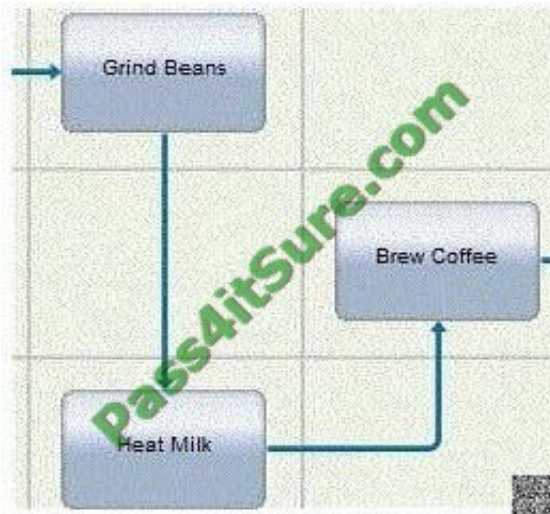Is the same data entered multiple times into multiple systems?

4.

Does this project have enough IT challenges?

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

QUESTION 6

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 7

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 8

The BPM analyst is recommending the playback methodology to be followed during development. When the company asks the analyst what is the basis for the playback methodology, how should the BPM analyst respond?

A. Iterative development

B. V-model development

C. Waterfall development

D. Cleanroom development

Correct Answer: A

QUESTION 9

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 10

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. The solution to the problem.

B. When the problem first occurred and how often it occurred 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

QUESTION 11

A company that processes applications has been using IBM Business Process Manager V8.0 over the last year. The company has asked IBM to analyze its processes in production because it wants to continue improving its processes. The IBM BPM team sends a BPM analyst. What should the BPM analyst do?

A. Use the Discovery View in Blueworks Live to perform inspection on the process.

B. Use the Analyze feature in Blueworks Live to perform Historical and Simulation Analysis.

C. Use the Optimizer in IBM Business Process Manager V8.0 to perform Historical and Simulation Analysis.

D. Use the Process Inspector in IBM Business Process Manager V8.0 to perform inspection on the process.

Correct Answer: C

QUESTION 12

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

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