Vendor:IBM

Exam Code:C9550-275

Exam Name: Blueworks Live IBM Business Process Manager Express or Standard Edition V8.0 BPM Analysis
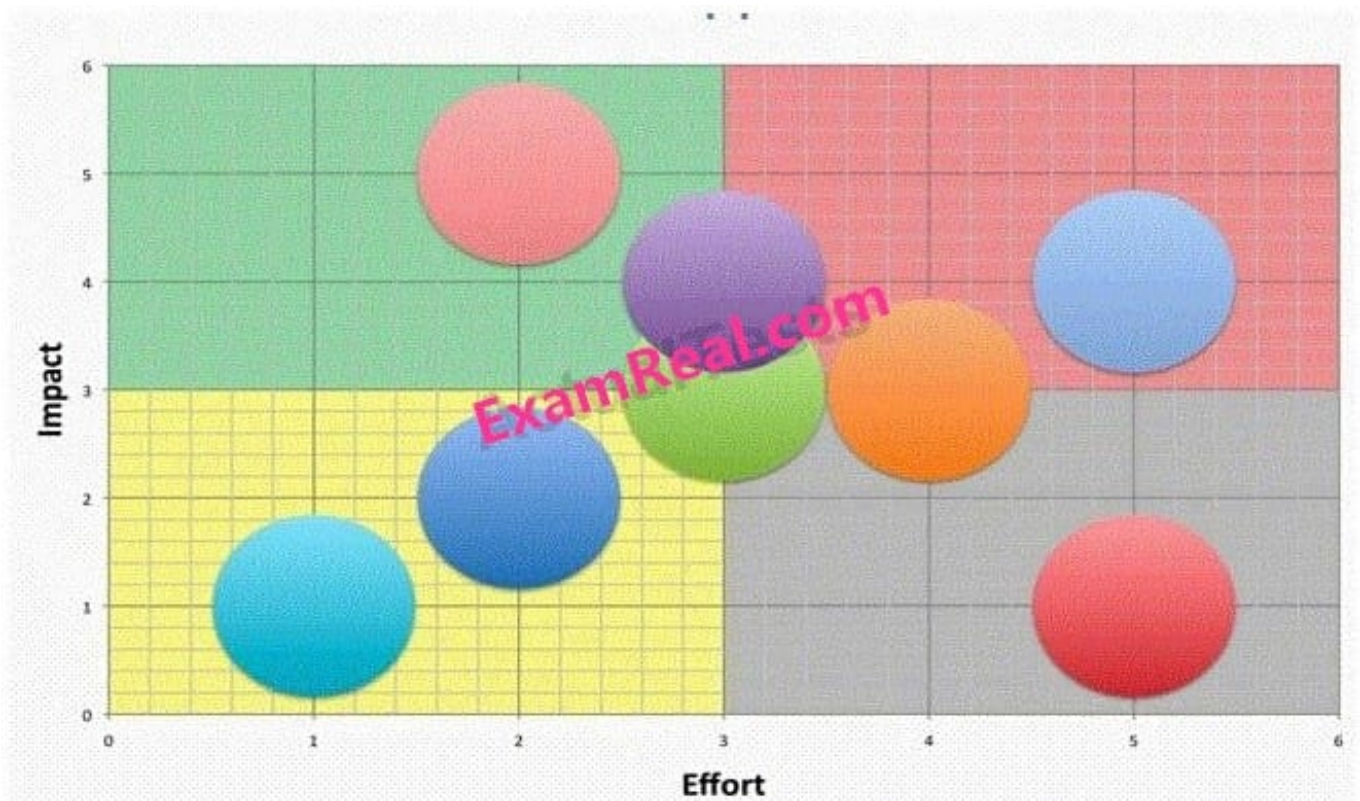
Version: Demo

QUESTION 1

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 2

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 3

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 4

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 aword 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 myrequest and make a decision on filling this position.

Correct Answer: D

QUESTION 5

A company needs to improve their hiring process using Business Process Management Software (BPMS). The BPM analyst has completed the current state process discovery and analysis by involving the business subject matter expert (SME) and is ready to define the future state process map. The BPM analyst anticipates many system integrations in the future state process. Who should the BPM analyst involve during the definition of the future state process?

A. 1. Process Owner

2.

Business subject matter experts

3.

BPMS Lead Developer

4.

Client\\'s IT representative

B. 1. Project Manager

2.

Business subject matter experts

3.

BPMS Lead Developer

4.

Client\\'s IT representative

C. 1. Process Owner

2.

Business subject matter experts

3.

BPMS Lead Developer

4.

Project Manager

D. 1. Process Owner

2.

Quality Assurance

3.

BPMS Lead Developer

4.

Client\\'s IT representative

Correct Answer: A

QUESTION 6

During a playback session, a business user asks the following question: "Once a task is assigned to a user, can the task be reassigned to another user?" Which one of the following responses is a valid response by a BPM analyst?

A. No, assignment must be built into the system.

B. No, once a task is assigned to a user the task must be completed by the user.

C. Yes, a user can reassign their task to any other user.

D. Yes, reassignment is possible dependant upon the role of the user.

Correct Answer: D

QUESTION 7

A project manager asks a BPM analyst to assist with defining a business case for a company based on their goals and objectives. What are key components to include in support of a business case?

A. 1. Establish critical success factors

2.

Identify Key Performance Indicators (KPIs)

3.

Identify business pain points

4.

Calculate Return on Investment

B. 1. Establish critical success factors

2.

Complete Playback 1 retrospective notes

3.

Develop coaches from the future process

4.

Calculate Return on Investment

C. 1. Identify system integrations

2.

Run Process Optimizer Reports

3.

Identify business pain points

4.

Calculate user story points

D. 1. Complete Playback 1 retrospective notes

2.

Identify Key Performance Indicators (KPIs)

3.

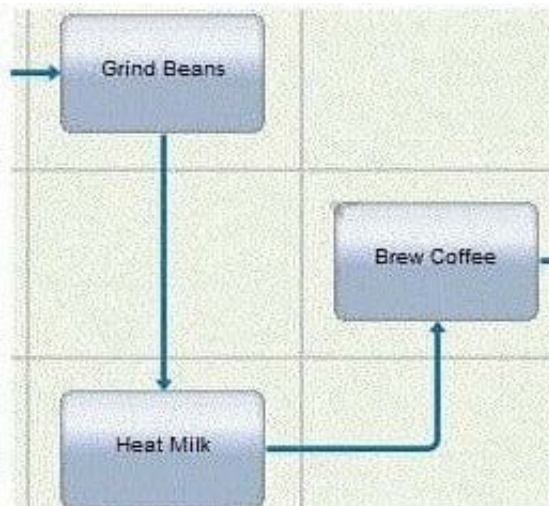Develop coaches from the future process

4.

Calculate user story points

Correct Answer: A

QUESTION 8

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 9

A company needs to improve their hiring process and hired a BPM analyst to map the current state. What is the first thing the BPM analyst should do while constructing a discovery map? Identify the:

A. Value-Add activities.

B. sub processes within the hiring process.

C. start and end points of the hiring process.

D. activity where the maximum problems lie.

Correct Answer: C

QUESTION 10

A BPM analyst is modeling the process for acquiring membership at a club. The analyst interviewed the front office supervisor, who provided the following description of the first activity "Enter Application":

"One of our receptionists receives a paper application from the potential client, an applicant. The receptionist first looks up the client\'s name and address to see if it exists in our system, then enters the information from the paper application into the system, and assigns a membership number to the application. When the application entry is complete, the receptionist sends it to the manager for an initial review."

The BPM analyst has created the discovery map in Blueworks Live and now needs to enter information from the above description into the Details fields for the activity "Enter Application".

For the activity "Enter Application", what are the Inputs and Outputs?

○ A. *Inputs:*
   Application Form
   Outputs:
   Application
   Membership Number

○ B. *Inputs:*
   Membership Number
   Outputs:
   Application
   Membership Number

○ C. *Inputs:*
   Membership Number
   Outputs:
   Application
   Membership Number
   Name
   Address

○ D. *Inputs:*
   Application Form
   Membership Number
   Name
   Address
   Outputs:
   Application
   Membership Number
   Name
   Address

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: A

QUESTION 11

A company needs to improve its hiring process and hired a BPM analyst to map the current state. During the process discovery session, the team identifies that the process steps to review the "hiring" request are the same as the process steps to review a "promotion/pay rise" request. What element should the BPM analyst use to map the activities needed for the review of the "hiring" request in Blueworks Live?
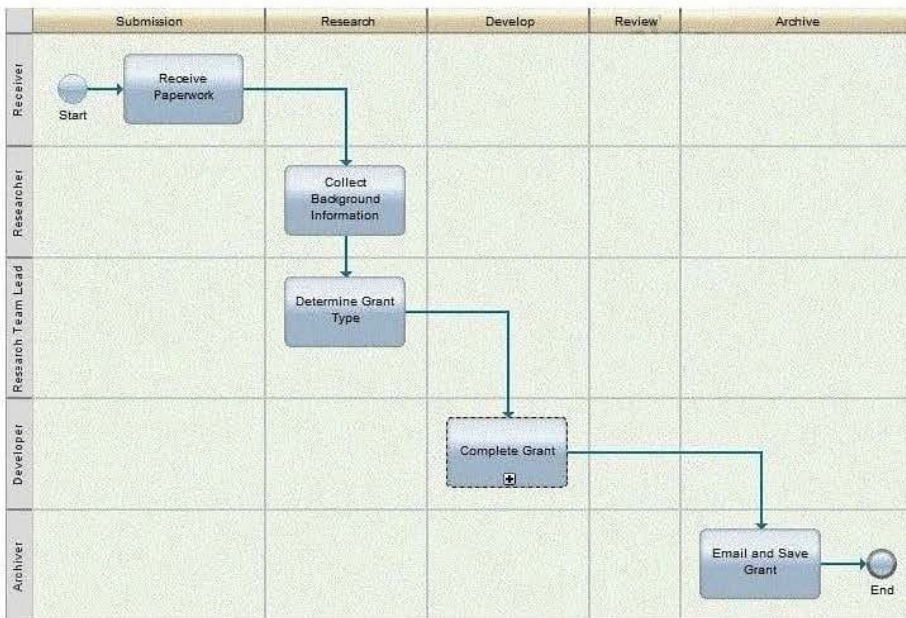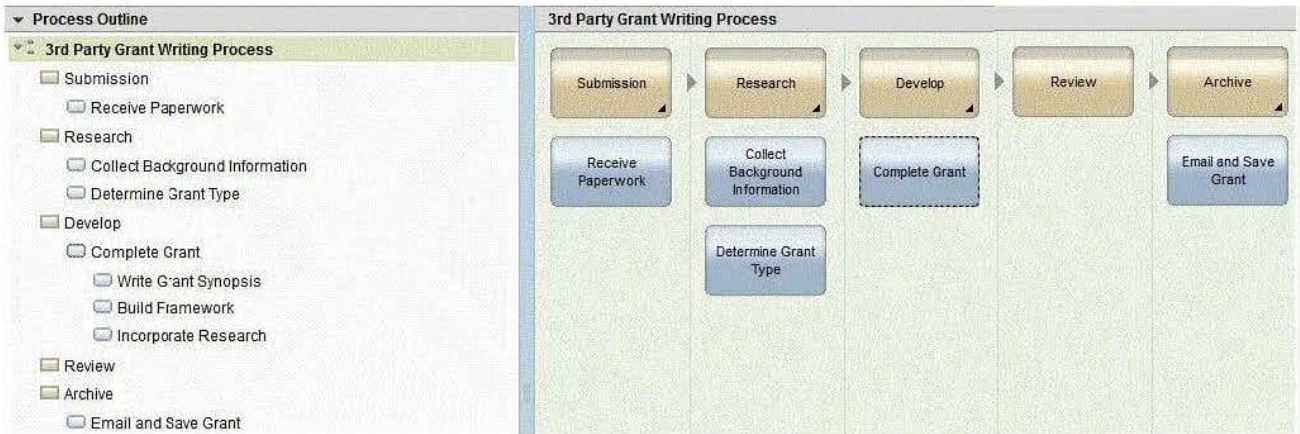
A. A sub-process.

B. A different color.

C. A linked process.

D. A separate milestone.

Correct Answer: C

QUESTION 12

During a process discovery session, the business subject matter experts (SMEs) and the BPM analyst have created the following process for a "3rd Party Grant Writing Process":

3rd Party Grant Writing Process

- Submission
  - Receive Paperwork
- Research
  - Collect Background Information
  - Determine Grant Type
- Develop
  - Complete Grant
    - Write Grant Synopsis
    - Build Framework
    - Incorporate Research
- Review
- Archive
  - Email and Save Grant

3rd Party Grant Writing Process

Submission	Research	Develop	Review	Archive
Receive Paperwork	Collect Background Information	Complete Grant		Email and Save Grant
	Determine Grant Type			

	Submission	Research	Develop	Review	Archive
Receiver	Start → Receive Paperwork				
Researcher		Collect Background Information			
Research Team Lead		Determine Grant Type			
Developer			Complete Grant		
Archiver					Email and Save Grant → End

The business subject matter experts (SMEs) insist that the review after the "Develop" activities will be completed outside of the process platform. The process platform will be alerted that the reviews are complete and the process should proceed to the "Archive" activities".

How should the BPM analyst adjust the process so that the business requirements can be captured and a BPM Developer can have enough information to build an executable process?

A. Combine the "Review" milestone and the "Archive" milestone into "Review and Archive"

B. Insert an Exception event on the process flow between "Complete Grant" and \\'Email and Save Grant\\'

C. Add a system swimlane and a message event to receive the review message (placed in new swimlane and the "Review" milestone)

D. Add a swimlane to the process diagram for a "Reviewer" role and an activity to accept the reviews (placed in new swimlane and the \\'Review\\'milestone)

Correct Answer: C