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QUESTION 1

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: Membership Number 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 Membership Number Name Address Outputs: Application Membership Number Name Address
- E. Inputs: Application Membership Number Name Address Outputs: Application Membership Number Name Address
- F. Inputs: Application Membership Number Name Address Outputs: Application Membership Number Name Address
- G. Inputs: Application Membership Number Name Address Outputs: Application Membership Number Name Address
- H. Inputs: Application Membership Number Name Address Outputs: Application Membership Number Name Address

Correct Answer: A

QUESTION 2

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 3

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 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 KPIs

3.

Develop coaches from the future process



4.

Calculate user story points

Correct Answer: A

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

During the Process Discovery phase, the BPM analyst needs to schedule and plan for the Process Improvement and Discovery Workshop (PIDW). In planning the PIDW, what activities should the BPM analyst include on the agenda?

- A. 1. Prepare workshop participants.
- 2. Introduce BPM.
- 3. Identify: Business case overview.
- 4. Assess: Determine business impact.
- 5. Define: Document the business process.
- 6. Develop the use cases.
- 7. Discuss findings and proposed solution.



B. 1. Prepare workshop participants.

2.

Introduce BPM.

3.

Identify: Business case overview.

4.

Assess: Determine business impact.

5.

Define: Document the business process inventory and roadmap.

6.

Develop the solution approach.

7.

Discuss detailed estimates.

C. 1. Prepare workshop participants.

2.

Introduce BPM.

3.

Identify: Business case overview.

4.

Assess: Determine business impact.

5.

Define: Document the business process.

6.

Develop the solution approach.

7.

Discuss findings and proposed solution.

D. 1. Prepare workshop participants.

2.

Introduce BPM.



3.

Identify: Business case overview.

4.

Assess: Determine business impact.

5.

Define: Demonstrate the business process playback.

6.

Develop the use cases.

7.

Discuss findings and proposed solution.

Correct Answer: C

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