



C2180-189^{Q&As}

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





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QUESTION 1

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

QUESTION 2

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

- A. Excessive reviews
- B. Too many participants
- C. Identification of bottlenecks
- D. Not enough system automation

Correct Answer: C

QUESTION 3

A company needs to improve their hiring process and hired a BPM analyst to map the current state. During the discovery session, the business subject matter experts (SMEs) indicate to the BPM analyst that the hiring request is reviewed by both the human resource admin and the human resource manager. How should the BPM analyst document the participant role for this activity?

- A. Assign the admin as the participant since the admin is paid less.
- B. Assign the manager as the participant since the admin reports to the manager.
- C. Break the "Review" task into separate tasks and define who does what.
- D. Pick either the admin or the manager and assign the "Review" task to that role.

Correct Answer: C

QUESTION 4



The project manager needs assistance from the BPM analyst to determine the initial level effort for processes in a process inventory. For each process, the BPM analyst should provide a list of process details that includes:

- 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 5

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 V7.5.1. The call center supervisor would like to know how long it takes the customer service representatives to take 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 Take customer service request.
- 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

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