



# C2180-275<sup>Q&As</sup>

Bluemworks Live IBM Business Process Manager Express or Standard Edition V8.0 BPM Analysis

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### QUESTION 1

A BPM analyst is defining a mortgage loan approval process where the Business Process Management System (BPMS) will get the credit score of the applicant from the Credit Bureau and validate if the loan can be approved for the applicant. The BPM analyst must add this activity:

- A. as an Ad-Hoc Event.
- B. to a System Lane.
- C. to both a Human Participant and System Lane.
- D. to a Human Participant Lane who had the prior task.

Correct Answer: B

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### QUESTION 2

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

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### QUESTION 3

A BPM analyst is working with a facilities manager to map out a process that lists the responsibilities of the facilities manager.

In the event of a damage to a building, the facilities manager must take the following actions.

-

If the damage is caused by fire, the facilities manager must immediately call the fire service.

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If there is anyone injured, the facilities manager must immediately call the nearby hospital ambulance service.

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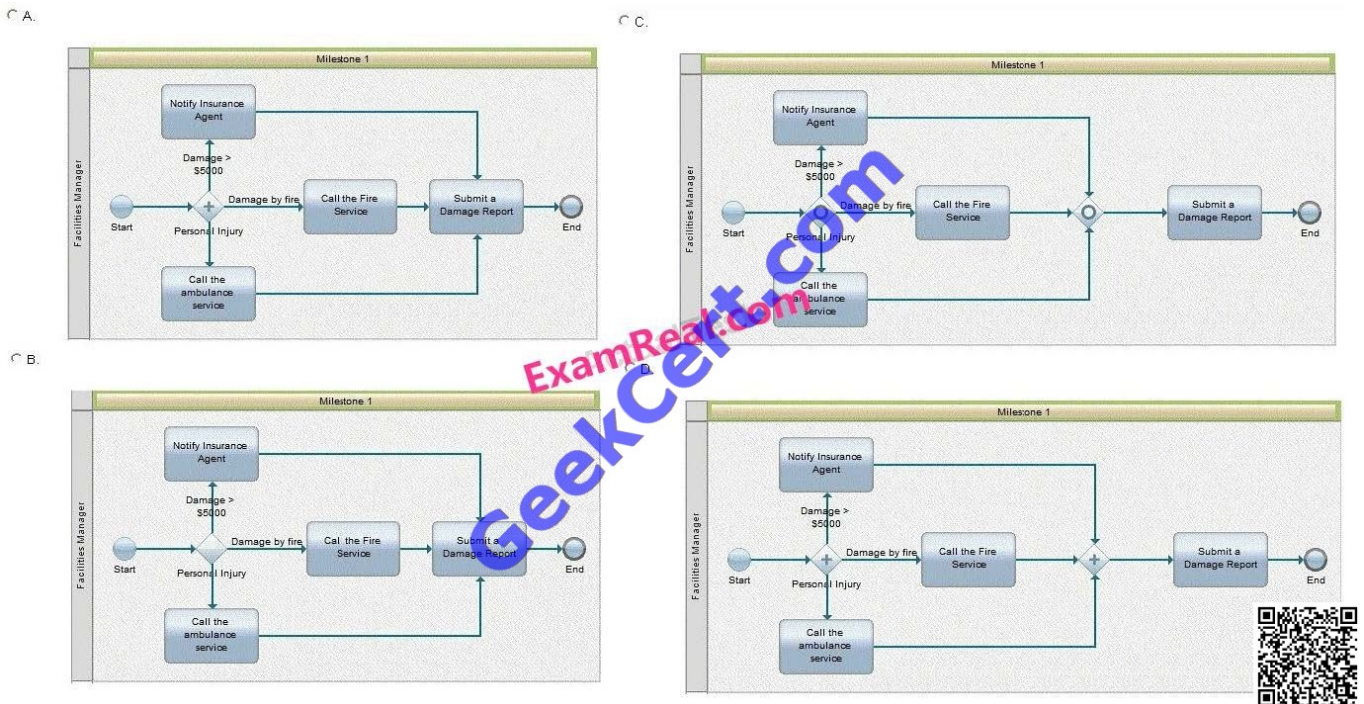
If the damage is greater than \$5000, the facilities manager must notify the insurance agent immediately.

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The facilities manager must always submit a damage report to the building manager within 1 week of the incident. How should the BPM analyst model this process?

- A. Exhibit A
- B. Exhibit B
- C. Exhibit C
- D. Exhibit D



Correct Answer: C

#### QUESTION 4

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

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## 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 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

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