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QUESTION 1

How does implementing the playback methodology in a BPM project reduce the risk of building unwanted products?

- A. Business users are minimally involved in the BPM project.
- B. All requirements of the project are completed in one release.
- C. Solution administrators give estimates of system performance.
- D. Immediate feedback during development provides ability to change direction.

Correct Answer: D

QUESTION 2

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?

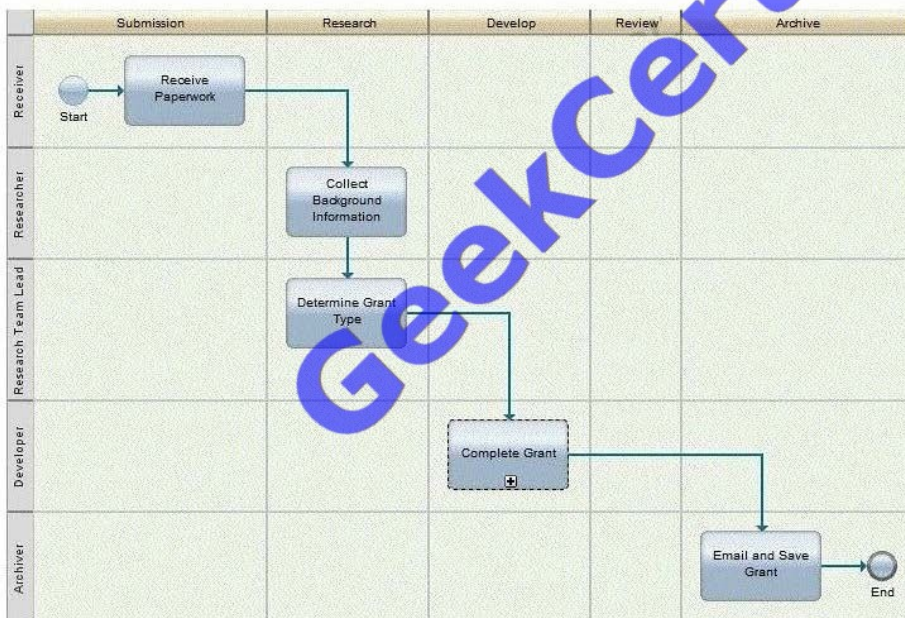
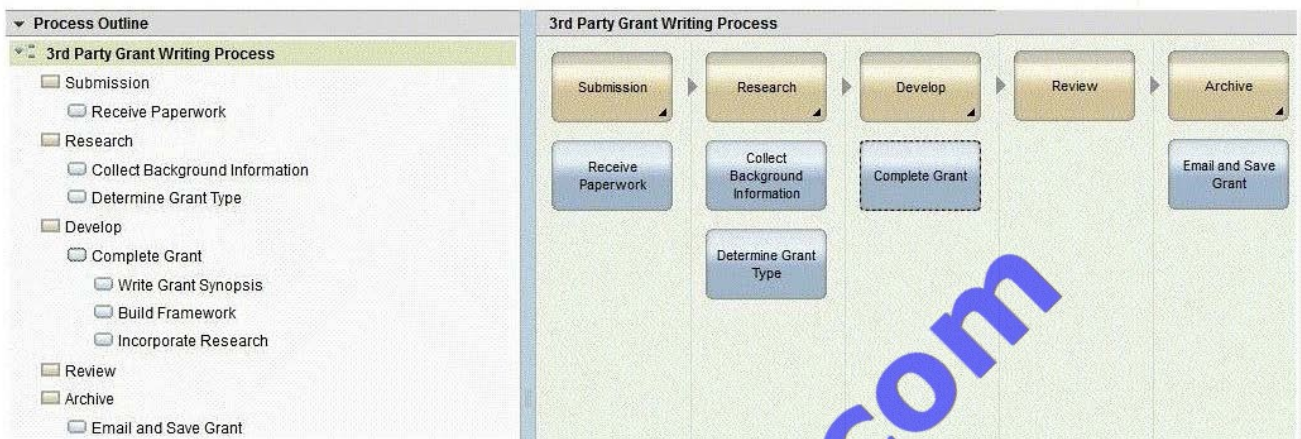
4.

Does this project have enough IT challenges?

Correct Answer: B

QUESTION 3

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":



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)



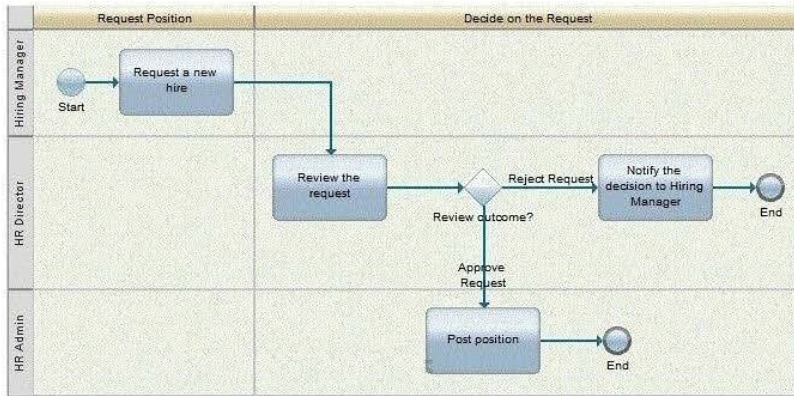
Correct Answer: C

QUESTION 4

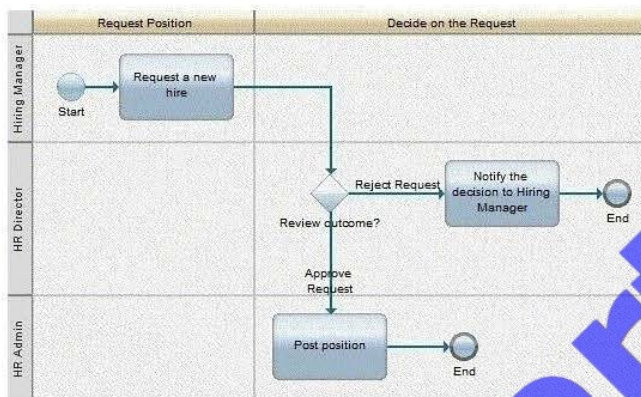
The BPM analyst is mapping a Recruiting process for a company where the Hiring manager submits a Hiring request and the HR Director makes the decision to approve or reject the request. If approved, the HR Admin will post the position in a job search website. If Rejected, the HR Director will notify the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



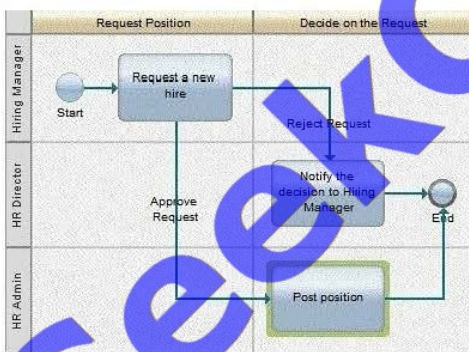
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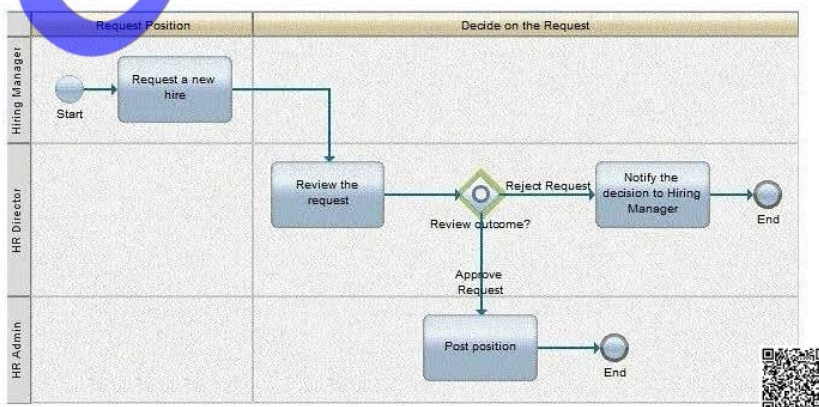
C.B.



C.C.



D.





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

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 in addition to the following? 1. Prepare workshop participants.

2. Introduce BPM. 3. Identify business case overview. 4. Determine business impact.

A. 5. Implement the business process.

6.

Develop the use cases.

7.

Discuss findings and proposed solution.

B. 5. Document the business process inventory and roadmap.

6.

Develop the solution approach.

7.

Discuss detailed estimates.

C. 5. Document the business process.

6.

Develop the solution approach.

7.

Discuss findings and proposed solution.

D. 5. Demonstrate the business process playback.

6.

Develop the use cases.

7.



Discuss findings and proposed solution.

Correct Answer: C

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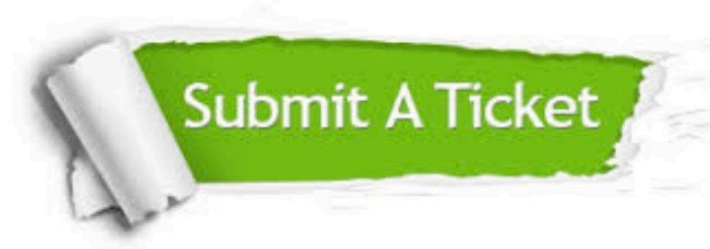
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