C2180-275 Q&As

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QUESTION 1

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

QUESTION 2

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 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 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 4

A security company provides background checks on individuals as a service. Based on various criteria, a customer\\'s request can have a different priority to receive a better level of service response time. Whether the background check passes or fails should not impact the service level. Requests with a high priority need to be addressed within the same business day, those with a medium priority can take up to 3 days to process, and those with a low priority must be responded to within 5 business days. The security company is currently updating the background check process and wants to define some performance measurements to ensure customers are receiving the service level they are paying for. How should the BPM analyst define the measurements to meet these requirements?

A. Calculate the rate of background check passes per day per priority to determine the service level agreement.

B. Count the number of background check failures for each priority and calculate the difference from the service level agreement.

C. Capture the times to start and complete the background check, calculate the duration and compare it to the service level agreement by priority.

D. Capture the times to start and complete the background check, calculate the service level agreement for each priority and compare it to thetimes.

Correct Answer: C

QUESTION 5

During process discovery, the business subject matter experts (SMEs) make the following statement about how the process starts: "Today, our users access the database that stores new orders and copy that information manually onto a request form. This form is passed from one participant to another during the process. In our future state, we would like IBM Business Process Manager V8.0 to connect to the database directly, so that we don\\'t have to manually create our request forms." The IT representatives from the client indicate that this should be possible. How should the BPM analyst respond to this?

A. Defer this discussion for the BPM developers.

B. Gather all the technical details for this integration.

C. Capture that the process should start systematically and identify high level inputs to the process.

D. Inform the business SMEs that this is not possible as the process must start with a Human Task.

Correct Answer: C

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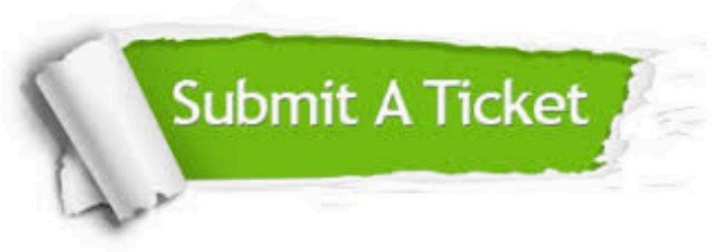

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