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QUESTION 1

A BPM analyst is creating a process model for requesting a renovation permit. The BPM analyst is using the following description of the first activity: "One of our municipal office clerks receives a paper permit application from the local resident, an applicant. The clerk first looks up the resident's name and address in our system, then enters the information from the paper application into the system, and assigns a temporary permit number to the application. When the application entry is complete, the clerk sends it to a manager to assign it to an adjudicator." Which name should the BPM analyst use for the first task that accurately describes the activity and follows recommended naming conventions?

- A. Application Entry
- B. Create Application
- C. Clerk Receive and Enter Application
- D. Lookup name, create application, assign number, and send it to the manager

Correct Answer: B

QUESTION 2

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

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 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 5

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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