



# C9550-275<sup>Q&As</sup>

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

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### QUESTION 1

During a playback session, a business user asks the following question: "Once a task is assigned to a user, can the task be reassigned to another user?" Which one of the following responses is a valid response by a BPM analyst?

- A. No, assignment must be built into the system.
- B. No, once a task is assigned to a user the task must be completed by the user.
- C. Yes, a user can reassign their task to any other user.
- D. Yes, reassignment is possible dependant upon the role of the user.

Correct Answer: D

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### QUESTION 2

A BPM analyst is modeling the process for acquiring membership at a club. The BPM analyst interviewed the front office supervisor, who provided the following description of the first activity "Enter Application": "One of our receptionists receives a paper application from a potential client, an applicant. The receptionist first looks up the client's name and address to see if it exists in our system, then enters the information from the paper application into the system, and assigns a membership number to the application. When the application entry is complete, the receptionist sends it to the manager for an initial review." The BPM analyst has created the discovery map and now needs to enter information from the above description into the Details fields in Blueworks Live for the activity "Enter Application". For the activity "Enter Application", who is the Supplier?

- A. Manager
- B. Applicant
- C. Receptionist
- D. Front Office Supervisor

Correct Answer: B

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### QUESTION 3

A BPM analyst is performing a process inventory analysis at a company that has many processes and has gathered all required information to calculate a priority value for each process in order to rank them. How should the BPM analyst compute this?

- A. Provide a scale and weight for each activity in the process.
- B. Provide a scale for each of the prioritization criterion and weigh the criteria against the processes.
- C. Have the customer and the BPM analyst provide 2 different priority values independently and calculate 1 priority value.
- D. Count the number of activities in diagram and evaluate the complexity of the diagram to provide a value and calculate a priority value.



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Correct Answer: B

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#### QUESTION 4

The Human Resource (HR) Department wants to improve 4 of their processes using Business Process Management Software (BPMS).

The 4 processes are:

1.

Recruitment

2.

New Hire Orientation

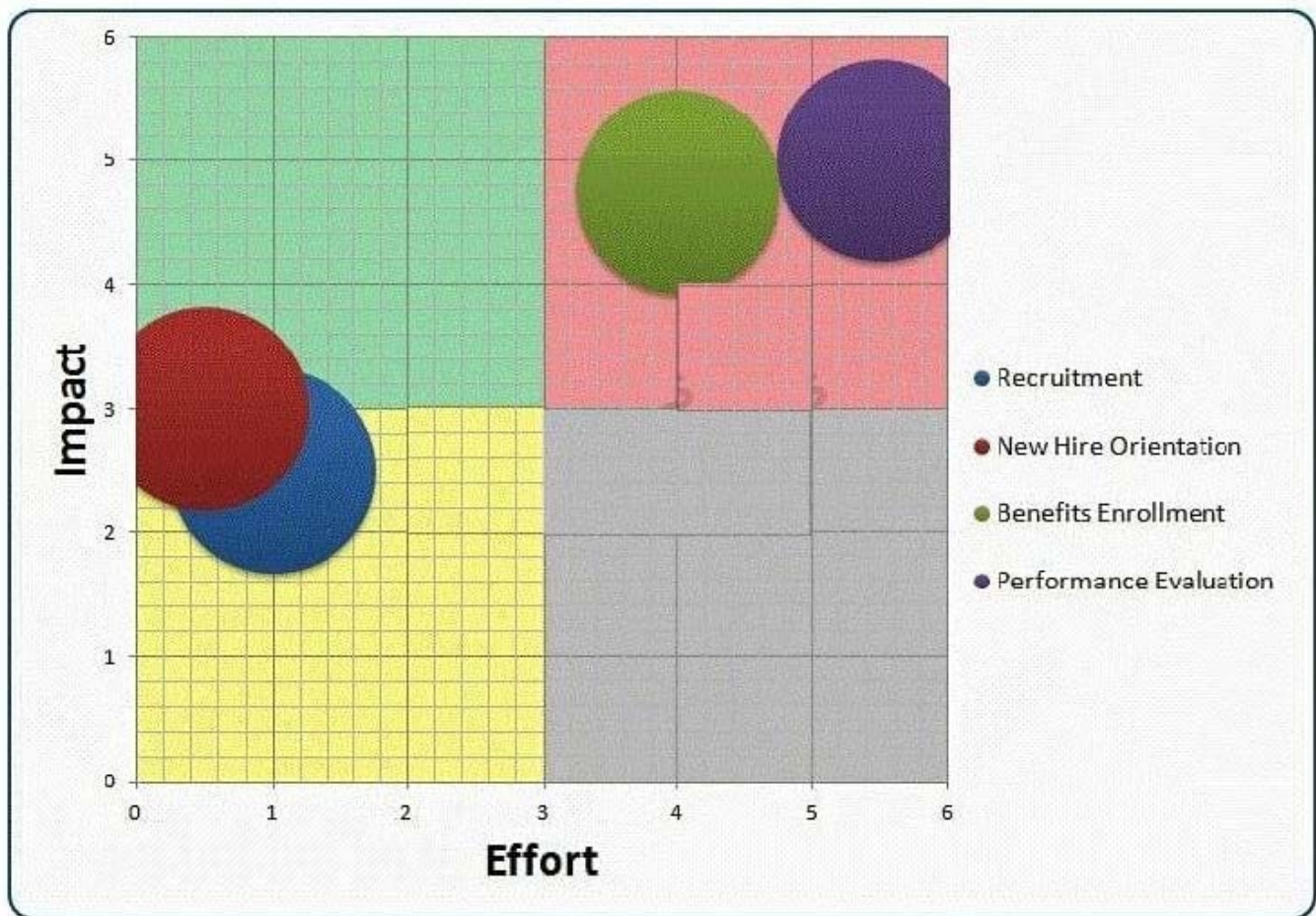
3.

Benefits Enrollment

4.

Performance Evaluation.

The Human Resource (HR) Department has a limited budget and is pressured from head office to provide value to the business as soon as possible.



The BPM analyst worked with the HR team and completed the effort impact matrix for these 4 processes in order to identify a suitable process candidate. Based on the Exhibit, which process should the BPM analyst recommend?

- A. Recruitment
- B. New Hire Orientation
- C. Benefits Enrollment
- D. Performance Evaluation

Correct Answer: B

### QUESTION 5

On a project, the BPM analyst defined the following to identify the Key Performance Indicator (KPI):

- The goal of the project was to improve the efficiency of the process.

-

The concern was that the process was not fast enough.

-



The Critical to Quality (CTQ) was the speed of the process.

-

The client was interested in the cycle time of the process.

- The time stamps at the beginning and at the end of the process are captured.

Which step did the BPM analyst fail to perform in identifying the KPI?

- A. Know the client objectives
- B. Know how to define the client's KPI
- C. Know the process decision makers
- D. Know the client's Service Level Agreements (SLAs)

Correct Answer: C

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