



# 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

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 2

During the discovery phase of a BPM project, the BPM analyst is supposed to define the goal for the process. Which goal of a car company follows the guidelines of the Specific Measurable Achievable Relevant Time-bound (SMART) acronym?

- A. Increase production of car parts by July 31, 2014.
- B. Increase the quality of North American cars by 5% in 2 weeks.
- C. Reduce coal emissions in European car factories by 10%.
- D. Reduce fuel economy for newly released cars from 30 km/hr to 45 km/hr by August 31, 2016.

Correct Answer: D

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### QUESTION 3

The project manager needs assistance from the BPM analyst to determine the initial level of effort for processes in a process inventory. For each process, the BPM analyst should provide a list of process details that include:

- A. Process Owner, Short Description, Size and Complexity, Milestones
- B. Process Owner, Short Description, Size and Complexity, Risk and Pain
- C. Process Participants, Process Owner, Short Description, Milestones
- D. Process Participants, Process Owner, Short Description, Risk and Pain

Correct Answer: B

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#### QUESTION 4

A BPM analyst has completed the definition of user stories and is ready to prioritize them so that the development team starts building the stories that have high business value. What BPM project roles must attend the user story prioritization session?

- A. BPM Developers and Project Managers
- B. BPM Administrators and Project Managers
- C. Process Owners and Subject Matter Experts
- D. Integration Developers and Subject Matter Experts

Correct Answer: C

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#### 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