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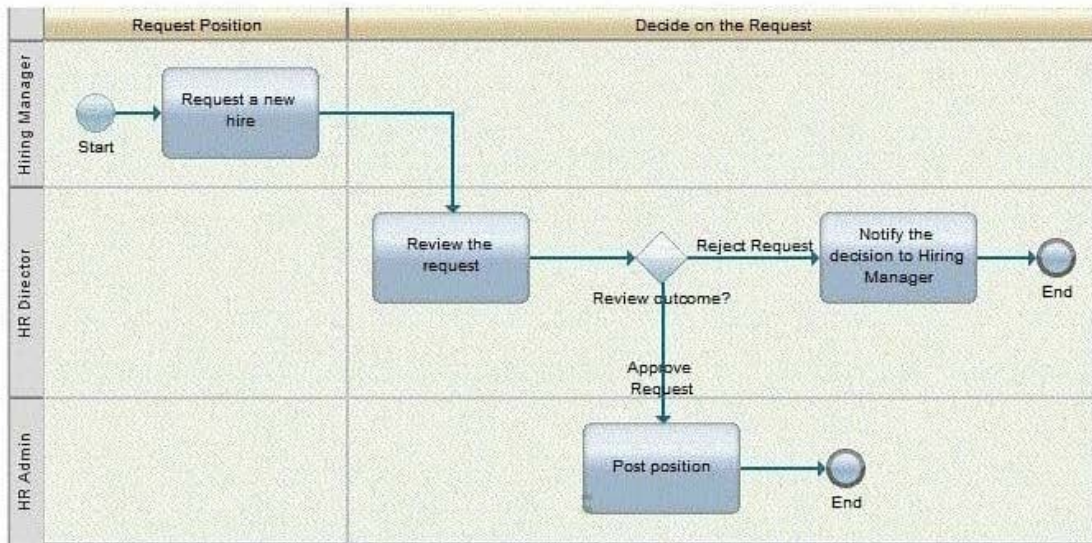⚙ **365 Days** Free Update
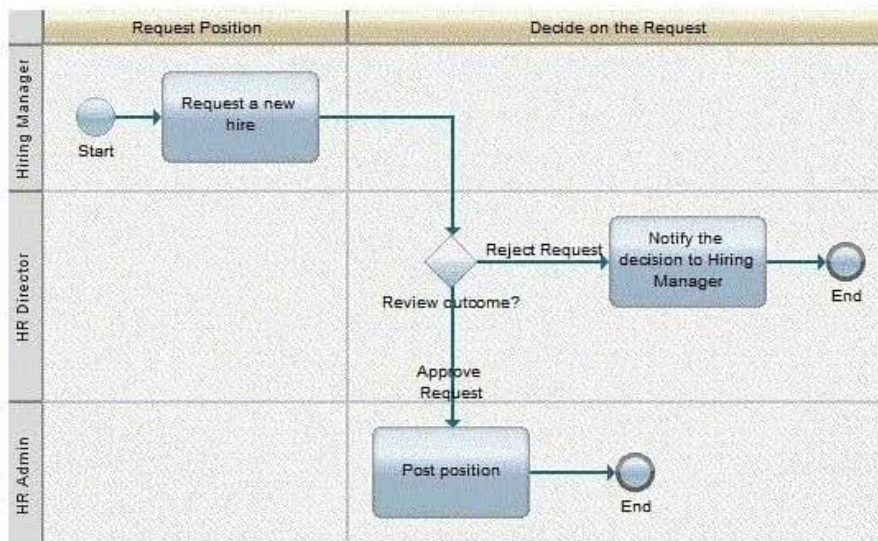
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QUESTION 1

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?
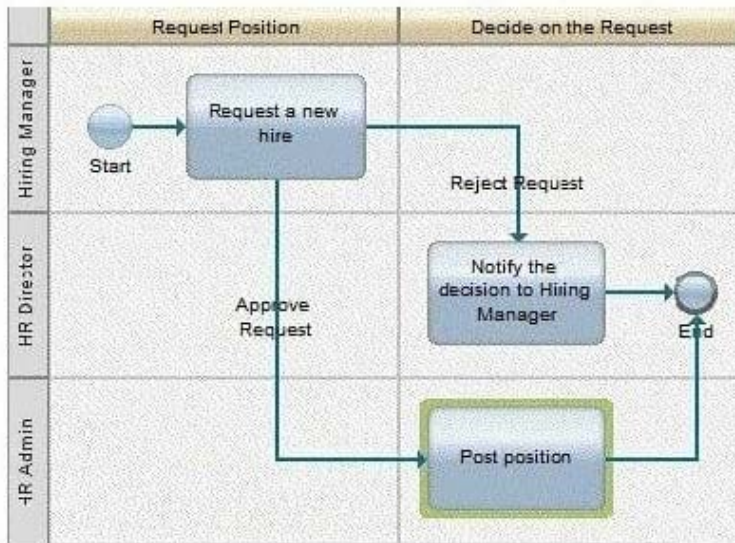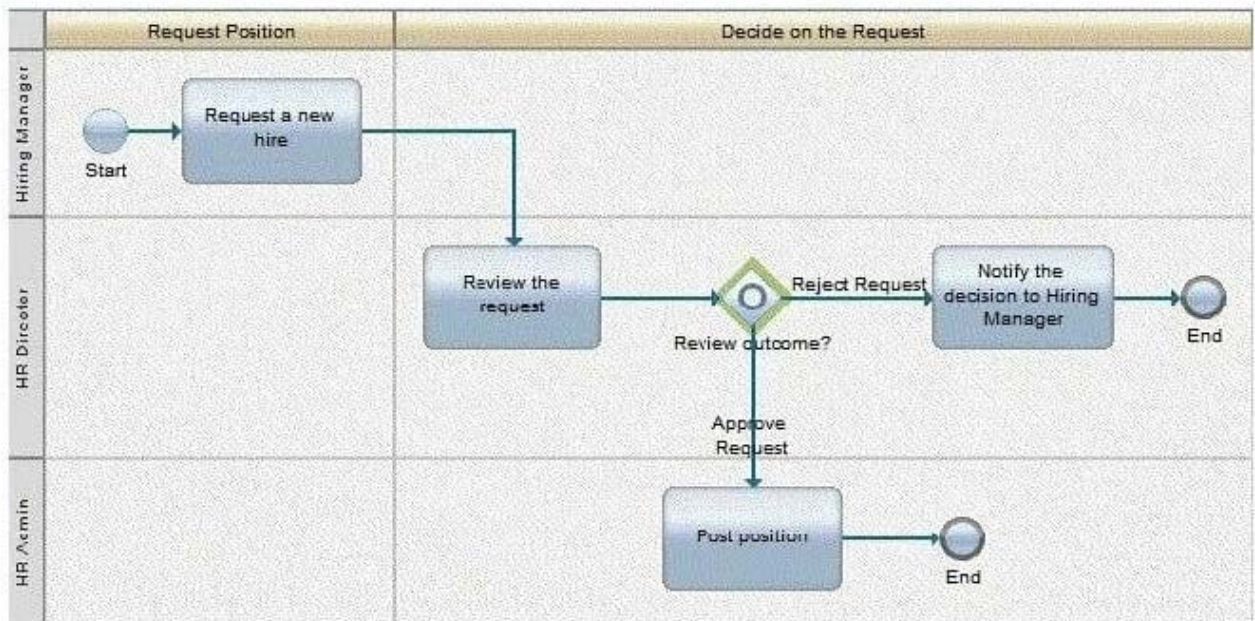
A.

B.

C.

D.

A. Exhibit A

B. Exhibit B

C. Exhibit C

D. Exhibit D

Correct Answer: A

QUESTION 2

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

QUESTION 3

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 4

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 5

A company needs to improve their hiring process using Business Process Management Software (BPMS). The BPM analyst has completed the current state process discovery and analysis by involving the business subject matter expert (SME) and is ready to define the future state process map. The BPM analyst anticipates many system integrations in the future state process. Who should the BPM analyst involve during the definition of the future state process?

A. 1. Process Owner

2.

Business subject matter experts

3.

BPMS Lead Developer

4.

Client\\'s IT representative

B. 1. Project Manager

2.

Business subject matter experts

3.

BPMS Lead Developer

4.

Client\\'s IT representative

C. 1. Process Owner

2.

Business subject matter experts

3.

BPMS Lead Developer

4.

Project Manager

D. 1. Process Owner

2.

Quality Assurance

3.

BPMS Lead Developer

4.

Client\\'s IT representative

Correct Answer: A