

C9550-275^{Q&As}

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

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QUESTION 1

A BPM analyst is reviewing the playback types. What is the first playback that identifies participant roles?
A. Playback 0
B. Playback 1
C. Playback 2
D. Playback 3

QUESTION 2

Correct Answer: A

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

QUESTION 3

A new employee just started working with a company and only received their laptop in week 4.

The BPM analyst investigated the cause:

-Equipment was not ordered until week 2

The manager did not complete the new hire checklist.

The manager did not know how to access the checklist.

- No one communicated to the manager how to access the checklist.
- -No communication plan for the on-boarding process.
- The root cause of the initial problem was that no one communicated to the manager there was a checklist.



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Which tool did the BPM analy	st use in order to find out the root cause?
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A. 5 Whys

B. 5 Whats

C. 5 Whens

D. 5 Whos

Correct Answer: A

QUESTION 4

A BPM analyst is discovering a process where the subject matter experts are explaining what to do when process instances fail during system maintenance. Which symbol in the BlueWorks Live should the BPM analyst use to define this process?





CB.



CC.



CD.



A. Exhibit A



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B. Exhibit B

C. Exhibit C

D. Exhibit D

Correct Answer: B

QUESTION 5

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

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