Vendor:IBM

Exam Code:A2180-189

Exam Name: Assessment: Blueworks Live; BPM
Exp/Std Ed V7.5.1, BPM Analysis

Version: Demo

QUESTION 1

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

QUESTION 2

A company that processes applications has been using Business Process Management Software (BPMS) over the last year. They have asked IBM to analyze their processes in production because they want to continue improving their processes. The IBM BPM team sends a BPM analyst. What should the BPM analyst do?

A. Use the Discovery View in Blueworks Live to perform inspection on the process.

B. Use the Analyze feature in Blueworks Live to perform Historical and Simulation Analysis.

C. Use the Process Inspector in IBM Business Process Manager V7.5.1 to perform inspection on the process.

D. Use the Optimizer view in IBM Business Process Manager V7.5.1 to perform Historical and Simulation Analysis.

Correct Answer: D

QUESTION 3

During discovery, a process owner presents the BPM analyst with over 350 Key Performance Indicators (KPIs) determined by executive management based on the goals of the company. What action should the BPM analyst recommend to the process owner?

A. Use all of the KPIs in the process, since they are all relevant to the different business units of the company.

B. Use all of the KPIs in the process, since the executive team is expecting them to be implemented.

C. Use only the KPIs in the process that support the ability to make decisions, since these are actionable.

D. Use only the KPIs in the process that are time-based, since a primary business concern is time.

Correct Answer: C

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

A company needs to improve their hiring process and hired a BPM analyst to map the current state. During the process discovery session, the team identifies that the process steps to review the "hiring" request is the same as the process steps to review a "promotion/pay rise" request. What should the BPM analyst use to map the activities needed for the review of the "hiring" request in Blueworks Live?

A. a sub-process

B. a different color

C. a linked process

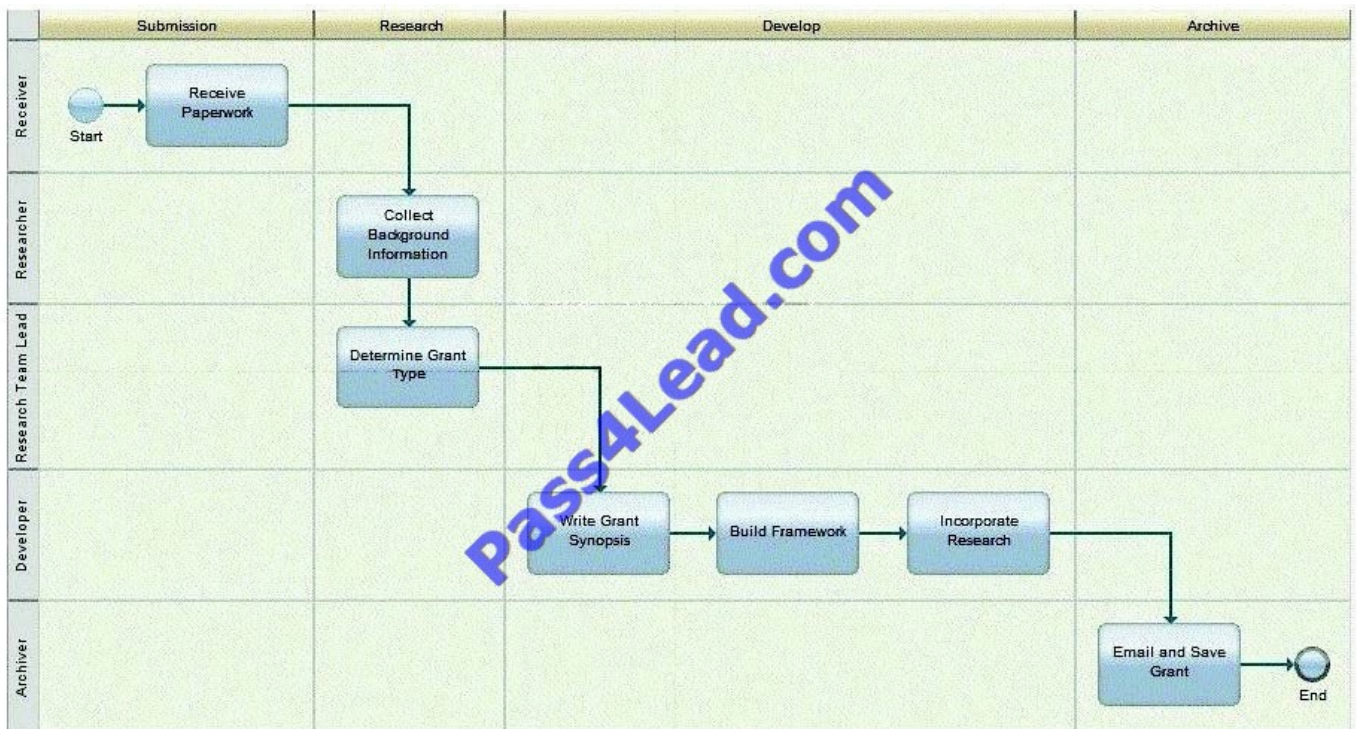D. a separate milestone

Correct Answer: C

QUESTION 6

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 7

A BPM analyst has built the following process diagram during a process discovery workshop:

Each activity noted above will have a separate Coach displayed in IBM Business Process Manager V7.5.1. How must the BPM analyst adjust the diagram to capture this requirement while adhering to best practices for proper process modeling granularity?

A. Add a separate milestones for each activity in the Developer swimlane.

B. Add a separate swimlane for each activity in the Developer swimlane.

C. Color each activity with a different color to indicate separate Coaches.

D. Combine the Developer\\'s 3 activities into a single activity or subprocess.

Correct Answer: D

QUESTION 8

A BPM analyst needs to define user stories for development. What information does the BPM analyst need to know about user stories? User stories:

A. support waterfall development.

B. include implementation details.

C. can be grouped and prioritized.

D. contain all required information needed by developers.

Correct Answer: C

QUESTION 9

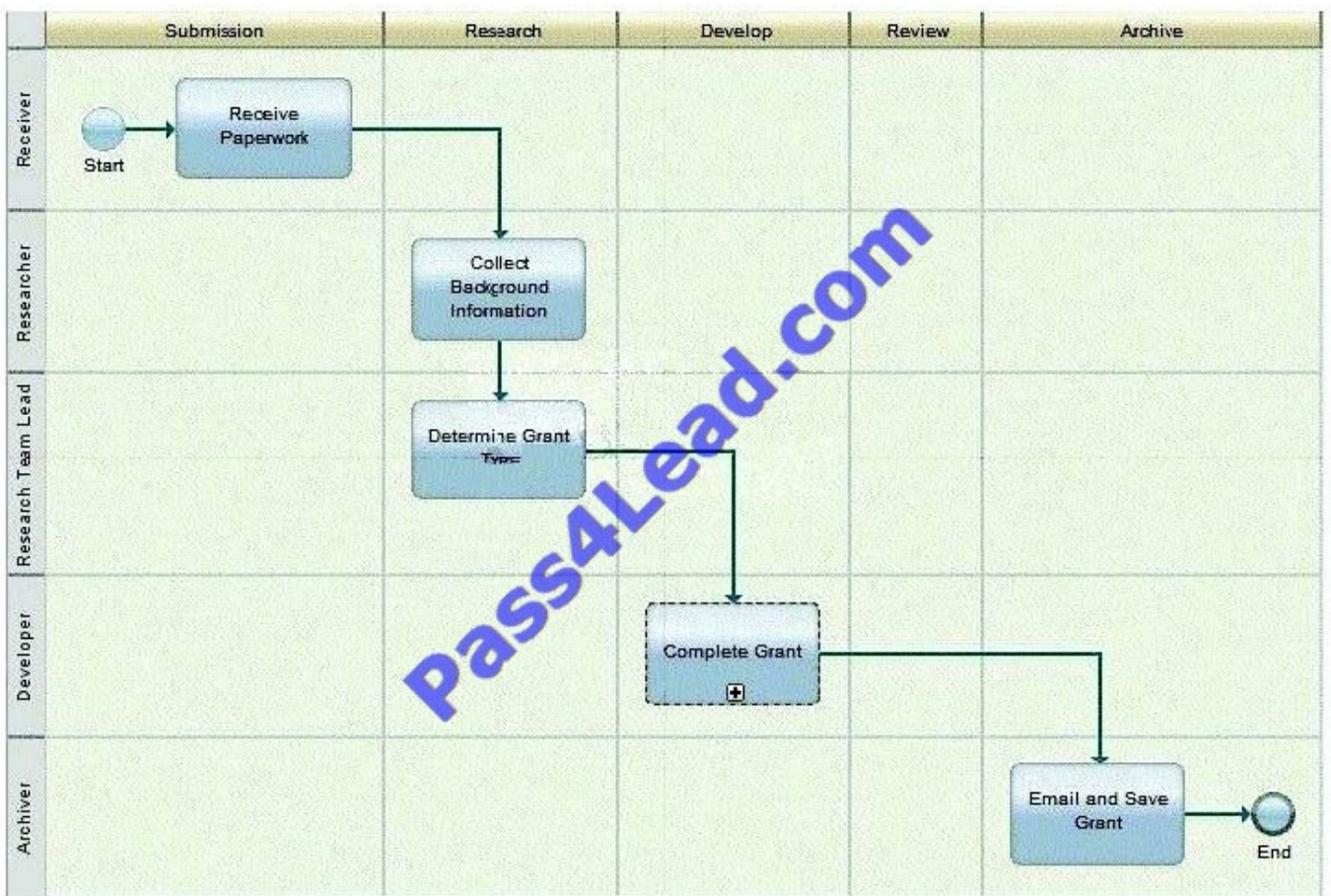What is the expected time frame for a milestone playback cycle?

A. 3 days

B. 3 weeks

C. 3 months

D. 3 years

Correct Answer: B

QUESTION 10

During a process discovery session, the business subject matter experts and the process analyst have created the following process for a "3rd Party Grant Writing Process":

The business subject matter experts (SMEs) insist that the review after the "Develop" activities will be completed outside of the IBM Business Process Manager 7.5.1 platform. The IBM Business Process Manager 7.5.1 platform will be alerted that the reviews are complete and the process should proceed to the "Archive" activities. How should the BPM analyst adjust the process so that the business requirements can be captured and a BPM Developer can have enough information to build an executable process?

A. Combine the "Review" milestone and the "Archive" milestone into "Review and Archive"

B. Insert an Exception event on the process flow between "Complete Grant" and \\'Email and Save Grant\\'

C. Add a system swimlane and an activity to receive the review message (placed in new swimlane and the "Review"

milestone)

D. Add a swimlane to the process diagram for a "Reviewer" role and an activity to accept the reviews (placed in new swimlane and the \\'Review\\'milestone)

E. Add a swimlane to the process diagram for a "Reviewer" role and an activity to accept the reviews (placed in new swimlane and the \\'Review\\'milestone)

F. Add a swimlane to the process diagram for a "Reviewer" role and an activity to accept the reviews (placed in new swimlane and the \\'Review\\'milestone)

Correct Answer: C

QUESTION 11

A BPM analyst is modeling the process for acquiring membership at a club. The 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 the 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 in Blueworks Live and now needs to enter information from the above description into the Details fields for the activity "Enter Application". For the activity "Enter Application", what are the Inputs and Outputs?

A. Inputs: Membership Number Outputs: Application Membership Number

B. Inputs: Membership Number Outputs: Application Membership Number

C. Inputs: Membership Number Outputs: Application Membership Number Name Address

D. Inputs: Application Membership Number Name Address Outputs: Application Membership Number Name Address

E. Inputs: Application Membership Number Name Address Outputs: Application Membership Number Name Address

F. Inputs: Application Membership Number Name Address Outputs: Application Membership Number Name Address

G. Inputs: Application Membership Number Name Address Outputs: Application Membership Number Name Address

H. Inputs: Application Membership Number Name Address Outputs: Application Membership Number Name Address

Correct Answer: A

QUESTION 12

A BPM analyst has completed the Discovery Map and is ready to begin converting the Discovery Map into a Process Diagram in Blueworks Live. What is the correct element mapping from Discovery Map to Process Diagram?

A. Milestones to lanes, participant to section headers, activities to tasks

B. Milestones to tasks, participant to lanes, activities to section headers

C. Milestones to section headers, participant to lanes, activities to tasks

D. Milestones to section headers, participant to tasks, activities to lanes

Correct Answer: C

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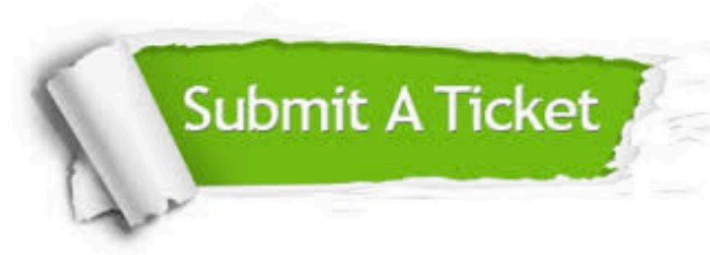
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