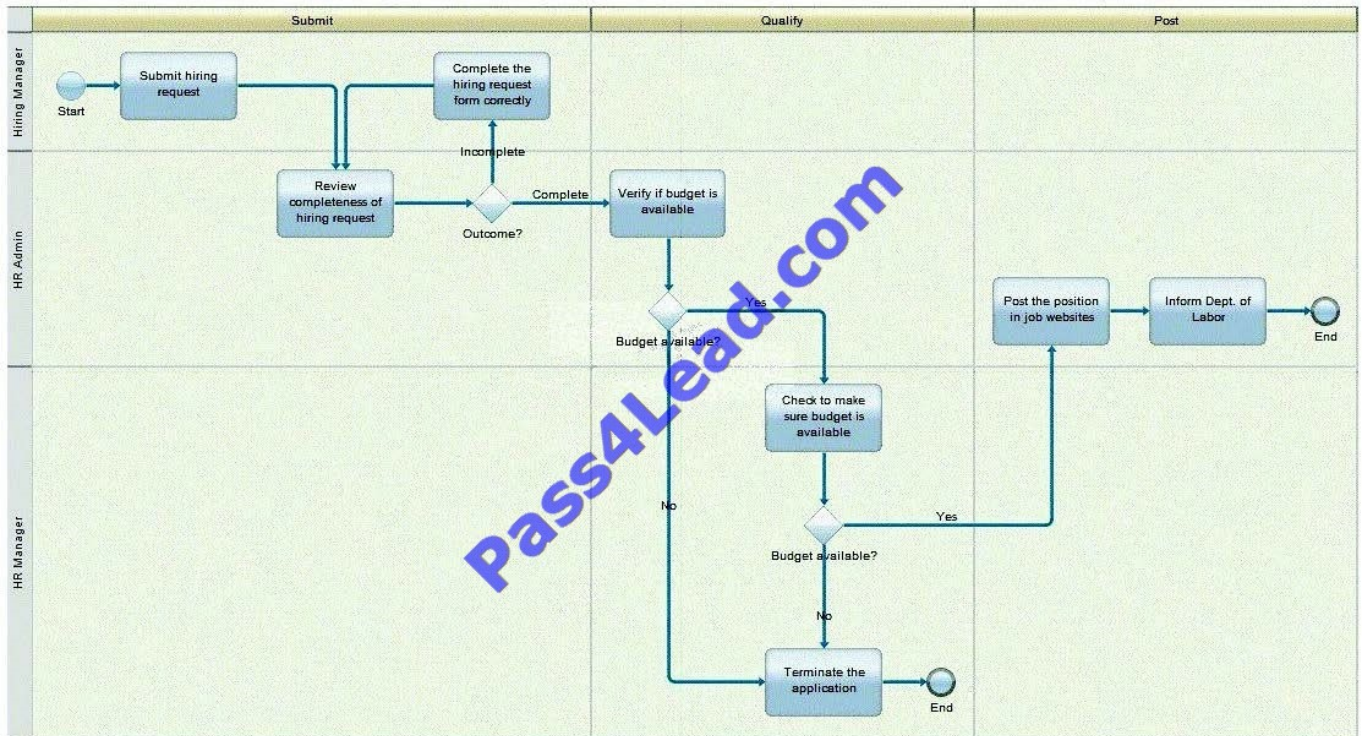**Vendor:**IBM

Exam Code:C2180-189

Exam Name: Blueworks Live and Business Process Manager Express or Standard Edition V7.5.1 BPM Analysis

Version: Demo

QUESTION 1

A company needs to improve their Hiring Process and hired a BPM analyst to analyze their current process.

The analyst completed documenting the current state process of submitting the hiring request (refer to the Exhibit) and did a "Value-Add" Analysis with the process stakeholders. Identify the "Non-Value Add" activities in this process.

A. "Inform Dept. of Labor" and "Check to make sure budget is available"A."Inform Dept. of Labor" and "Check to make sure budget is available"

B. "Complete the hiring request form correctly" and "Terminate the application"B."Complete the hiring request form correctly" and "Terminate the application"

C. "Complete the hiring request form correctly" and "Check to make sure budget is available"C."Complete the hiring request form correctly" and "Check to make sure budget is available"

D. "Inform Dept. of Labor" and "Terminate the application"D."Inform Dept. of Labor" and "Terminate the application"

Correct Answer: C

QUESTION 2

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 3

What is the basis for playback methodology?

A. Iterative development

B. V-model development

C. Waterfall development

D. Cleanroom development

Correct Answer: A

QUESTION 4

A BPM analyst is conducting interviews with the participants of a business process. What feedback about the process that might not be captured in a process diagram should the BPM analyst look out for?

A. Excessive reviews

B. Too many participants

C. Identification of bottlenecks

D. Not enough system automation

Correct Answer: C

QUESTION 5

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 6

A company needs to improve their hiring process and has requested a BPM analyst to define a future state process. After analyzing the current state process, the BPM analyst found many opportunities for improvement which could lead this initiative into a 5 year project. How should the BPM analyst map the future state process?

A. Map a short term process which includes only low effort opportunities.

B. Map one single process which includes all improvement opportunities.

C. Build a short term and a long term future state process road-map through prioritization of the opportunities.

D. Build a roadmap of processes for all releases in the next 5 years by categorizing the opportunities into individual releases.

Correct Answer: C

QUESTION 7

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 8

Which kind of change is considered a business level change as opposed to a cultural level change?

A. Increase transparency

B. Strengthen accountability

C. Eliminate unnecessary work

D. Improve collaboration across boundaries

Correct Answer: C

QUESTION 9

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. Which tool did the BPM analyst use in order to find out the root cause?

A.

5 Whys

B.

5 Whats

C.

5 Whens

D.

5 Whos

Correct Answer: A

QUESTION 10

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 11

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 V7.5.1. The call center supervisor would like to know how long it takes the customer service representatives to take 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 Take customer service request.

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 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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