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QUESTION 1

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 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. Front Office Supervisor

B. Receptionist

C. Applicant

D. Manager

Correct Answer: C

QUESTION 2

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
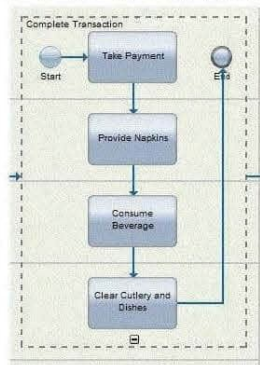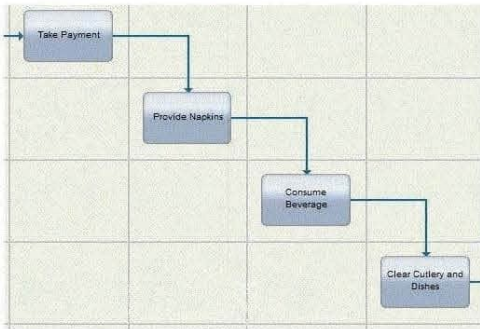
D. Know the client\\'s Service Level Agreements (SLAs)
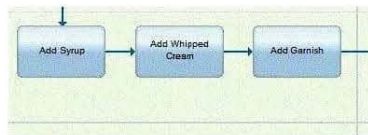
Correct Answer: C

QUESTION 3

A BPM analyst has modeled the process for creating a custom coffee beverage. The BPM analyst noticed a lot of detail in the process model and has started refactoring the model to reduce the complexity. Which section of the process represents a series of activities performed by the same participant that the analyst reduced into a single activity?
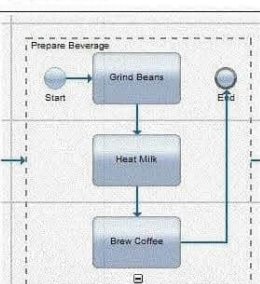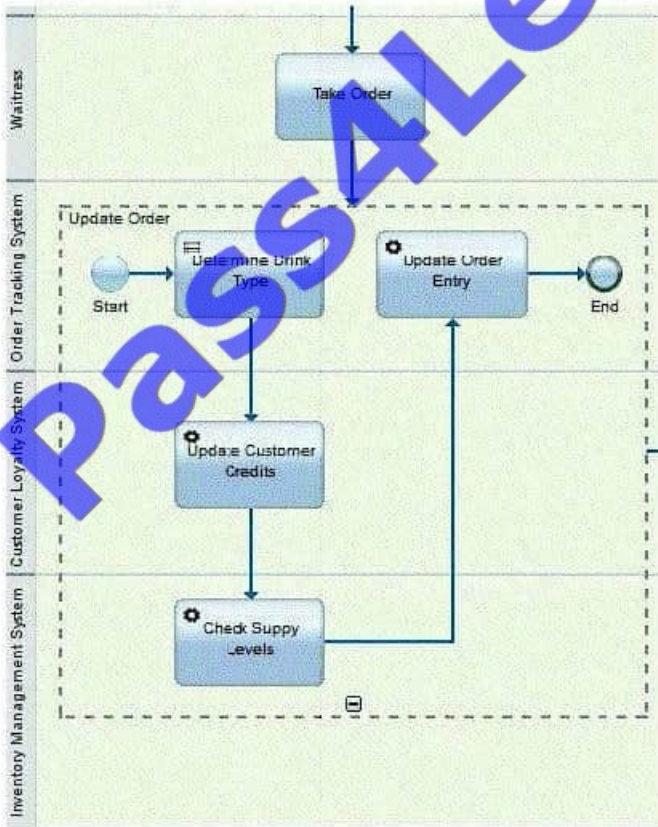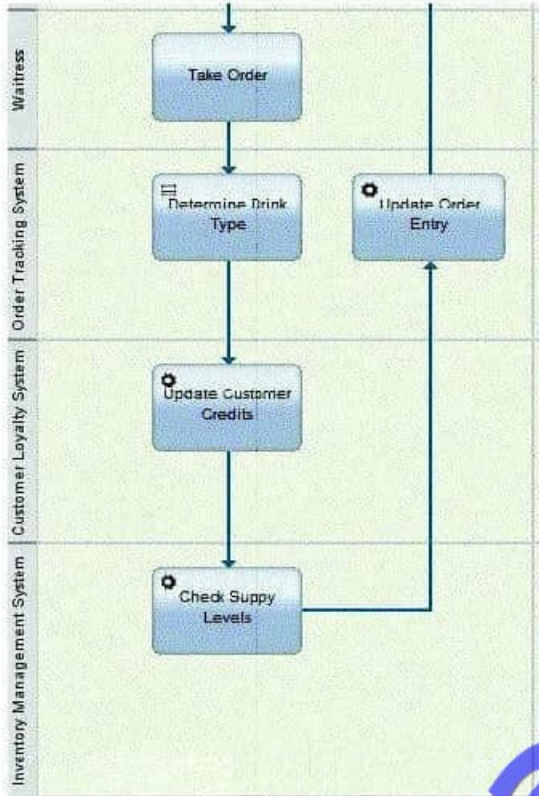
A.

B.

C.

D.

A. option A

B. Option B

C. Option C

D. Option D

Correct Answer: B

QUESTION 4

A BPM analyst is documenting process problems during a discovery session. As a problem is raised, what are the two key factors the BPM analyst needs to capture about each problem to be able to prioritize them later?

A. Time and effort to fix the problem for the as-is and to-be processes.

B. When the problem first occurs and how often it occurs in each milestone.

C. Severity and frequency of the problem at the process, milestone, or activity level.

D. Who is the participant when the problem occurs and what other tasks does that participant complete.

Correct Answer: C

QUESTION 5

During the Process Discovery phase, the BPM analyst needs to identify who must fully participate in the Process Improvement and Discovery Workshops (PIDW). Of the many roles in a BPM project, which roles must fully participate?

A. Process Owner, Subject Matter Expert

B. Technical Consultant, Process Owner, BPM Developer

C. Technical Consultant, Process Owner, Project Manager

D. Project Manager, Process Owner, Subject Matter Expert

Correct Answer: A

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