



000-189^{Q&As}

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BPM Analysis

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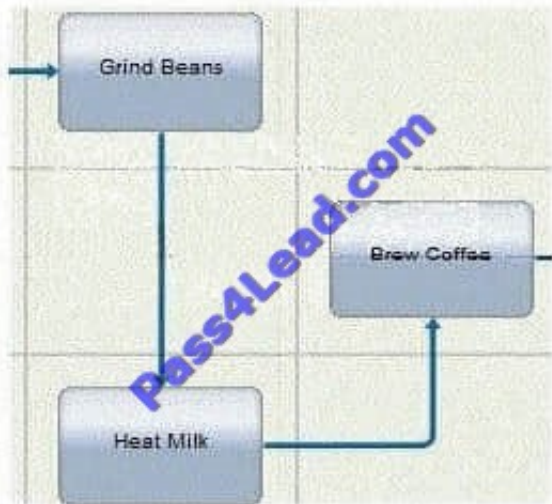
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**QUESTION 1**

A BPM analyst needs to make a change to the connections in the following process diagram. The order of activities needs to be changed so that "Grind Beans" is followed by "Brew Coffee". "Heat Milk" will come last after "Brew Coffee".



How should the BPM analyst make this change to the connection?

- A. Click on the "Brew Coffee" activity and drag it onto the connection between "Grind Beans" and "Heat Milk"
- B. Click on the "Grind Beans" activity and drag it onto the connection between "Heat Milk" and "Brew Coffee"
- C. Click on the connection between "Heat Milk" and "Brew Coffee" and drag the connection arrow to "Grind Beans"
- D. Click on the connection between "Grind Beans" and "Heat Milk" and drag the connection arrow to "Brew Coffee".

Correct Answer: A

QUESTION 2

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 3**

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

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 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 5

A BPM analyst is approached by the BPM solution architect and asked to provide inputs to a rough order magnitude (ROM) estimate needed to further assess the implementation effort. What information must the BPM analyst provide to the BPM solution architect to assist with this effort?

- A. A level of effort estimate to implement each task and integration.
- B. A list of all the business process diagrams with their relative number of steps.
- C. A list of the service contracts required for all integrations defined during discovery.
- D. A list of all the subject matter experts (SME) to get further information on implementation scope.



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Correct Answer: B

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