



000-189^{Q&As}

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QUESTION 1

A project manager asks a BPM analyst to assist with defining a business case for a company based on their goals and objectives. What are key components to include in support of a business case?

A. 1. Establish critical success factors

2.

Identify KPIs

3.

Identify business pain points

4.

Calculate Return on Investment

B. 1. Establish critical success factors

2.

Complete Playback 1 retrospective notes

3.

Develop coaches from the future process

4.

Calculate Return on Investment

C. 1. Identify system integrations

2.

Run Process Optimizer Reports

3.

Identify business pain points

4.

Calculate user story points

D. 1. Complete Playback 1 retrospective notes

2.

Identify KPIs

3.



Develop coaches from the future process

4.

Calculate user story points

Correct Answer: A

QUESTION 2

A BPM analyst has completed the definition of user stories and is ready to prioritize them so that the development team starts building the stories that have high business value. Who should the BPM analyst involve during the user story prioritization?

- A. Project Sponsors
- B. Quality Assurance Analysts
- C. Process Owners and Stakeholders
- D. BPM Administrators and Project Managers

Correct Answer: C

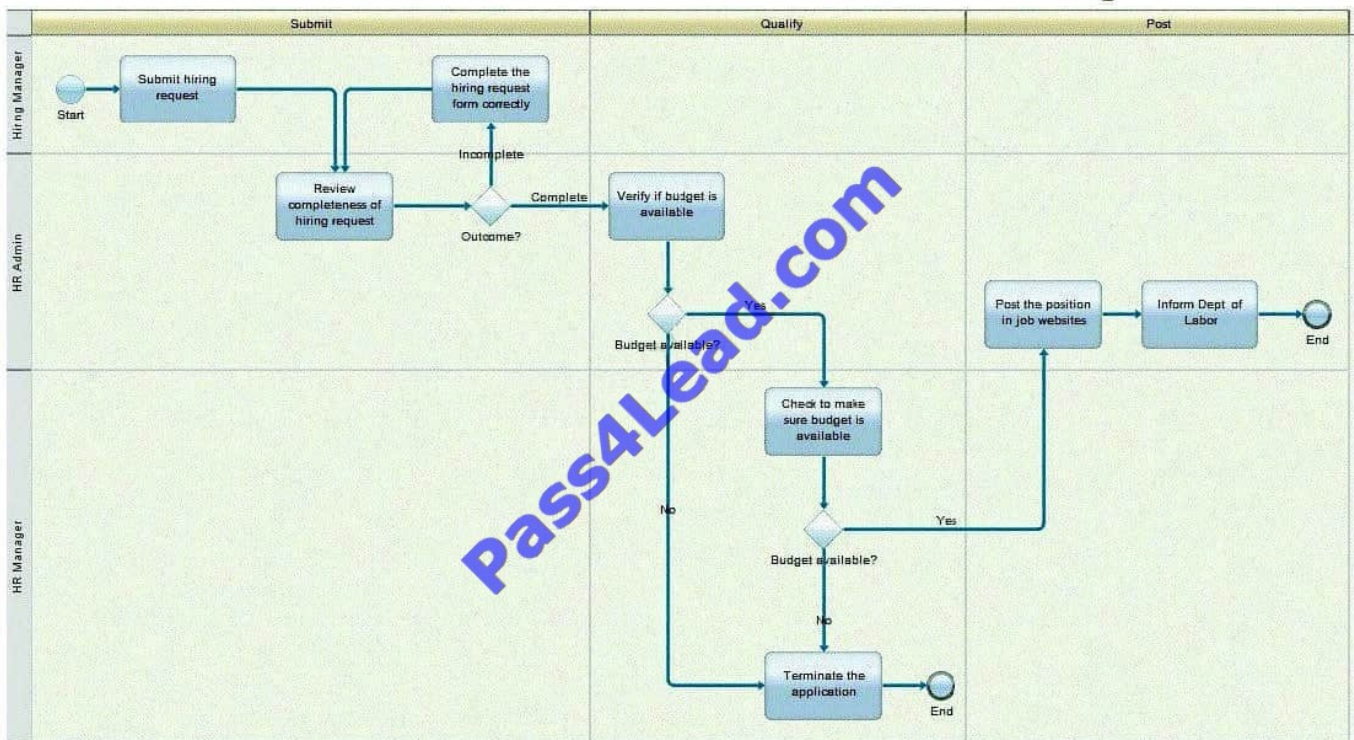
QUESTION 3

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 4



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.

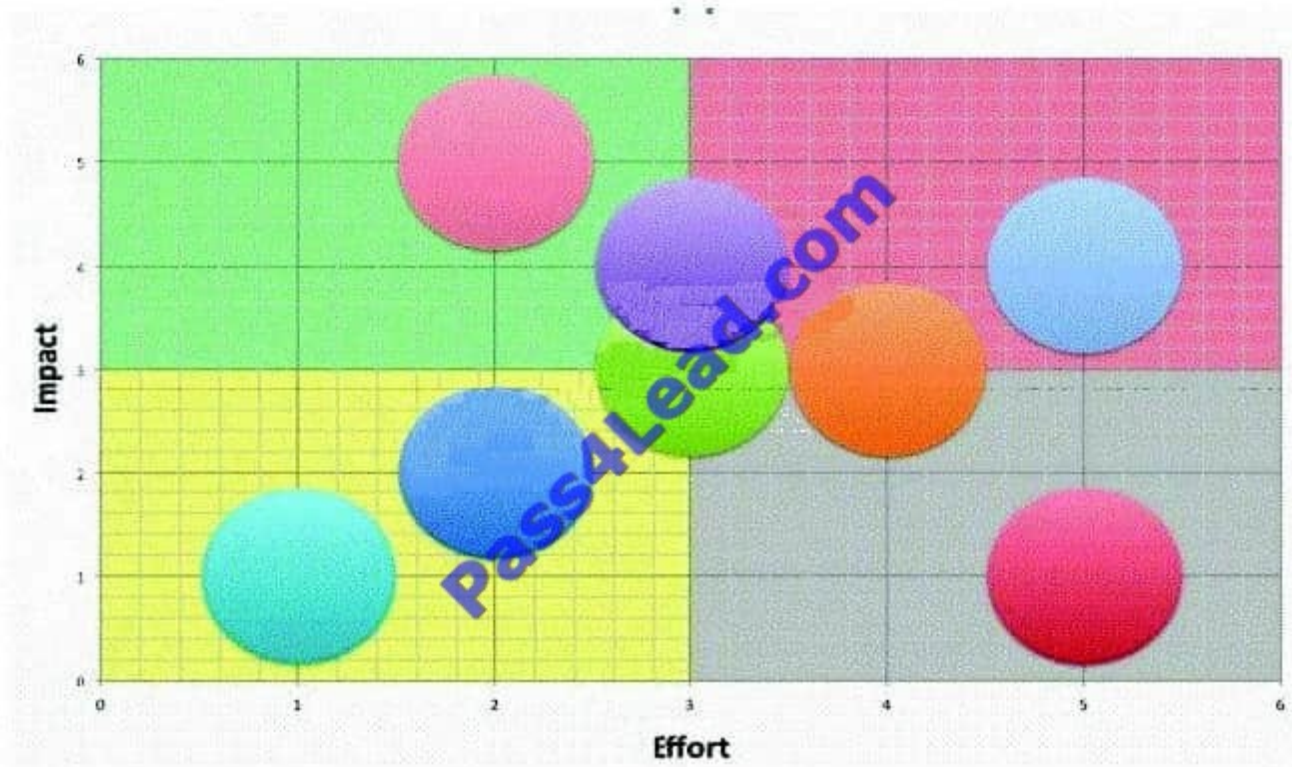
Identify the "Business Value Add" activities in this process.

- A. "Inform Dept. of Labor"
- B. "Terminate the application"
- C. "Post the position in job websites"
- D. "Complete the hiring request form correctly"

Correct Answer: A

QUESTION 5

A company needs the BPM analyst to provide a business value and impact assessment to only proceed with processes that align with their corporate strategy.



The company's corporate strategy is to begin with small quick win pilots that require low effort and low impact and then scale to large programs that are low effort and high impact. In the exhibit below, which quadrants contain the processes the BPM analyst should recommend?

- A. Top right, top left
- B. Top right, bottom right
- C. Bottom right, top left
- D. Bottom left, top left

Correct Answer: D

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