C2180-189^{Q&As}

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

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QUESTION 1

A BPM analyst is helping to identify and select the appropriate solution for process improvement in a large BPM project. What are the business levers the BPM analyst should focus on?

A. Policy, Technology, Organization and People

B. Policy, Tools, Organization and People

C. Process, Technology, Organization and People

D. Process, Tools, Organization and People

Correct Answer: C

QUESTION 2

A security company provides background checks on individuals as a service. Based on various criteria, a customer\'s request can have a different priority to receive a better level of service response time. Whether the background check passes or fails should not impact the service level. Requests with a high priority need to be addressed within the same business day, those with a medium priority can take up to 3 days to process, and those with a low priority must be responded to within 5 business days. The security company is currently updating the background check process and wants to define some performance measurements to ensure customers are receiving the service level they are paying for. How should the BPM analyst define the measurements to meet these requirements?

A. Calculate the rate of background check passes per day per priority to determine the service level agreement.

B. Count the number of background check failures for each priority and calculate the difference from the service level agreement.

C. Capture the times to start and complete the background check, calculate the duration and compare it to the service level agreement by priority.

D. Capture the times to start and complete the background check, calculate the service level agreement for each priority and compare it to thetimes.
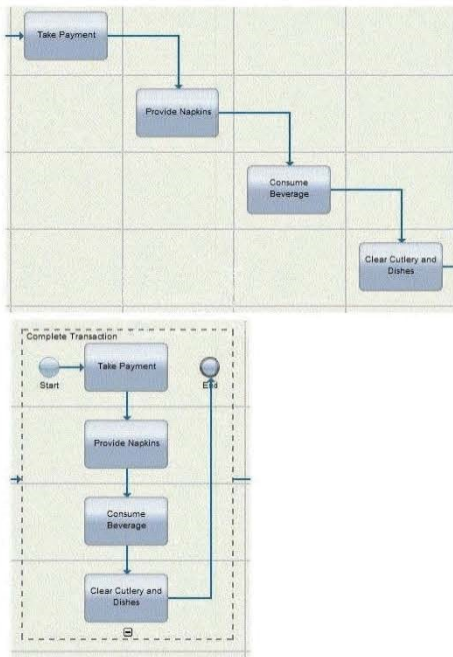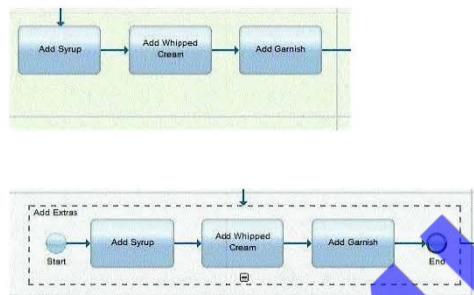
Correct Answer: C

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?
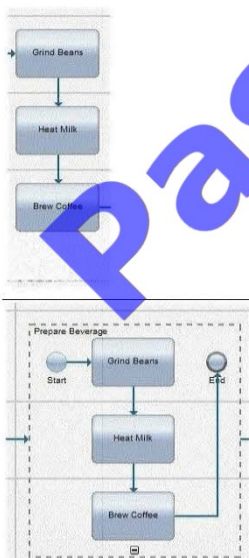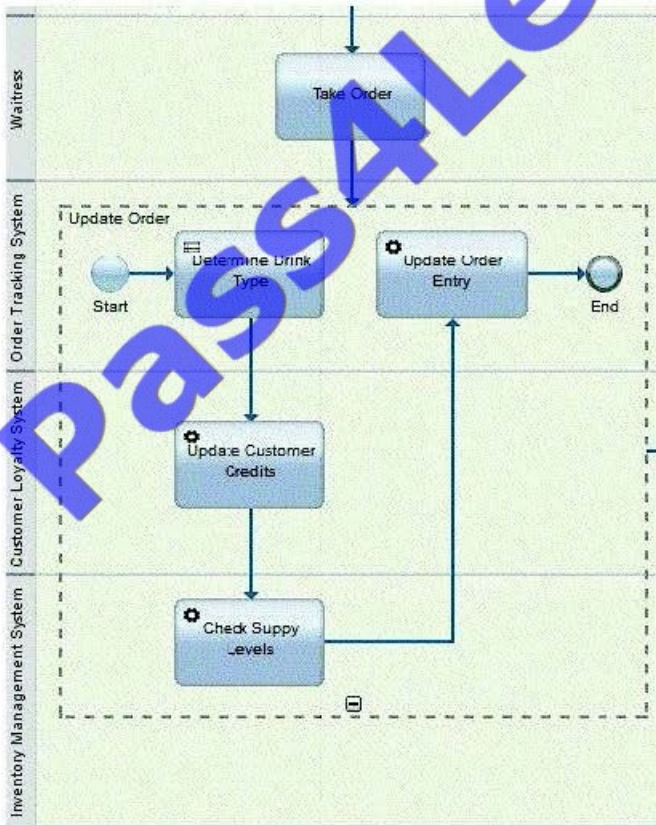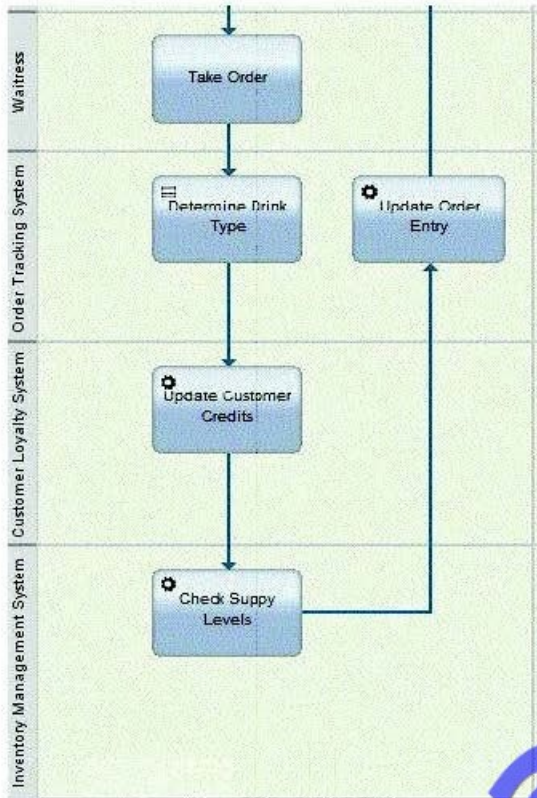
C A.

C B.

C C.

D.

A. option A

B. Option B

C. Option C

D. Option D

Correct Answer: B

QUESTION 4

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 5

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

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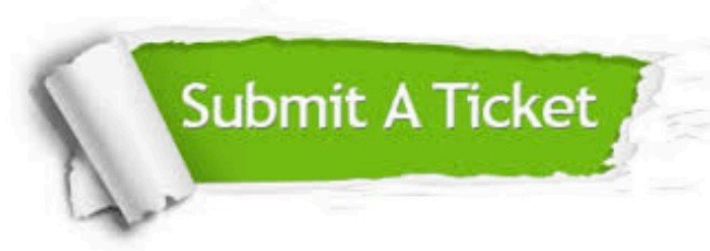Multi-Platform capabilities - Windows, Mac, Android, iPhone, iPod, iPad, Kindle

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