



# C2180-189<sup>Q&As</sup>

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

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### QUESTION 1

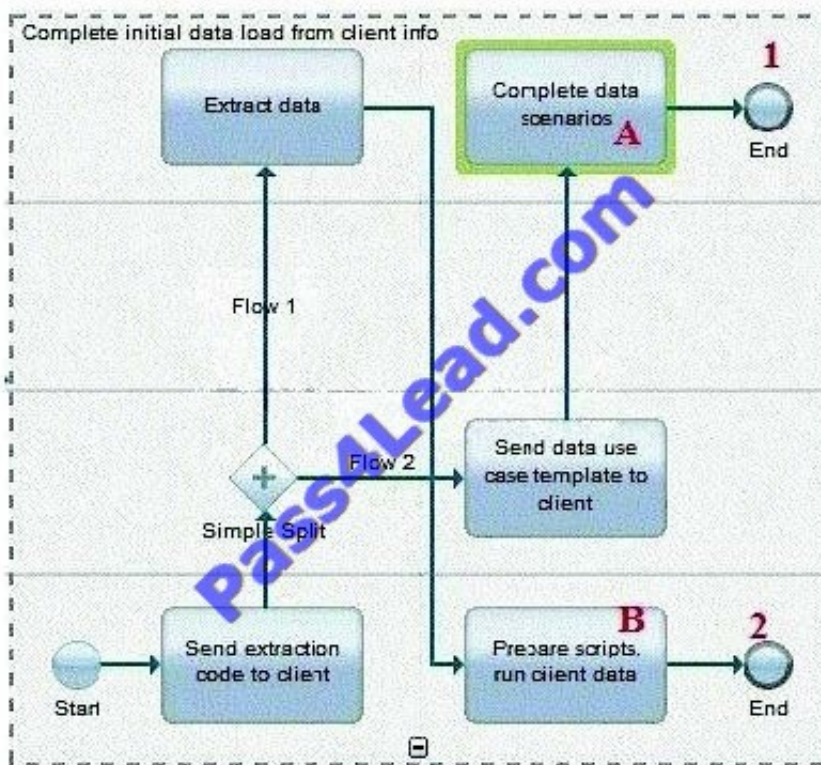
A BPM analyst is documenting process problems during a discovery session. As a problem is raised, what are the two key factors the BPM analyst needs to capture about each problem to be able to prioritize them later?

- 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 2

A BPM analyst has modeled the following process. However, after the "Extract Data" and "Send data use case template to client", the client has stated that "Complete data scenarios" should be done.



How should the BPM analyst adjust the process?

- A. Join A and B
- B. Insert join before A, and move B after A
- C. Insert Join before B, and move A after B

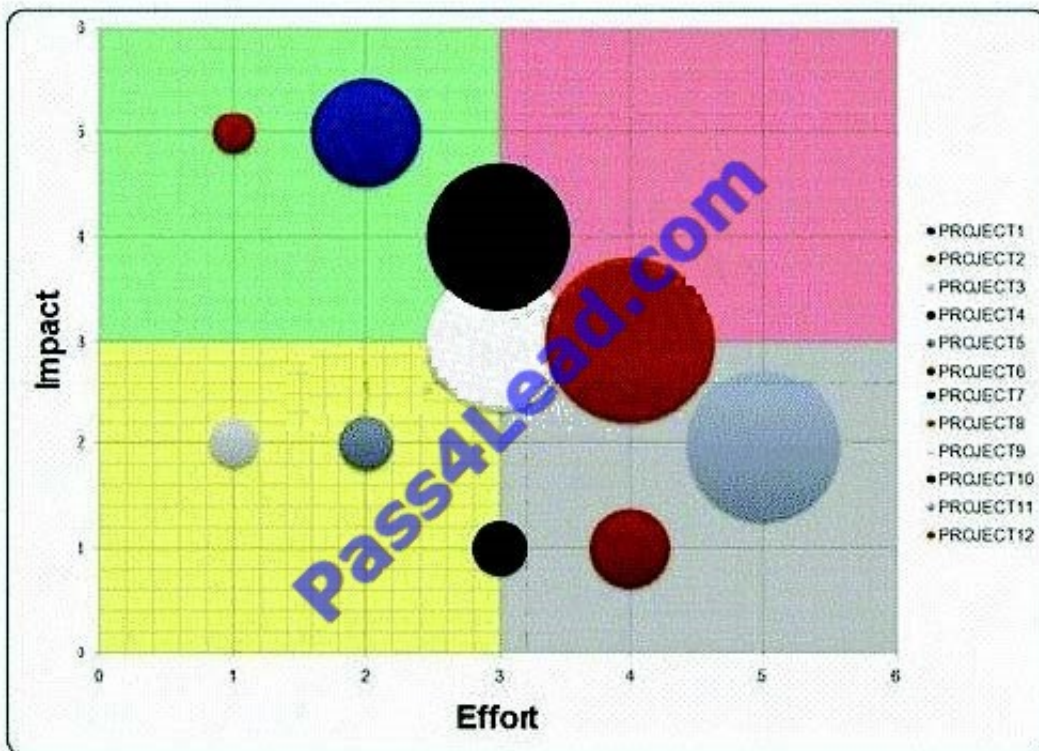


D. Move B before A, and insert a join after A

Correct Answer: B

### QUESTION 3

After the Prioritization Matrix is complete, a BPM analyst is assisting further to expand the matrix and to do an Impact and Effort analysis.



Based on the Exhibit, which solution should the BPM analyst identify?

- A. One must focus on one quadrant which is high Impact and low Effort.
- B. One must focus on projects with high value without considering which quadrant it is in.
- C. Depending on the corporate strategy, one must focus on the black and blue projects.
- D. Depending on the corporate strategy, one can focus on one quadrant or a combination of them.

Correct Answer: D

### QUESTION 4



What is the expected time frame for a milestone playback cycle?

- A. 3 days
- B. 3 weeks
- C. 3 months
- D. 3 years

Correct Answer: B

**QUESTION 5**

A BPM analyst is modeling the process for acquiring an account. The analyst interviewed the customer service supervisor, who provided a Responsible, Accountable, Consulted, Informed (RACI) chart that had been created with the key roles and activities in the process.

R = Responsible					
A = Accountable					
C = Consulted					
I = Informed					
	<b>Customer Service Agent</b>	<b>Customer Service Supervisor</b>	<b>Customer Relations Advisor</b>	<b>Customer Account Manager</b>	<b>Regional Manager</b>
Enter Application	R	A	C	I	
Review Application			C	R	A

The BPM analyst used the contents of the RACI chart to fill in the Details fields in Blueworks Live for the activity "Enter Application". According to the RACI chart for the activity "Enter Application", who is the Participant?

- A. Customer Service Agent
- B. Customer Service Supervisor
- C. Customer Relations Advisor
- D. Customer Account Manager

Correct Answer: A



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