Vendor:IBM

Exam Code:C2180-275

Exam Name: Blueworks Live IBM Business Process Manager Express or Standard Edition V8.0 BPM Analysis

Version: Demo

QUESTION 1

A new employee just started working with a company and only received their laptop in week 4.

The BPM analyst investigated the cause:

-Equipment was not ordered until week 2

-

The manager did not complete the new hire checklist.

-

The manager did not know how to access the checklist.

-

No one communicated to the manager how to access the checklist.

-

No communication plan for the on-boarding process.

-The root cause of the initial problem was that no one communicated to the manager there was a checklist.

Which tool did the BPM analyst use in order to find out the root cause?
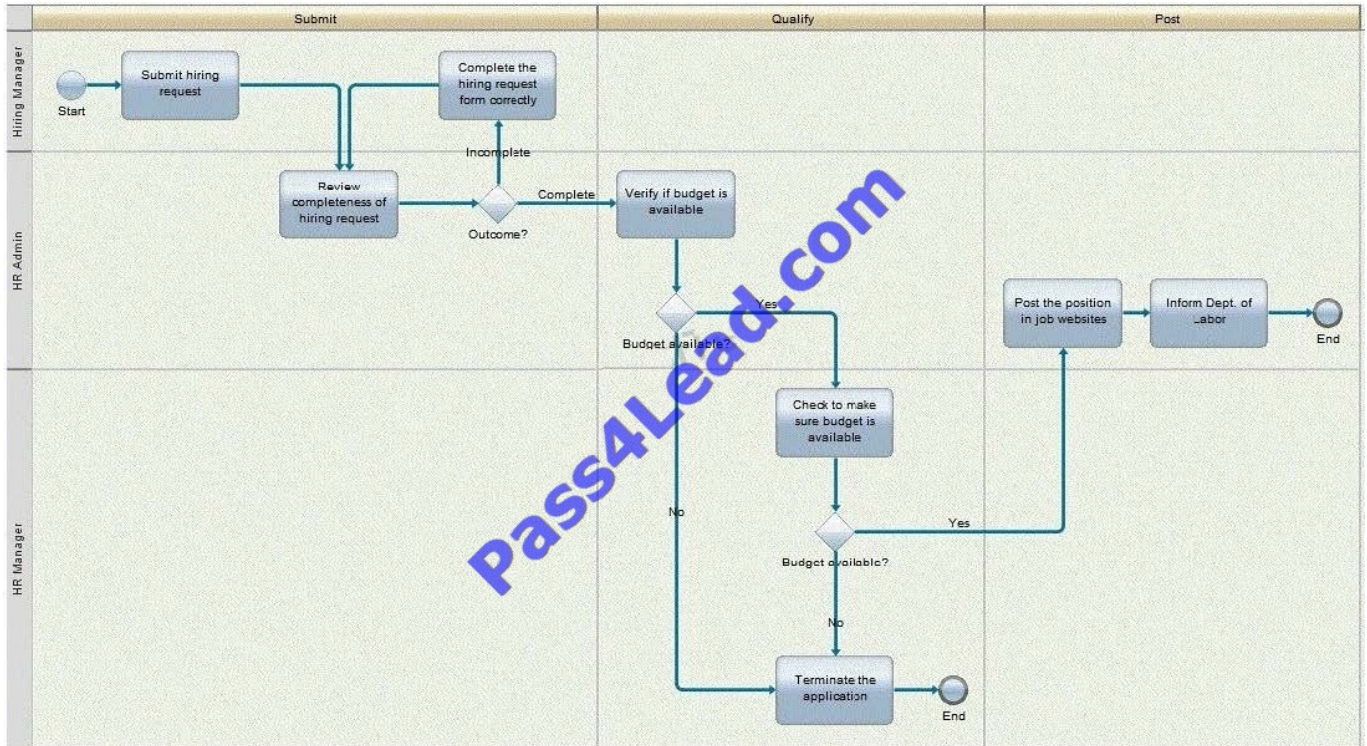
A. 5 Whys

B. 5 Whats

C. 5 Whens

D. 5 Whos

Correct Answer: A

QUESTION 2

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 process diagram below) 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 3

A BPM analyst is reviewing the playback types. What is the first playback that identifies participant roles?

A. Playback 0

B. Playback 1

C. Playback 2

D. Playback 3

Correct Answer: A

QUESTION 4

A BPM analyst is modeling the process for acquiring an account. During an interview with the customer service supervisor, the BPM analyst was provided with 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	Customer Service Agent	Customer Service Supervisor	Customer Relations Advisor	Customer Account Manager	Regional Manager
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

QUESTION 5

The BPM analyst is recommending the playback methodology to be followed during development. When the company asks the analyst what is the basis for the playback methodology, how should the BPM analyst respond?

A. Iterative development

B. V-model development

C. Waterfall development

D. Cleanroom development

Correct Answer: A

QUESTION 6

A company needs to improve their hiring process and hired a BPM analyst to map the current state. What is the first thing the BPM analyst should do while constructing a discovery map? Identify the:
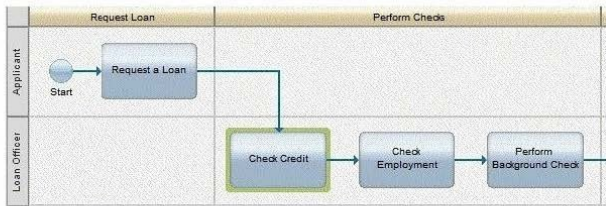
A. Value-Add activities.

B. sub processes within the hiring process.

C. start and end points of the hiring process.

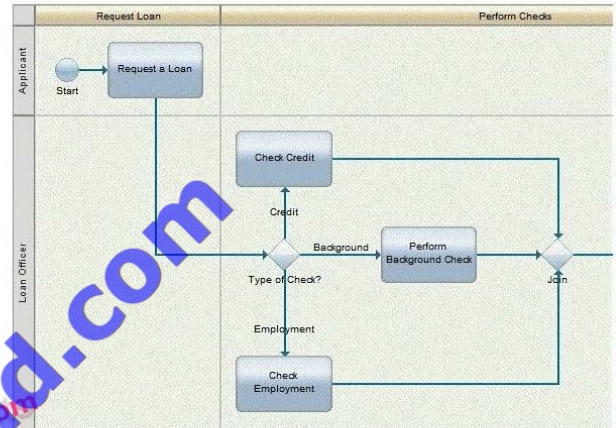D. activity where the maximum problems lie.

Correct Answer: C

QUESTION 7

A BPM analyst is mapping a Mortgage Loan Approval Process. When the applicant requests a loan, the Loan officer must start the credit check, employment check and background check at the same time. How should the BPM analyst map this process?
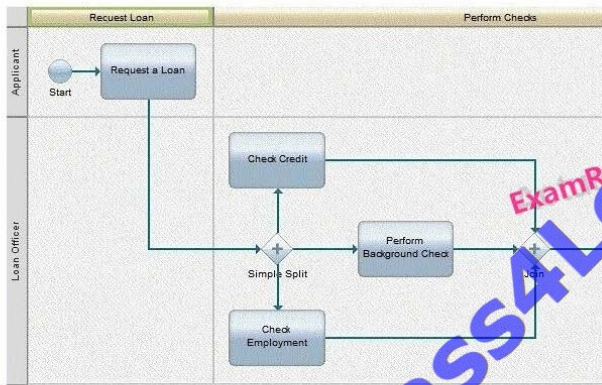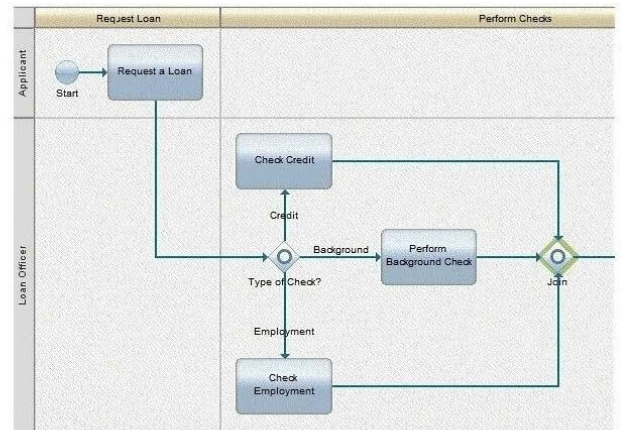

A. Exhibit A

B. Exhibit B

C. Exhibit C

D. Exhibit D

Correct Answer: B

QUESTION 8

During a playback session, a business user asks the following question: "Once a task is assigned to a user, can the task

be reassigned to another user?" Which one of the following responses is a valid response by a BPM analyst?

A. No, assignment must be built into the system.

B. No, once a task is assigned to a user the task must be completed by the user.

C. Yes, a user can reassign their task to any other user.

D. Yes, reassignment is possible dependant upon the role of the user.

Correct Answer: D

QUESTION 9

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.

Correct Answer: B

QUESTION 10

During process discovery, the business subject matter experts (SMEs) make the following statement about how the process starts: "Today, our users access the database that stores new orders and copy that information manually onto a request form. This form is passed from one participant to another during the process. In our future state, we would like IBM Business Process Manager V8.0 to connect to the database directly, so that we don\\'t have to manually create our request forms." The IT representatives from the client indicate that this should be possible. How should the BPM analyst respond to this?

A. Defer this discussion for the BPM developers.

B. Gather all the technical details for this integration.

C. Capture that the process should start systematically and identify high level inputs to the process.

D. Inform the business SMEs that this is not possible as the process must start with a Human Task.

Correct Answer: C

QUESTION 11

A company needs to improve their hiring process and hired a BPM analyst to map the current state. During the discovery session, the business subject matter experts (SMEs) indicate to the BPM analyst that the hiring request is

reviewed by both the human resource admin and the human resource manager. How should the BPM analyst document the participant role for this activity?

A. Assign the admin as the participant since the admin is paid less.

B. Assign the manager as the participant since the admin reports to the manager.

C. Break the "Review" task into separate tasks and define who does what.

D. Pick either the admin or the manager and assign the "Review" task to that role.

Correct Answer: C

QUESTION 12

A BPM analyst is working with a facilities manager to map out a process that lists the responsibilities of the facilities manager.

In the event of a damage to a building, the facilities manager must take the following actions.

-

If the damage is caused by fire, the facilities manager must immediately call the fire service.

-

If there is anyone injured, the facilities manager must immediately call the nearby hospital ambulance service.
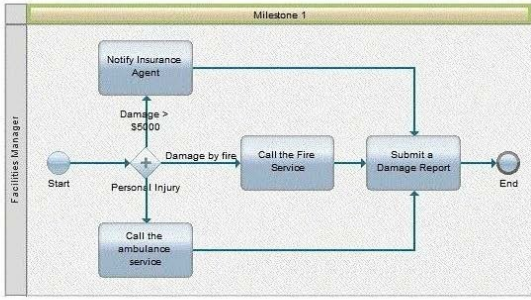
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If the damage is greater than $5000, the facilities manager must notify the insurance agent immediately.
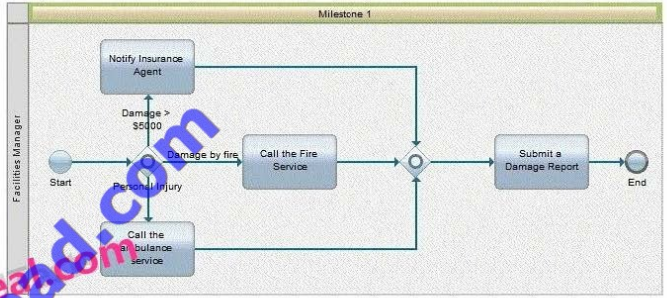
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The facilities manager must always submit a damage report to the building manager within 1 week of the incident. How should the BPM analyst model this process?
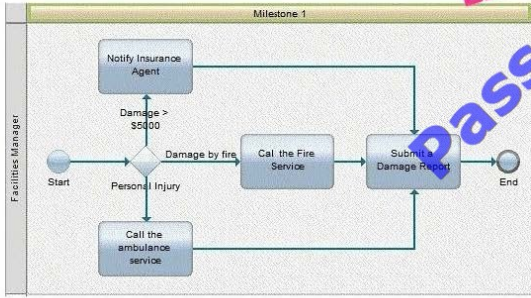
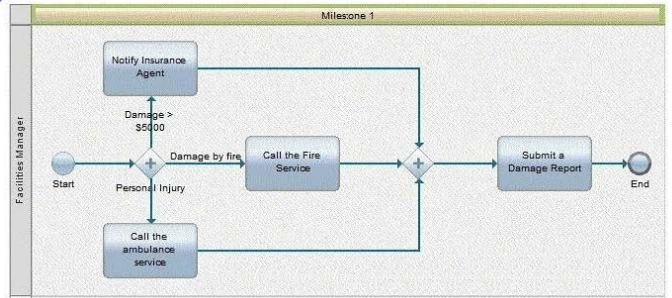A.

Exhibit A

B.

ExhibitB

C.

ExhibitC

D.

ExhibitD

A.

Milestone 1

Facilities Manager

Start — Personal Injury / Damage by fire → Call the Fire Service → Submit a Damage Report → End
Notify Insurance Agent (Damage > $5000)
Call the ambulance service

B.

Milestone 1

Facilities Manager

Start — Personal Injury / Damage by fire → Call the Fire Service → Submit a Damage Report → End
Notify Insurance Agent (Damage > $5000)
Call the ambulance service

C.

Milestone 1

Facilities Manager

Start — Personal Injury / Damage by fire → Call the Fire Service → Submit a Damage Report → End
Notify Insurance Agent (Damage > $5000)
Call the ambulance service

D.

Milestone 1

Facilities Manager

Start — Personal Injury / Damage by fire → Call the Fire Service → Submit a Damage Report → End
Notify Insurance Agent (Damage > $5000)
Call the ambulance service

Correct Answer: C

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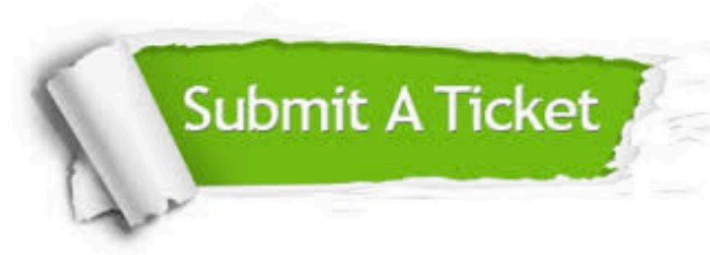
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