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QUESTION & ANSWER

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**Exam** : **C9550-275**

**Title** : Blueworks Live IBM Business Process Manager Express or Standard Edition, V8. 0 BPM Analysis

**Version** : DEMO

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
**Answer:** A

2.On a project, the BPM analyst defined the following to identify the Key Performance Indicator (KPI):
- The goal of the project was to improve the efficiency of the process.
- The concern was that the process was not fast enough.
- The Critical to Quality (CTQ) was the speed of the process.
- The client was interested in the cycle time of the process.
- The time stamps at the beginning and at the end of the process are captured.

Which step did the BPM analyst fail to perform in identifying the KPI?
A. Know the client objectives
B. Know how to define the client's KPI
C. Know the process decision makers
D. Know the client's Service Level Agreements (SLAs)
**Answer:** C

3.A BPM analyst is modeling the process for acquiring membership at a club. The analyst interviewed the front office supervisor, who provided the following description of the first activity "Enter Application":
"One of our receptionists receives a paper application from the potential client, an applicant. The receptionist first looks up the client’s name and address to see if it exists in our system, then enters the information from the paper application into the system, and assigns a membership number to the application. When the application entry is complete, the receptionist sends it to the manager for an initial review. "
The BPM analyst has created the discovery map in Blueworks Live and now needs to enter information from the above description into the Details fields for the activity "Enter Application".
For the activity "Enter Application", what are the Inputs and Outputs?

A. *Inputs:*
Application Form
*Outputs:*
Application
Membership Number

B. *Inputs:*
Membership Number
*Outputs:*
Application
Membership Number

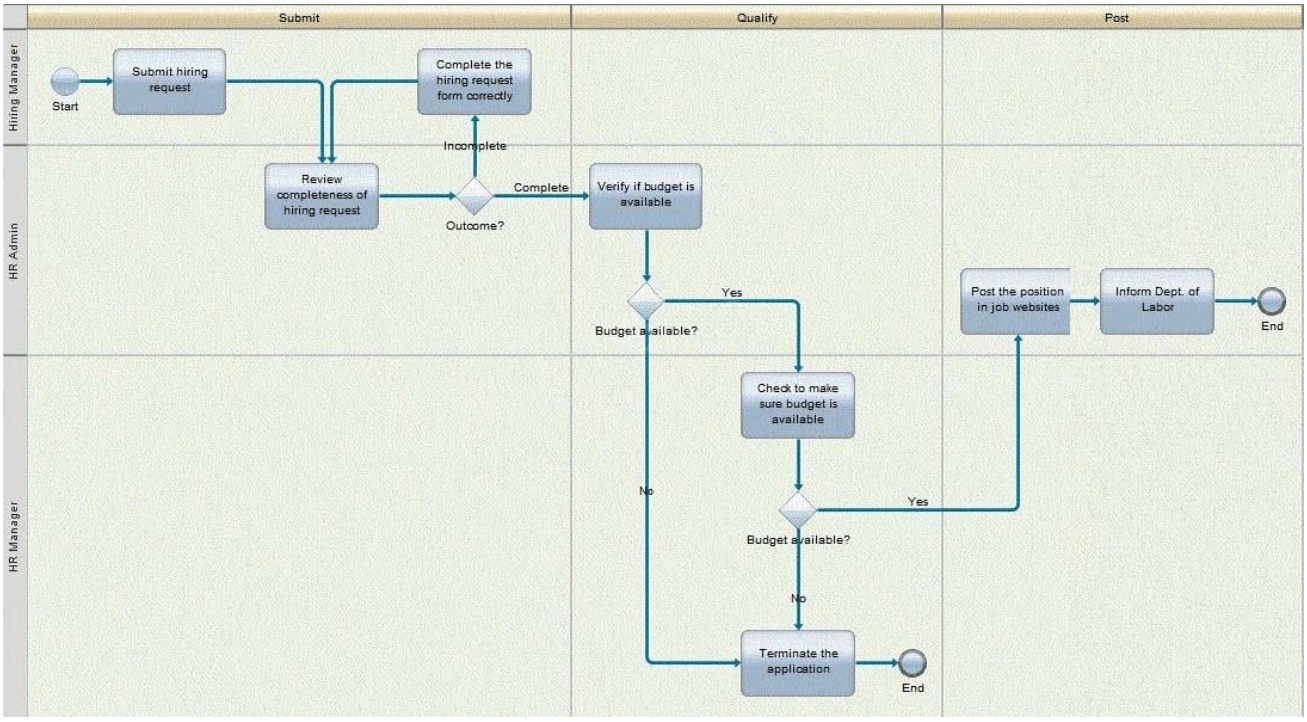
C. *Inputs:*
Membership Number
*Outputs:*
Application
Membership Number
Name
Address

D. *Inputs:*
Application Form
Membership Number
Name
Address
*Outputs:*
Application
Membership Number
Name
Address

A. Option A
B. Option B
C. Option C
D. Option D
**Answer:** A

4.A BPM analyst is conducting interviews with the participants of a business process.
What feedback about the process should the BPM analyst look out for that might not be obvious in an as-is process diagram?
A. Excessive reviews
B. Too many participants
C. Identification of bottlenecks
D. Not enough system automation
**Answer:** C

5.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 "Non-Value Add" activities in this process.

A. "Inform Dept. of Labor" & "Terminate the application"

B. "Inform Dept. of Labor" & "Check to make sure budget is available"

C. "Complete the hiring request form correctly" & "Terminate the application"

D. "Complete the hiring request form correctly" & "Check to make sure budget is available"

**Answer:** D