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
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)

Correct Answer: C

QUESTION 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?

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

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

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

C 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

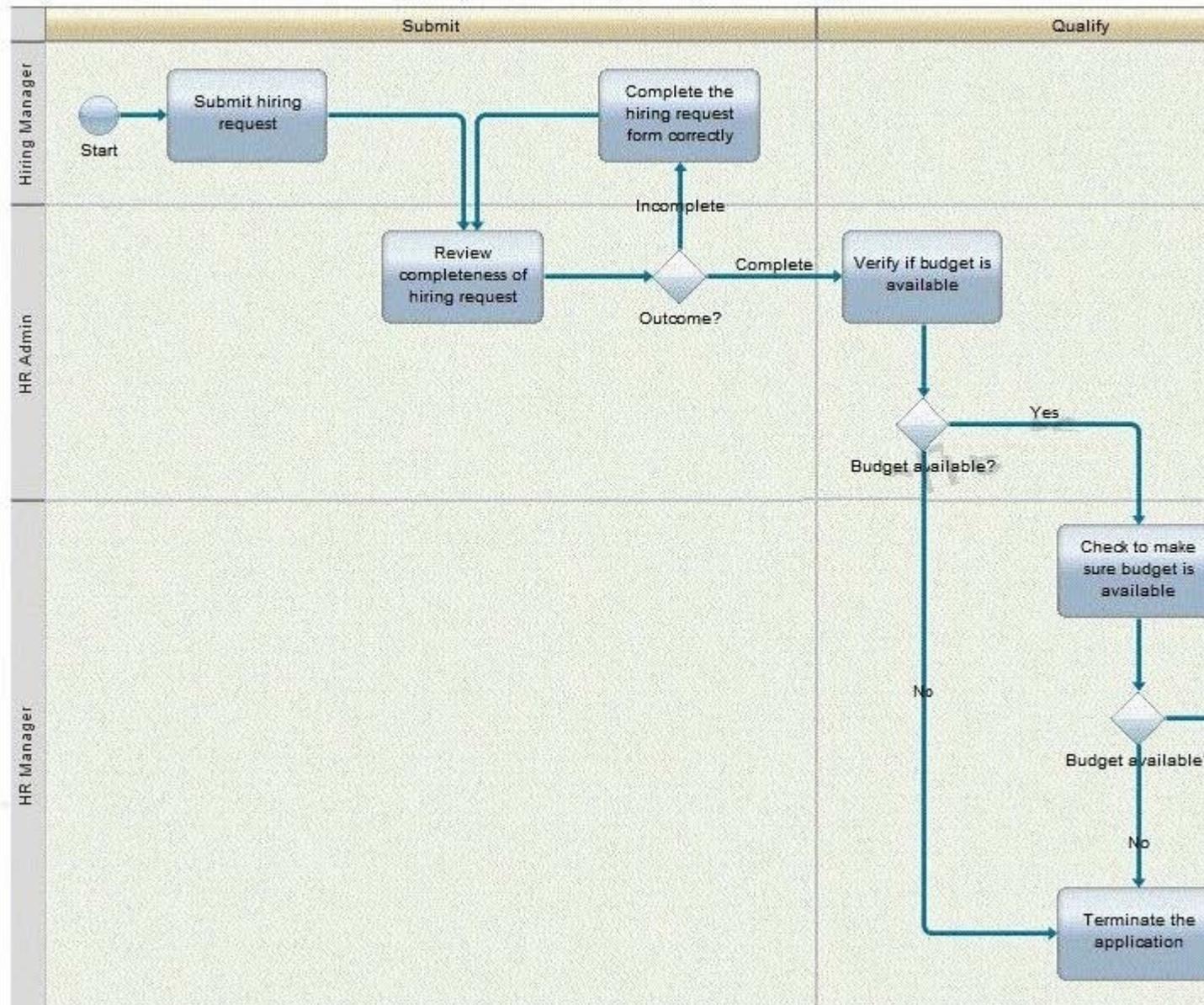**Correct Answer:** A

QUESTION 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

Correct Answer: C

QUESTION 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"

Correct Answer: D

QUESTION 6
A BPM analyst is modeling the process for acquiring membership at a club. The BPM 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 a 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 and now needs to enter information from the above description into the Details fields in Blueworks Live for the activity "Enter Application". For the activity "Enter Application", who is the Supplier?

A. Manager

B. Applicant

C. Receptionist

D. Front Office Supervisor
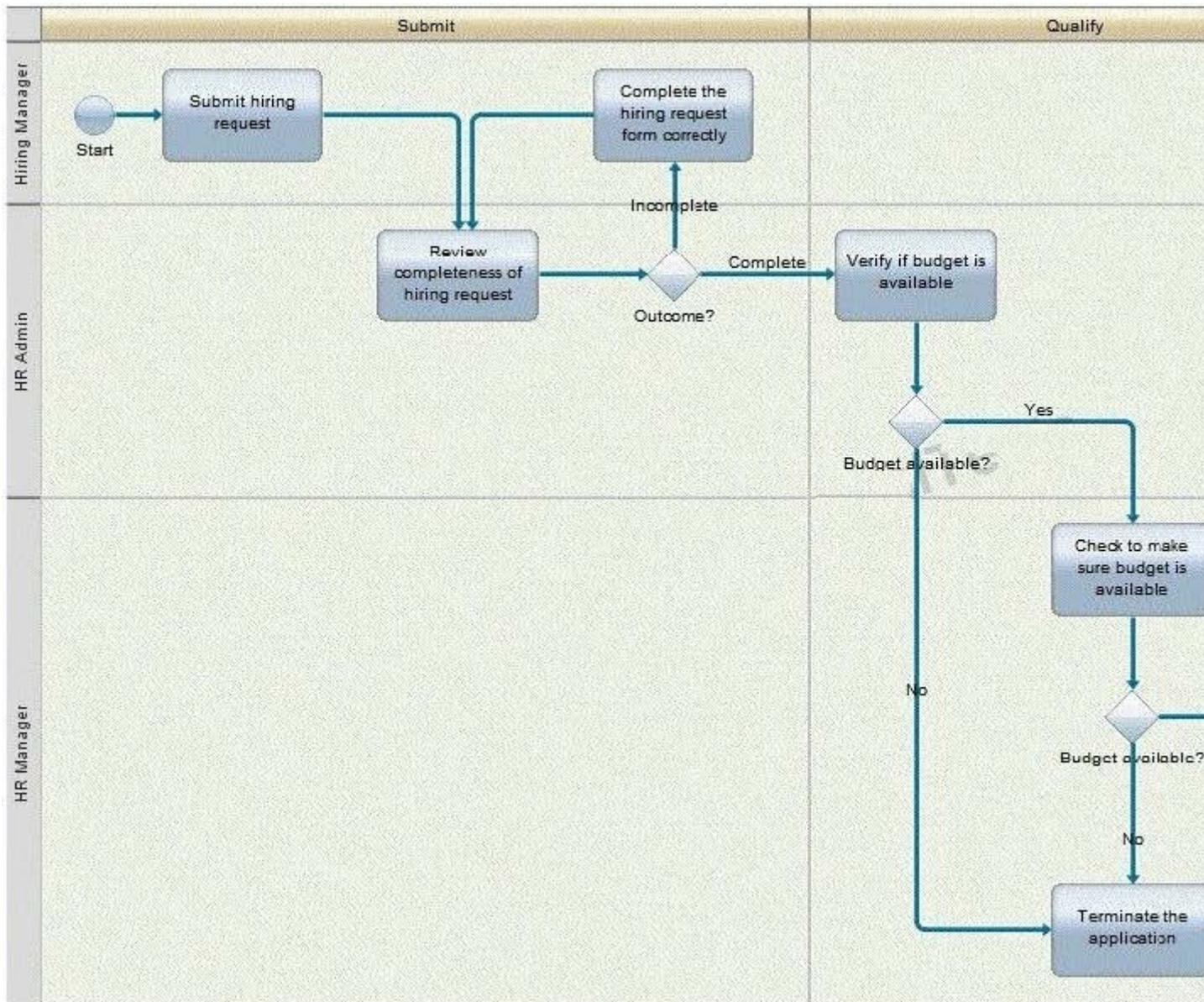
Correct Answer: B

QUESTION 7
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, Data, Organization and People

C. Process, Technology, Organization and People

D. Process, Data, Organization and People

Correct Answer: C

QUESTION 8
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 9
A company that processes applications has been using IBM Business Process Manager V8.0 over the last year. The company has asked IBM to analyze its processes in production because it wants to continue improving its processes. The IBM BPM team sends a BPM analyst. What should the BPM analyst do?

A. Use the Discovery View in Blueworks Live to perform inspection on the process.
B. Use the Analyze feature in Blueworks Live to perform Historical and Simulation Analysis.
C. Use the Optimizer in IBM Business Process Manager V8.0 to perform Historical and Simulation Analysis.
D. Use the Process Inspector in IBM Business Process Manager V8.0 to perform inspection on the process.

Correct Answer: C

QUESTION 10
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. The solution to the problem.
B. When the problem first occurred and how often it occurred 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 11
A BPM analyst is performing a process inventory analysis at a company that has many processes and has gathered all required information to calculate a priority value for each process in order to rank them. How should the BPM analyst compute this?

A. Provide a scale and weight for each activity in the process.
B. Provide a scale for each of the prioritization criterion and weigh the criteria against the processes.
C. Have the customer and the BPM analyst provide 2 different priority values independently and calculate 1 priority value.
D. Count the number of activities in diagram and evaluate the complexity of the diagram to provide a value and calculate a priority value.

Correct Answer: B

QUESTION 12
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 13
The Human Resources department has pre-selected 4 processes as candidates for BPM Implementation. They think all these 4 processes have equal business value. They hire a BPM analyst to identify 1 process for BPM Implementation. What questions must the BPM analyst ask in order to identify a process for implementing BPM.

A. 1. Does the process change frequently?
    2. Are tasks being communicated informally through emails and phone calls?
    3. Does this project have enough IT challenges?
    4. Does the process integrate with at least 3 systems?
B. 1. Does the process change frequently?
    2. Are tasks being communicated informally through emails and phone calls?
    3. Is the same data entered multiple times into multiple systems?
    4. Is there poor visibility into process performance?
C. 1. Does the process integrate with at least 3 systems?
    2. Are tasks being communicated informally through emails and phone calls?
    3. Is the same data entered multiple times into multiple systems?
    4. Is there poor visibility into process performance?
D. 1. Is there poor visibility into process performance?

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