IBM

Exam C2180-275

Blueworks Live IBM Business Process Manager Express or Standard Edition, V8.0 BPM Analysis
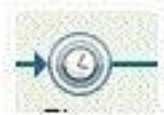
Version: 6.0

[Total Questions: 51]

Question No : 1

A BPM analyst is discovering a process where the subject matter experts are explaining what to do when process instances fail during system maintenance. Which symbol in the BlueWorks Live should the BPM analyst use to define this process?

C A.

C B.

C C.

C D.

A. Exhibit A
B. Exhibit B
C. Exhibit C
D. Exhibit D

Answer: B

Question No : 2

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

Answer: A

Question No : 3

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.

Answer: B

Question No : 4

How does implementing the playback methodology in a BPM project reduce the risk of building unwanted products?

A. Business users are minimally involved in the BPM project.
B. All requirements of the project are completed in one release.

C. Solution administrators give estimates of system performance.

D. Immediate feedback during development provides ability to change direction.

Answer: D

Question No : 5

The Human Resource (HR) Department wants to improve 4 of their processes using Business Process Management Software (BPMS).

The 4 processes are:

1. Recruitment

2. New Hire Orientation

3. Benefits Enrollment

4. Performance Evaluation.

The Human Resource (HR) Department has a limited budget and is pressured from head office to provide value to the business as soon as possible.
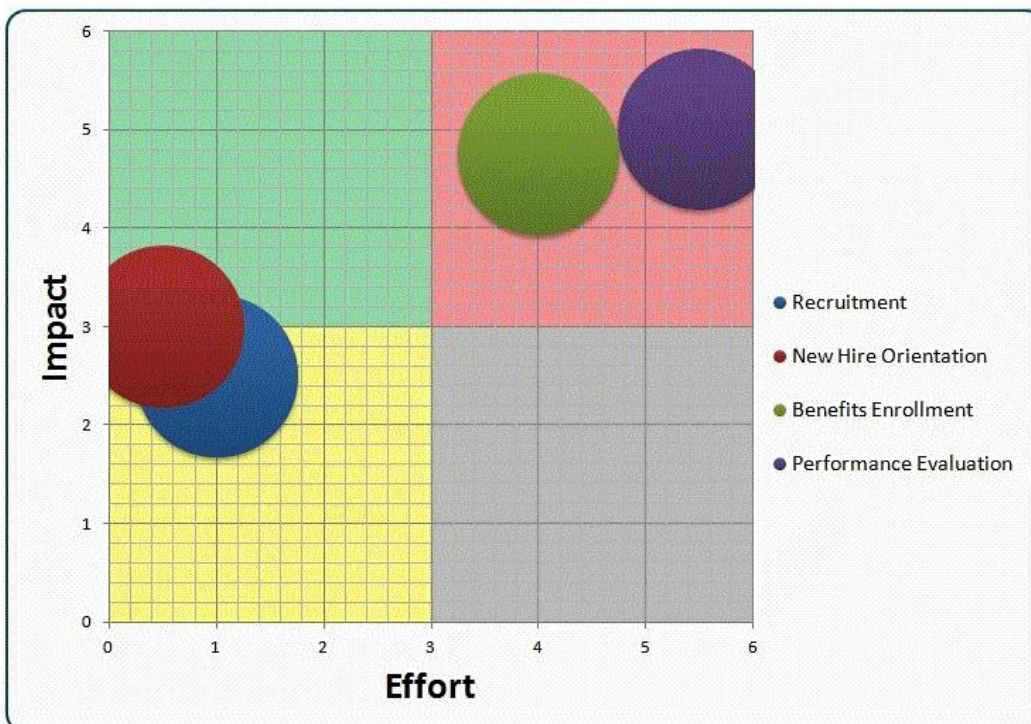
The BPM analyst worked with the HR team and completed the effort impact matrix for

these 4 processes in order to identify a suitable process candidate Based on the Exhibit, which process should the BPM analyst recommend?

A. Recruitment
B. New Hire Orientation
C. Benefits Enrollment
D. Performance Evaluation

Answer: B

Question No : 6

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.

Answer: C

Question No : 7

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

A BPM analyst needs to define user stories for development. What information does the BPM analyst need to know about user stories? User stories:

A. contain all required implementation details needed by developers.
B. focus on what is required and not on how the requirements are met.
C. support waterfall development and are completely defined before development begins.
D. with less business value must not be defined since they are not going to be developed.

Answer: B

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.

Answer: C

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