IBM

C2180-275

Blueworks Live:IBM business Process Manager Express or standard

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.

Answer: D

A company has multiple processes already documented in their Blueworks Live library. During process discovery on a new process, the business subject matter experts (SMEs) identify a sub- process that is exactly the same as a process already in the Blueworks Live library. How should the BPM analyst capture this requirement in Blueworks Live?

A. Use the Linked Processes feature to capture the relationship.
B. Use the Heat Mapping feature to capture the common process flows.
C. Use the Smart Folder feature to organize both processes in the same folder.
D. Copy the same Inputs, Outputs, and Participants when defining the new sub-process.

Answer: A

A company needs to improve their hiring process using Business Process Management Software (BPMS). The BPM analyst has completed the current state process discovery and analysis by involving the business subject matter expert (SME) and is ready to define the future state process map. The BPM analyst

anticipates many system integrations in the future state process. Who should the BPM analyst involve during the definition of the future state process?

A. 1. Process Owner
2. Business subject matter experts
3. BPMS Lead Developer
4. Client's IT representative
B. 1. Project Manager
2. Business subject matter experts
3. BPMS Lead Developer
4. Client's IT representative
C. 1. Process Owner
2. Business subject matter experts
3. BPMS Lead Developer
4. Project Manager
D. 1. Process Owner
2. Quality Assurance
3. BPMS Lead Developer
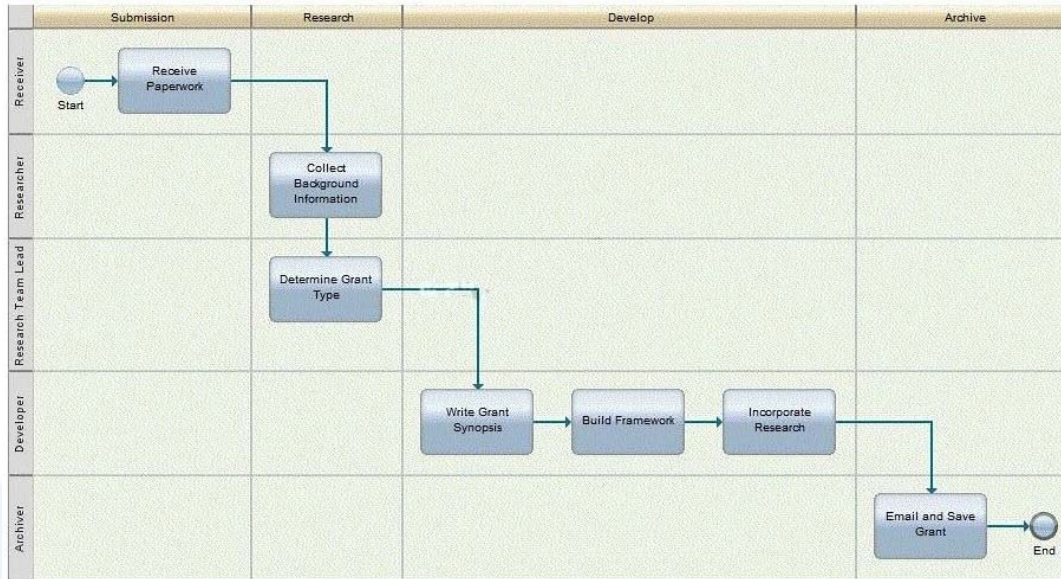4. Client's IT representative

Answer: A

QUESTION: 46
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

QUESTION: 47
A BPM analyst has built the following process diagram during a process discovery workshop.

Each activity noted above will have a separate Coach displayed in IBM Business Process Manager V8.0. How would the BPM analyst adjust the diagram to capture this requirement while adhering to best practices for proper process modeling granularity?

A. Combine the Developer's 3 activities into a sub-process.
B. Add a separate swimlane for each activity in the Developer swimlane.
C. Add a separate milestones for each activity in the Developer swimlane.
D. Color each activity with a different color to indicate separate Coaches.

Answer: A

QUESTION: 48
A cable company is improving a process in their call center for requesting cable service. The new process will run in IBM Business Process Manager V8.0. The call center supervisor would like to know how long it takes the customer service representatives to answer the customer requests before passing the request to the engineering department to provide the service. What should the BPM analyst recommend to address the measurement reporting requirement?

A. Use the My Performance scoreboard with Provide Cable Service filter.

B. Use the My Team Performance scoreboard with the Answer Customer Request activity.
C. Use IBM Business Monitor to create a custom report with events from the engineering department database.
D. Create a custom report with tracking points in the process with cable service customer names.

Answer: B

QUESTION: 49
A security company provides background checks on individuals as a service. Based on various criteria, a customer's request can have a different priority to receive a better level of service response time. Whether the background check passes or fails should not impact the service level. Requests with a high priority need to be addressed within the same business day, those with a medium priority can take up to 3 days to process, and those with a low priority must be responded to within 5 business days. The security company is currently updating the background check process and wants to define some performance measurements to ensure customers are receiving the service level they are paying for. How should the BPM analyst define the measurements to meet these requirements?

A. Calculate the rate of background check passes per day per priority to determine the service level agreement.
B. Count the number of background check failures for each priority and calculate the difference from the service level agreement.
C. Capture the times to start and complete the background check, calculate the duration and compare it to the service level agreement by priority.
D. Capture the times to start and complete the background check, calculate the service level agreement for each priority and compare it to thetimes.

Answer: C

QUESTION: 50
A company needs to improve their hiring process using a Business Process Management System (BPMS). Currently, their hiring manager writes a free form email regarding a new open position and sends it to the HR manager for approval. The hiring manager wants to standardize this activity using a BPMS. How should the BPM analyst define this user story?

A. As a BPMS, I want to provide an electronic form to the Hiring Manager, so that the Hiring Manager can complete the request.

B. As a BPMS, I want to provide an electronic form instead of a document so that the data can be saved and retrieved for reporting purposes.

C. As a Hiring Manager, I want to have a user interface with all the fields necessary to complete the hiring request form, so that I can avoid using aword document.

D. As a Hiring Manager, I want to complete the hiring request form and submit the form to the HR Manager, so that the HR Manager can review myrequest and make a decision on filling this position.

Answer: D

QUESTION: 51

A BPM analyst has completed the definition of user stories and is ready to prioritize them so that the development team starts building the stories that have high business value. What BPM project roles must attend the user story prioritization session?

A. BPM Developers and Project Managers
B. BPM Administrators and Project Managers
C. Process Owners and Subject Matter Experts
D. Integration Developers and Subject Matter Experts

Answer: C

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