

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:

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- 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.
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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

QUESTION 2
On a project, the BPM analyst defined the following to identify the Key Performance Indicator (KPI):

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- 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.
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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

QUESTION 3
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

Answer: C

QUESTION 4
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.

Answer: C

QUESTION 5
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.

Answer: C

QUESTION 6
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.

Answer: B

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