

# IBM

## Exam C9550-275

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

Version: 6.0

**[ Total Questions: 51 ]**

**Question No : 1**

A 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.

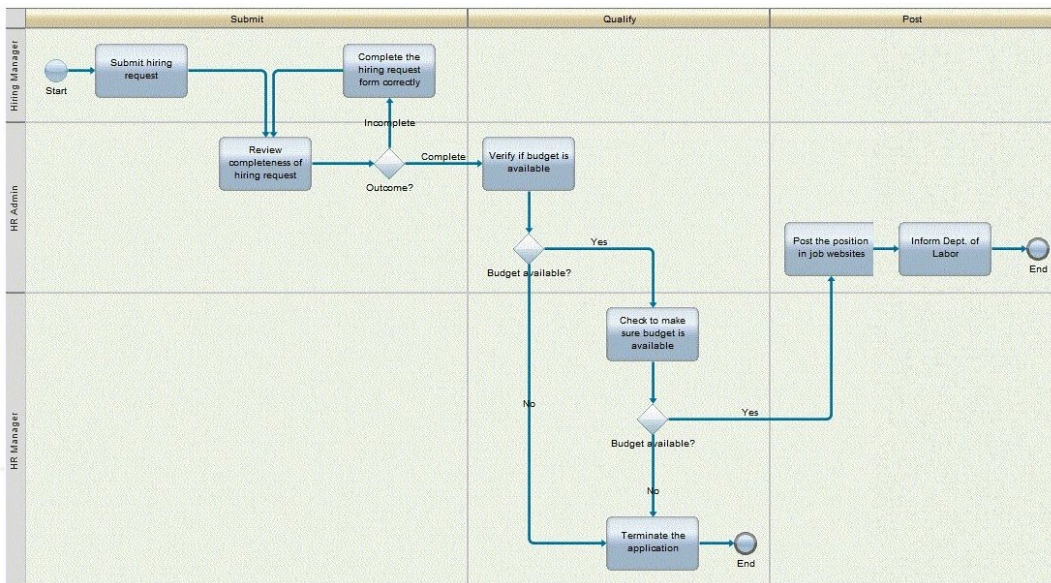
Which tool did the BPM analyst use in order to find out the root cause?

- A. 5 Whys
- B. 5 Whats
- C. 5 Whens
- D. 5 Whos

**Answer: A**

**Question No : 2**

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**

**Question No : 3**

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**

**Question No : 4**

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 : 5**

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?

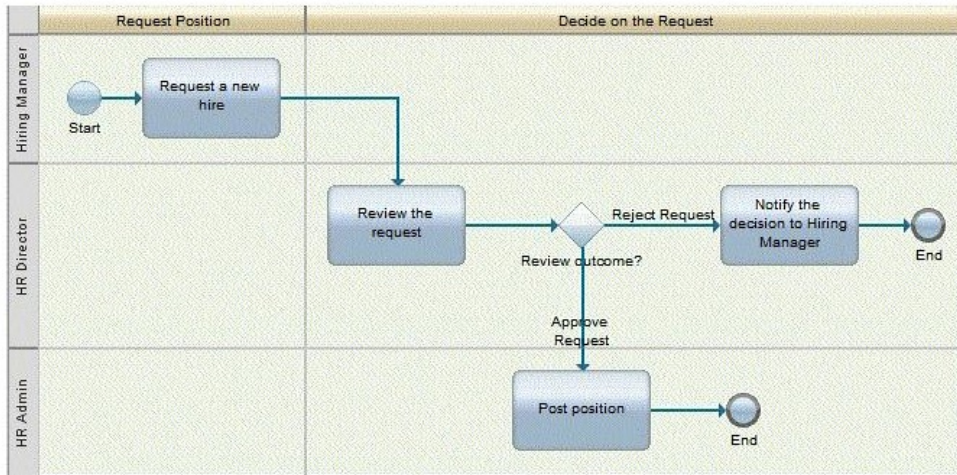
- A. Policy, Technology, Organization and People
- B. Policy, Data, Organization and People
- C. Process, Technology, Organization and People
- D. Process, Data, Organization and People

**Answer: C**

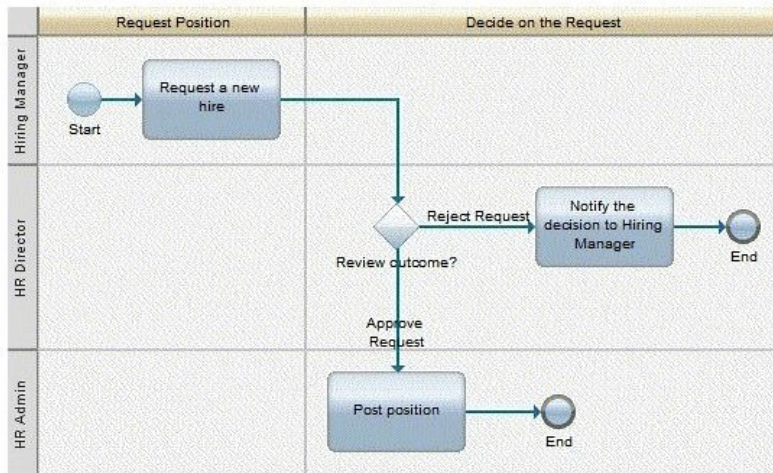
**Question No : 6**

The BPM analyst is mapping a Recruiting process for a company where the Hiring manager submits a Hiring request and the HR Director makes the decision to approve or reject the request. If approved, the HR Admin will post the position in a job search website. If Rejected, the HR Director will notify the Hiring Manager. How should the BPM analyst map this process?

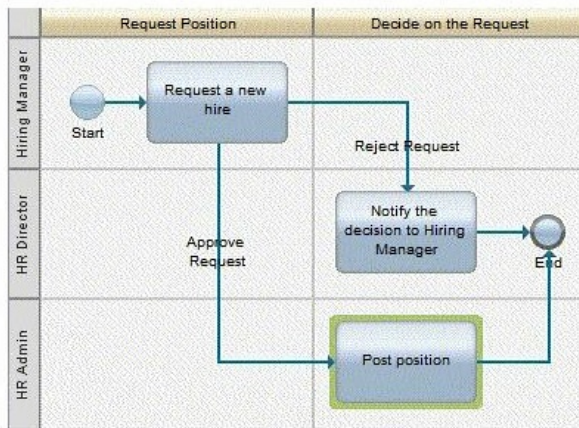
A.



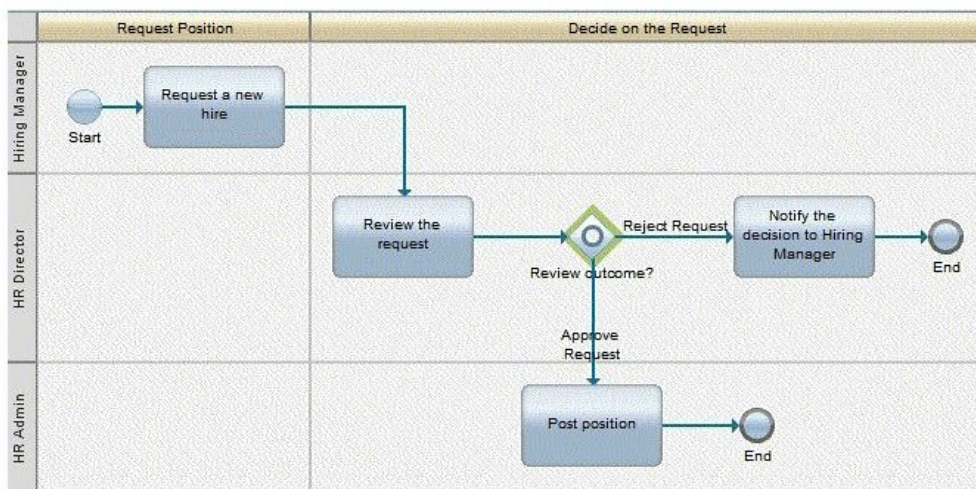
B.



C.



D.



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

Answer: A

**Question No : 7**

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 : 8**

A playback has recently been completed and the team want to know when the next playback can be scheduled. What expected time frame should the BPM analyst give to the team?

- A. 3 days
- B. 3 weeks
- C. 3 months
- D. 3 years

**Answer: B**

**Question No : 9**

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?