

# QUESTIONS & ANSWERS

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**IBM**

# 000-189

*Blueworks Live and Business Process Manager Express or Standard Edition V7.5.1 BPM Analysis*

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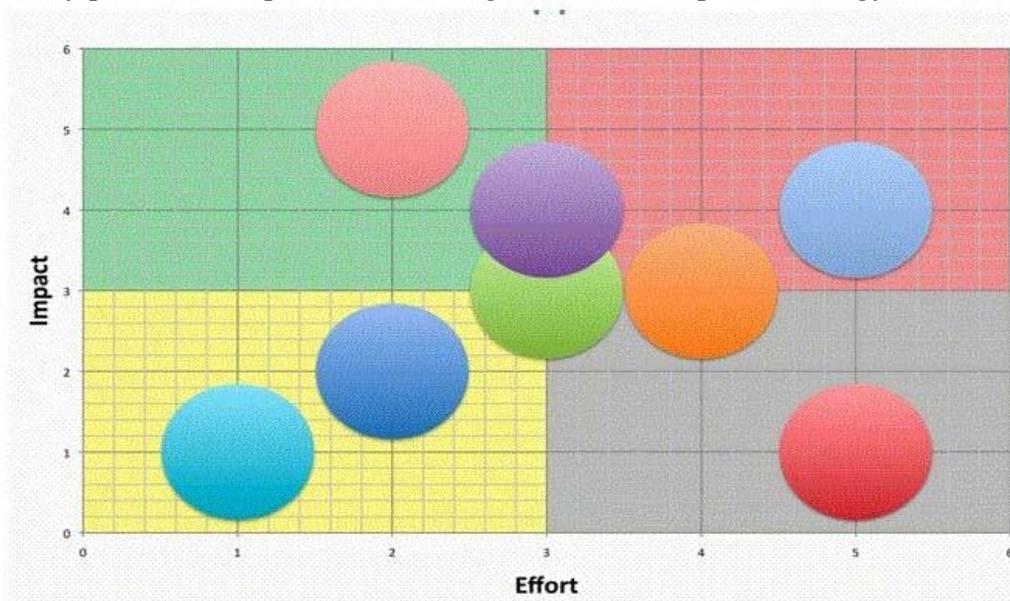


- 2. Complete Playback 1 retrospective notes
- 3. Develop coaches from the future process
- 4. Calculate Return on Investment
- C. 1. Identify system integrations
- 2. Run Process Optimizer Reports
- 3. Identify business pain points
- 4. Calculate user story points
- D. 1. Complete Playback 1 retrospective notes
- 2. Identify KPIs
- 3. Develop coaches from the future process
- 4. Calculate user story points

**Answer:** A

**QUESTION:** 41

A company needs the BPM analyst to provide a business value and impact assessment to only proceed with processes that align with their corporate strategy.



The company's corporate strategy is to begin with small quick win pilots that require low effort and low impact and then scale to large programs that are low effort and high impact. In the exhibit below, which quadrants contain the processes the BPM analyst should recommend?

- A. Top right, top left
- B. Top right, bottom right
- C. Bottom right, top left
- D. Bottom left, top left

**Answer:** D

**QUESTION:** 42

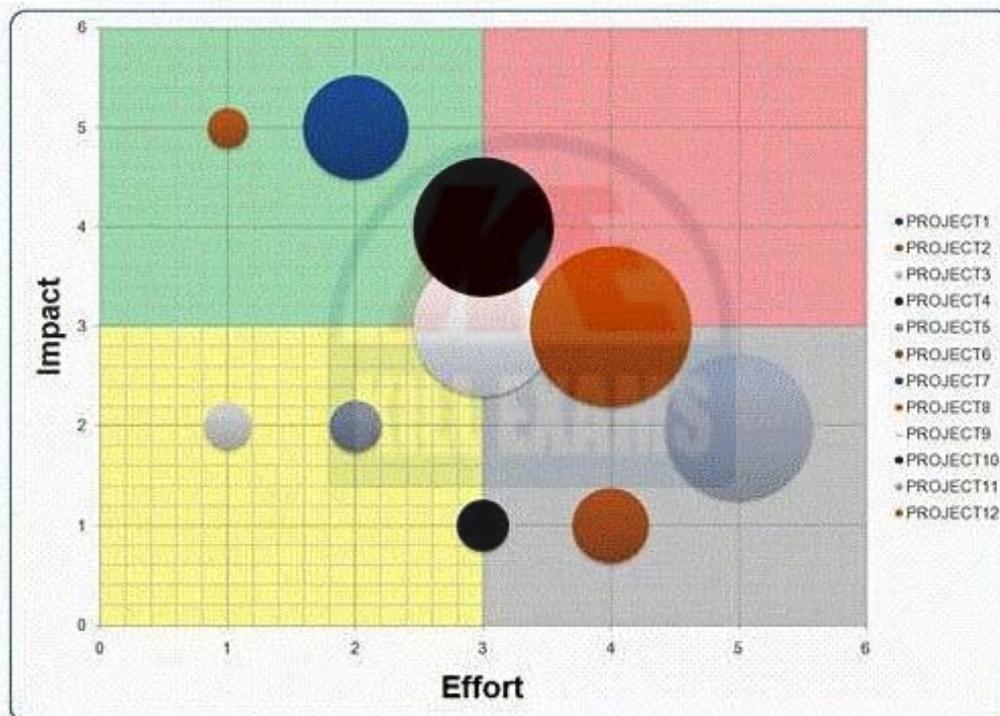
A BPM analyst needs to assess the process for claim submission of automobile incidents of an insurance company. One of the general goals for the company is to improve customer service. Which of the following should a BPM analyst define as a Critical Success Factor (CSF) aligned to this goal?

- A. Increase phone satisfaction survey scores.
- B. Increase customer base by gaining new customers.
- C. Train insurance adjustors on interpreting a police report.
- D. Train phone representatives on Business Process Management System (BPMS) software.

**Answer:** A

**QUESTION:** 43

After the Prioritization Matrix is complete, a BPM analyst is assisting further to expand the matrix and to do an Impact and Effort analysis.



Based on the Exhibit, which solution should the BPM analyst identify?

- A. One must focus on one quadrant which is high Impact and low Effort.
- B. One must focus on projects with high value without considering which quadrant it is in.
- C. Depending on the corporate strategy, one must focus on the black and blue projects.
- D. Depending on the corporate strategy, one can focus on one quadrant or a combination of them.

**Answer: D**

**QUESTION: 44**

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. Immediate feedback during development provides ability to change direction.
- D. Solution administrators give early input so system performance is not an issue.

**Answer: C**

**QUESTION: 45**

What is the playback that identifies the participant roles?

- A. Playback 0
- B. Playback 1
- C. Playback 2
- D. Playback 3

**Answer: A**

**QUESTION: 46**

What is the expected time frame for a milestone playback cycle?

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

**Answer: B**

**QUESTION: 47**

Which kind of change is considered a business level change as opposed to a cultural level change?

- A. Increase transparency
- B. Strengthen accountability
- C. Eliminate unnecessary work
- D. Improve collaboration across boundaries

**Answer: C**

**QUESTION: 48**

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: 49**

What is the basis for playback methodology?

- A. Iterative development
- B. V-model development
- C. Waterfall development
- D. Cleanroom development

**Answer: A**

**QUESTION: 50**

A BPM analyst has completed the Discovery Map and is ready to begin converting the Discovery Map into a Process Diagram in Blueworks Live. What is the correct element mapping from Discovery Map to Process Diagram?

- A. Milestones to lanes, participant to section headers, activities to tasks
- B. Milestones to tasks, participant to lanes, activities to section headers
- C. Milestones to section headers, participant to lanes, activities to tasks
- D. Milestones to section headers, participant to tasks, activities to lanes

**Answer:** C



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