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CBPA PRACTICE EXAM 2024 QUESTIONS WITH COMPLETE SOLUTIONS.

What do business processes define?

- A. The company's strategy
- B. The efficiency of process execution
- C. The end-to-end series of events for interacting with customers
- D. Only the in-house services

Answer - C. The end-to-end series of events for interacting with customers

BPM (Business Process Management) is...

- A. A strategic technique
- B. An approach for performance improvement
- C. A management discipline
- D. A tool for automating business processes

Answer - C. A management discipline

One of the most important BPM success factors is...

- A. Selection of the right methods and tools
- B. Clear responsibility for organizational hand-offs in the business processes
- C. A group of external sponsors
- D. A solid management organization

Answer - B. Clear responsibility for organizational hand-offs in the business processes

In process modeling it is beneficial if work-shop participants...

- A. have comprehensive knowhow about financing issues
- B. are informed about all IT-Systems the enterprise uses
- C. represent the entire business process as cross-functional group
- D. already developed a finished process module for their sector

Answer - C. represent the entire business process as cross-functional group

What is the job of the process owner?

- A. Responsible for process design, process performance and development of the solution
- B. Execution of project management for re-engineering
- C. Development of the database design for the repository
- D. Selection and procurement of BPM-tools

Answer - A. Responsible for process design, process performance and development of the solution

When should effective Change Management steps start?

- A. In the phase of the introduction of the process
- B. After the BPM project
- C. With the BPM project initiation

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ABPMP CBPA Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Process Modeling: This section of the exam measures the skills of Business Analysts and covers techniques for representing business processes visually. It encompasses modeling standards, notations, and tools used to depict current and future state processes for analysis and improvement.
Topic 2	<ul style="list-style-type: none">• Process Transformation: This section of the exam measures the skills of Business Analysts and covers strategies for significant process changes. It addresses change management, stakeholder engagement, and approaches to transitioning from current to improved process states.

Topic 3	<ul style="list-style-type: none"> • Process Performance Management: This section of the exam measures the skills of Process Analysts and covers monitoring and evaluating process performance. It focuses on setting performance indicators, analyzing results, and implementing controls to maintain process efficiency and effectiveness.
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ABPMP International Certified Business Process Associate (CBPA) Exam Sample Questions (Q107-Q112):

NEW QUESTION # 107

Which is the BEST definition for Intelligent Business Process Management Suites (iBPMS)?

- A. Dynamic database structure of the BPM software that can introduce artificial intelligence inside processes
- B. Software that is available in the process-oriented programming languages
- C. A form of business process automation technology based on software robots
- D. **Dynamic business applications that can quickly adapt to changing business needs, competitive pressure, and market opportunity**

Answer: D

Explanation:

Intelligent BPM Suites (iBPMS) extend traditional BPM systems with capabilities like AI, analytics, and event processing, allowing organizations to develop adaptive, real-time applications.

"iBPMS platforms support intelligent, real-time decision-making by combining process management with analytics, AI, and business event monitoring to enable agile business responses."

- ABPMP CBOK, Chapter 10 - BPM Technology

Reference: ABPMP CBOK, Chapter 10 - BPM Technology

NEW QUESTION # 108

Which are proven approaches to measure process performance?

- A. **Benchmarking and multi-moment monitoring**
- B. Process monitoring and multi-moment monitoring
- C. Activity-based costing and value stream analysis
- D. Lean and Six Sigma

Answer: A

Explanation:

Benchmarking and multi-moment analysis are reliable, proven methods:

* Benchmarking compares internal process performance with industry standards or best practices.

* Multi-moment analysis samples work activities over time to identify patterns and improvement areas.

"Benchmarking allows comparison against best-in-class processes, while multi-moment analysis captures time allocation across activities to detect inefficiencies."

- ABPMP CBOK, Chapter 6 - Process Performance Management

These approaches enable:

* Data-driven decision-making

* Identification of waste and delays

* Insight into competitive performance

Reference: ABPMP CBOK, Chapter 6 - Process Performance Management

NEW QUESTION # 109

Which types of activities are included as part of business processes?

- A. Legal and/or regulatory requirements, primary processes, and operational steps
- B. Handoffs, non-value adding, and control activities
- C. **Value adding activities, handoff activities, and control activities**
- D. Value adding tasks, handoff tasks, and control activities

Answer: C

Explanation:

Processes generally consist of the following types of activities:

- * Value-adding activities: Directly contribute to process output.
- * Handoff activities: Transfer responsibility or information.
- * Control activities: Ensure the process is under guidance and meets standards.

"Process activities can be grouped as value-adding, control, and handoff to capture their function and impact on process performance."

- ABPMP CBOK, Chapter 2 - Process Modeling

Reference: ABPMP CBOK, Chapter 2 - Process Modeling

NEW QUESTION # 110

Which statement is true for process-driven organizations?

- A. **They are structured, managed, and controlled around core processes.**
- B. Roles across departments are managed by business rules.
- C. They avoid organizational changes to provide stable processes.
- D. They are structured, managed, and controlled around business functions.

Answer: A

Explanation:

A process-driven organization is organized around core, end-to-end processes rather than traditional functions. This fosters cross-functional collaboration, clarity in ownership, and improved alignment with customer outcomes.

"Process-driven organizations are designed and managed around core processes rather than functional departments, enabling better customer value delivery and agility."

- ABPMP CBOK, Chapter 9 - Process Organization

Reference: ABPMP CBOK, Chapter 9 - Process Organization

NEW QUESTION # 111

Which is the common-use architecture element used in process documentation?

- A. SIPOC diagrams
- B. **Business process notations (BPMN) using symbols and rules**
- C. A Unified Modeling Language (UML) diagram
- D. Swim lanes

Answer: B

Explanation:

The most commonly used architecture element for process documentation is Business Process Model and Notation (BPMN). It provides a standardized graphical representation that uses specific symbols and syntax to model process flows and is widely accepted for its clarity and interoperability.

"BPMN is a standardized graphical notation that is used to model business processes. It provides a common language for stakeholders and helps in designing, analyzing, and executing business processes."

- ABPMP CBOK, Chapter 2 - Process Modeling

NEW QUESTION # 112

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