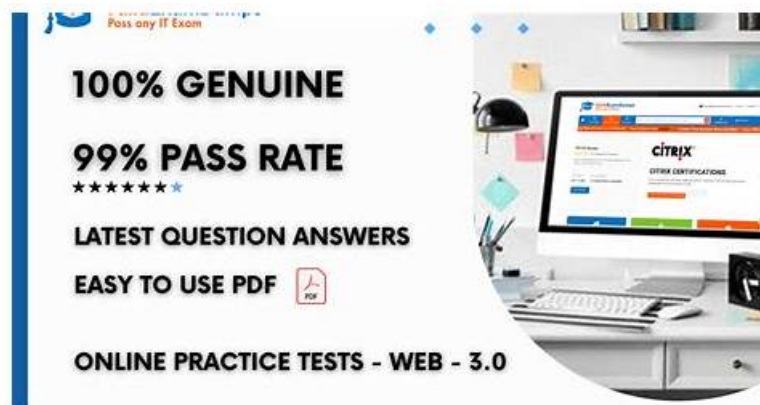


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## ABPMP CBPA Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• Process Design: This section of the exam measures the skills of Business Analysts and covers the creation of optimized process solutions. It includes designing workflows that meet business objectives, incorporating best practices, and ensuring alignment with organizational strategies.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• Process Organization: This section of the exam measures the skills of Process Analysts and covers the structuring of an organization around its processes. It includes defining roles, responsibilities, and governance structures to support a process-centric organizational model.</li></ul>

## ABPMP International Certified Business Process Associate (CBPA) Exam Sample Questions (Q87-Q92):

### NEW QUESTION # 87

What are the cultural context categories to consider for process analysis?

- A. Leadership - Finance - Information Systems - Operations
- B. Leadership - Sales - Logistics - Delivery
- **C. Leadership - Quality - Acceptance - Training**
- D. Leadership - Finance - Marketing - Human Resources

**Answer: C**

Explanation:

When analyzing processes, it is important to evaluate the cultural context in which they operate. This includes examining leadership style, employee acceptance of change, training availability, and quality practices, all of which affect process performance and transformation success.

"Cultural context categories include leadership alignment, workforce acceptance of changes, training effectiveness, and the existing quality mindset within the organization."

- ABPMP CBOK, Chapter 4 - Process Analysis

Understanding these aspects helps:

- \* Assess readiness for change
- \* Identify resistance points
- \* Tailor improvement initiatives accordingly

Reference: ABPMP CBOK, Chapter 4 - Process Analysis

### NEW QUESTION # 88

A customer-centric measurement framework includes aspects that relate to

- A. Any kind of customer-focused framework with execution of outputs
- B. An enterprise-level process schematic and an enterprise-level process improvement
- C. A consolidated view of the complete landscape of an organization's business processes
- **D. New product introduction, product and service delivery, and service responsiveness**

**Answer: D**

Explanation:

A customer-centric measurement framework evaluates how well processes support customer needs. This includes delivery performance, responsiveness, and satisfaction, especially in areas like new product introduction and service delivery.

"Customer-centric process metrics evaluate value delivery, such as service levels, responsiveness, and reliability, which are crucial for improving customer satisfaction."

- ABPMP CBOK, Chapter 6 - Process Performance Management

Reference: ABPMP CBOK, Chapter 6 - Process Performance Management

### NEW QUESTION # 89

The five phases of the BPM Lifecycle Framework align processes to strategy to enable operational execution by

- A. Strategic alignment, modeling, analysis and design, measurement and improvement
- **B. Strategic alignment, analysis and design, execution, measurement and improvement**
- C. Strategic alignment, design and planning, execution, measurement and improvement
- D. Strategic alignment, execution, measurement and improvement in primary processes

**Answer: B**

Explanation:

The correct five phases in the BPM Lifecycle Framework as per ABPMP CBOK are:

- \* Strategic Alignment
- \* Analysis and Design
- \* Implementation

\* Monitoring and Controlling

\* Refinement

This makes option C correct, where analysis and design are included after alignment but before execution.

This lifecycle approach ensures that processes are designed to support strategy and can be continuously improved.

"The BPM Lifecycle Framework offers a structured way to align business processes to strategy, ensuring their effective execution and continuous improvement."

- Chapter 3, ABPMP CBOK

Reference: ABPMP CBOK, Chapter 3 - BPM Lifecycle

#### NEW QUESTION # 90

Change management in Business Process Management (BPM) applies to

- A. Execution, financial reporting, and marketing
- B. Time, costs, and quality
- C. Customers, suppliers, and partners
- **D. Operations, technology, and organization**

**Answer: D**

Explanation:

Change management in BPM is holistic - addressing process redesign impacts on operations, supporting technology, and the organizational structure. It ensures all elements of the enterprise adapt smoothly to the change.

"Successful BPM initiatives require change across operational procedures, enabling technologies, and organizational roles. Change management ensures these areas transition in sync."

- ABPMP CBOK, Chapter 7 - Process Transformation

Covered areas:

\* Operations: Daily workflows and job roles

\* Technology: Systems and tools

\* Organization: Structure, culture, and behavior

Reference: ABPMP CBOK, Chapter 7 - Process Transformation

#### NEW QUESTION # 91

Business roles are NOT the same as

- **A. Organizational jobs, organizational positions, and security roles**
- B. A group of unrelated skills with a level of authority to perform a given task
- C. Regulating responsibilities, organizational activities, and tasks performed by someone
- D. Preparing job descriptions, organizational roles, and security data

**Answer: A**

Explanation:

Business roles are functionally focused on responsibilities in processes (who does what), whereas organizational jobs or positions are typically HR constructs used for staffing, compensation, and hierarchy purposes.

"Process roles describe responsibilities and tasks within a process context and differ from HR job titles or IT system access roles."

- ABPMP CBOK, Chapter 9 - Process Organization

Reference: ABPMP CBOK, Chapter 9 - Process Organization

#### NEW QUESTION # 92

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