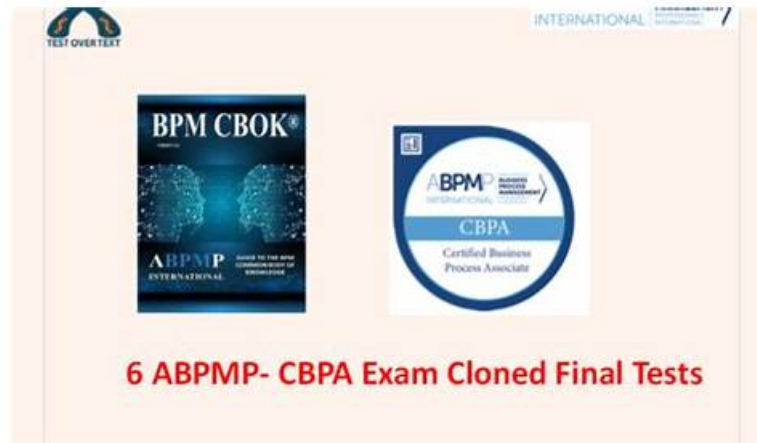


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ABPMP CBPA Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Process Analysis: This section of the exam measures the skills of Process Analysts and covers methods for examining business processes to identify inefficiencies and areas for enhancement. It involves data collection, performance metrics, and root cause analysis to inform process improvement initiatives.
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 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.

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ABPMP International Certified Business Process Associate (CBPA) Exam Sample Questions (Q109-Q114):

NEW QUESTION # 109

What drives Business Process Management process governance?

- A. Execution
- B. Technology
- C. Operations
- **D. Performance**

Answer: D

Explanation:

The core driver of BPM governance is performance—specifically, the need to ensure that processes are aligned with business objectives and are performing at acceptable levels. Governance structures (like steering committees and process owners) exist to monitor, review, and adjust processes based on performance data.

"Governance in BPM ensures that processes are monitored and managed to meet performance targets. This requires oversight, accountability, and adjustments based on KPI trends."

- ABPMP CBOK, Chapter 9 - Process Organization; Chapter 6 - Process Performance Management Governance includes:

- * Establishing ownership and accountability
- * Setting performance expectations
- * Reviewing KPIs and continuous improvement actions

Reference: ABPMP CBOK, Chapters 6 & 9

NEW QUESTION # 110

Which is the process framework that links cross-functional processes to enterprise-level metrics?

- A. DoDAF model
- **B. SCOR model**
- C. APQC PCF model
- D. Event Process Chain model

Answer: B

Explanation:

The SCOR (Supply Chain Operations Reference) model links business activities involved in all phases of supply chain execution to performance metrics, enabling the measurement and improvement of cross-functional processes at an enterprise level.

"SCOR provides a framework that integrates business process modeling with performance metrics, benchmarking, and best practices. It supports enterprise-level analysis of supply chain processes."

- ABPMP CBOK, Chapter 8 - Enterprise Process Management

Reference: ABPMP CBOK, Chapter 8 - Enterprise Process Management

NEW QUESTION # 111

What is Robotic Process Automation (RPA)?

- **A. Use of software robots that mimic tasks usually performed by humans**
- B. Automating rule-based processes that require interaction with multiple IT systems
- C. Use of hardware machines that mimic activities usually performed by humans
- D. Use of hardware components that mimic processes usually performed by humans

Answer: A

Explanation:

RPA refers to the use of software bots that replicate human interactions with digital systems to automate repetitive, rule-based tasks, without modifying existing infrastructure.

"Robotic Process Automation uses software robots to mimic user interactions with applications. It automates routine tasks across systems by simulating human behavior."

- ABPMP CBOK, Chapter 10 - BPM Technology

Reference: ABPMP CBOK, Chapter 10 - BPM Technology

NEW QUESTION # 112

Which is a function of a Business Process Management Center of Excellence (BPM CoE)?

- A. All information about initiatives is consolidated in the BPM CoE to create an overview of projects.
- **B. A BPM CoE defines standards and provides tools, methods, training, and further development.**
- C. The BPM CoE coordinates the work of third-party consultants on transformation projects.
- D. Technical expertise is bundled in the BPM CoE and facilitates an overall view of all processes.

Answer: B

Explanation:

ABPM CoE supports process management across the organization by providing:

- * Standards and methodologies
- * Training and coaching
- * Tools and templates

This ensures consistency and maturity in BPM practices across functions.

"The BPM CoE plays a strategic role by developing and promoting standards, methods, training, and best practices throughout the organization."

- ABPMP CBOK, Chapter 8 - Enterprise Process Management

Reference: ABPMP CBOK, Chapter 8 - Enterprise Process Management

NEW QUESTION # 113

Which is the BEST example of "process redesign"?

- **A. Designing from outside-in starting with customer interactions**
- B. Strategic aligning of the organization
- C. Creating BPM structures within IT department
- D. Identifying the maturity of the organization

Answer: A

Explanation:

Outside-in design starts with understanding customer needs and expectations, then designing the process backwards from the customer experience. This approach ensures value creation and customer-centricity in the new design.

"Process redesign involves fundamentally rethinking and redesigning processes from the customer's perspective, ensuring that all activities contribute directly to customer value."

- ABPMP CBOK, Chapter 5 - Process Design

This is also known as customer-centric design or experience-based design.

Reference: ABPMP CBOK, Chapter 5 - Process Design

NEW QUESTION # 114

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