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Edition V7.0, Business Analysis and Design

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QUESTION 1

A loan business process has an activity that has a role and a resource assigned. The role cost is \$100 and the resource cost is \$200. When the process is simulated what is the activity total cost?

- A. The role cost (\$100).
- B. The resource cost (\$200).
- C. The sum of role and resource cost (\$300).
- D. The role cost multiplied by the activity duration.

Answer: B

QUESTION 2

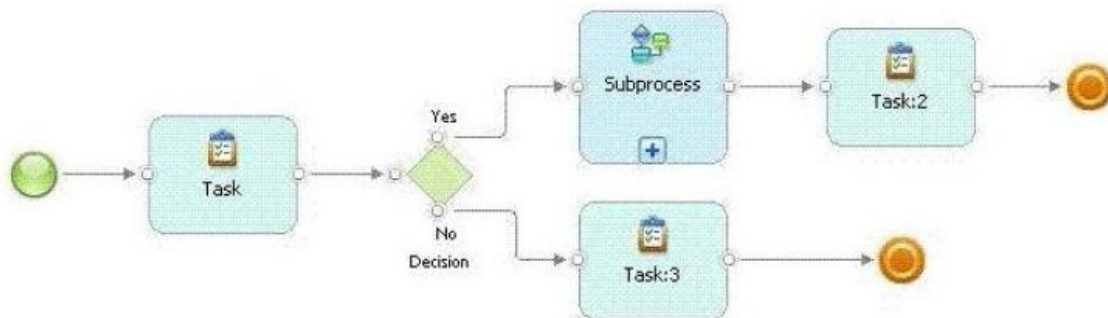
A process analyst needs to conduct analysis on cost and duration of marketing related tasks in the current process. In the current process, there are five possible paths. The process analyst needs to identify the cost and duration of marketing related tasks for each path. The process analyst has decided to create a classifier of Marketing to be assigned to the tasks in the current process. Which analysis should be used?

- A. Activities by classifier analysis.
- B. Classifier cost and duration analysis.
- C. Process case summary analysis.
- D. Process classifier cost and duration analysis.

Answer: D

QUESTION 3

Refer to the Exhibit. A process analyst needs to simulate the behavior of the whole business process. How should the simulation profile be set to accomplish this requirement?



- A. Set the simulation to Evaluate all sub processes.
- B. Set the Maximum number of process invocation to 10.
- C. Set the simulation to Use resource time required as a task processing time.
- D. Set the date of the Process availability ends greater than the Process availability begins.

Answer: A

QUESTION 4

When reviewing the simulation results, the process analyst discovered that for each task in the process that has multiple output criteria, the simulation engine would make a random selection of

an output path, and generate outgoing tokens for each output defined in the output criterion. Which of the following settings was used during the simulation?

- A. Randomly to a single path.
- B. Based on an expression.
- C. Based on probabilities to a single path.
- D. Based on probabilities to multiple paths.

Answer: C

QUESTION 5

During an exception period, a resource could not complete a task before the end of the task's processing time. What should be done to ensure that the resource remains allocated until the task is completed?

- A. Check "Use resources time required as a task processing time".
- B. Check the preference "Run simulation without resource requirements".
- C. Increase the "Task duration" to match the resource required time.
- D. Set the task's "Resource wait time" to be the resource shortage time.

Answer: A

QUESTION 6

A process analyst has performed simulation upon a business process and is analyzing resource allocation within the process. The average elapsed duration for the process is 2 hours, 57 minutes. After running the Process Resource Dynamic Analysis Report, it is observed that the Field Tech Resource has an average Quantity Allocated value of .6 units. The Process Resource Allocation Dynamic Analysis Report is also generated against the simulation results, and it is determined that there is an Average Shortage Duration of 37 minutes, 30 seconds for the resource. The process analyst also observes that the Field Tech Resource has been defined to the process as a bulk resource with an availability value of 3. Based on this information, what conclusions can the process analyst draw?

- A. There is at least one case in the business process that does not allocate the Field Tech Resource. The pool of available Field Tech Resources can be reduced to 1 to eliminate resources that are never allocated to the process. This will not affect the Average Shortage Duration value.
- B. There are too many Field Tech Resources available to the process, as the sum of all Field Tech Resource allocations to activities in the process divided by the total number of process instances is less than one. This indicates that some Field Tech Resources are never allocated the business process.
- C. There is at least one case in the business process that does not allocate the Field Tech Resource, however there are also multiple concurrent process instances that are allocating the resource concurrently and are competing for the resource. The pool of available Field Tech Resources can be increased to reduce the Average Shortage Duration and the Average Quantity Allocated would increase to a value close to 1.0 units.
- D. There is at least one case in the business process that does not allocate the Field Tech Resource, however there are also multiple concurrent process instances that are allocating the resource concurrently and are competing for the resource. The pool of available Field Tech Resources can be increased to reduce the Average Shortage Duration and the Average Quantity Allocated would remain the same in subsequent simulations.

Answer: D

QUESTION 7

A model is going to be simulated to capture results that represent as close to real conditions as possible. What simulation setting should be used to ensure that the results reflect the random nature of the process? The random number seed needs to be set to:

- A. Zero
- B. 1
- C. 2
- D. N

Answer: A

QUESTION 8

Which steps would a process analyst take when conducting a simulation of "what-if" scenarios for a business process instance?

- A. Make a copy of the simulation snapshot, rename it, change the attributes for the "what-if" scenario and re-run the simulation and analyze the results
- B. Make a copy of the simulation profile, rename it, change the simulation attributes for the "what-if" scenario and re-run the simulation and analyze the results.
- C. Right click on the simulation profile, select Profile Analysis > New Profile and change the attributes for the "what-if" scenario and then re-run the simulation and analyze results
- D. Right click on the simulation snapshot, select Profile Analysis > Profile Specification, and change the attributes for the "what-if" scenario and then re-run the simulation and analyze results.

Answer: B

QUESTION 9

A process analyst runs a simulation that yields inaccurate results. Which analysis would a process analyst use to identify looping paths in the process?

- A. Path Cycles
- B. Activity Throughput
- C. Activities Unable to Start
- D. Paths Unable to be Followed

Answer: A

QUESTION 10

A process analyst is simulating a process and the results indicate excessive wait times at some of the activities. Which static analysis report would be useful in determining the cause of the excessive wait times?

- A. Activities by organization
- B. Activity cost and duration
- C. Activity resource and role leveling
- D. Qualified resources for role

Answer: C

QUESTION 11

A process analyst is performing "What-If" analysis upon a process model using simulation. Work can arrive into the process at anytime. It has been observed that the 5 defined Field Technician resources have significant resource shortage durations. The process analyst assumes that making more Field Technician resources available to the process would decrease the shortage duration. Based on this assumption, the analyst increases the available resources to 10. Subsequent simulations do not show significant reduction in the resource shortage durations. What steps should the process analyst take to resolve the resource shortage duration and make updates for further process improvement?

- A. Increase the available resources for the Field Technician from 10 to 20 to reduce the resource shortage duration.
- B. Reallocate the defined Field Technicians to additional second shift and weekend shift availability to remove resource shortage duration due to unavailability overnight and during weekends.
- C. Increase the time interval within the simulation snapshot settings to spread out the arrival of tokens, allowing more time for the Field Technician to complete work before new work arrives, thereby reducing resource shortage durations.
- D. Decrease the Resource Time Required for activities assigned to the field Technicians, allowing them to spend less time on tasks and be able to address more activities in a given interval, thereby reducing resource shortage durations.

Answer: B

QUESTION 12

A new payment process will be used to process transfer requests in the US and Europe where: 1) payments should be processed on the same day of request Monday to Friday. 2) the number of European and US requests is similar per day during normal working hours. Which option illustrates the input simulation setting that will help analyze this process?

- A. Set a time trigger to receive requests assigning as start time a general timetable valid for the US and Europe.
- B. Set a time trigger to receive requests using a distribution with a general timetable for the US and Europe.
- C. Set a timetable trigger to receive requests assigning a general timetable valid for the US and Europe.
- D. Set a timetable trigger to receive requests assigning a custom timetable specifying different periods for the US and Europe.

Answer: D

QUESTION 13

A company's new approach to selling requires extensive resource planning. A team of process analysts has been assembled to perform this work. Which option is sufficient to enforce consistent simulations behavior across the team? All analysts:

- A. set the same random number seed and process availability start and end dates in the simulation profiles.
- B. set the same random number seed, process availability start and end dates, and maximum simulation duration in the simulation profiles.
- C. set unique random number seed, process availability start and end dates, maximum simulation duration and maximum number of process invocations in the simulation profiles.
- D. set unique random number seeds and process availability start and end dates in the simulation profiles.

Answer: A

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