

Mock Exam

Intro

- The certification test is: 36 questions, 45 minutes
- This mock test is reduced: 10 questions, 14 minutes.
- The selection of questions (competence level and topics) is comparable to the real certification test.
- Please choose the correct answer by ticking.
- Only one correct answer per question, no malus points.



Questions

Question 1: Which question is in general not not answered in process models?

- Who?
- With what?
- Why?
- With what?

Question 2: What are the arguments for modeling the actual state before optimizing a process?

- Distorted perception due to focus on existing solutions
- Objective to look for incremental process innovations
- Very scarce resources
- Presence of Design Thinking experts in the project team

Question 3: Compared to EPCs, BPMN models are ...

- usually with more events.
- much less detailed.
- not standardized.
- described by the OMG.

Question 4: Process mining, in contrast to classical analysis, is ...

- top-down oriented.
- suitable for matching between model and reality.
- easier to apply for manual processes.
- possible without event log.

Question 5: Which software class is considered domain-dependent?

- Groupware
- Workflow management systems
- CRM systems
- Data warehousing systems



Question 6: In the classical paradigm of process management, which phases are before the technical process implementation?

- As-is modeling & To-be modeling
- Migration & Control
- Optimization & Monitoring
- To-be Modeling & Execution

Question 7: Business reengineering, in contrast to business process optimization, is mostly ...

- Incremental
- Riskier
- Formal
- With a smaller scope

Question 8: A large industrial company uses "Salesforce" as a cloud solution for marketing processes. Which statement is true?

- It is an SCM system in the integration pyramid.
- The company has opted for the "buy" option instead of the "make" option
- Customizing the standard software will probably not be necessary
- CRM software is used in few companies

Question 9: Which statement is true?

- Process and functional goals can contradict each other
- Cross-functional cooperation is already solved in practice by a common vision
- Process orientation describes Taylorism in a narrower sense
- In organizations more errors occur in functions than at interfaces

Question 10: SCM systems ...

- Are particularly efficient when they are connected across company boundaries
- Should increase the bullwhip effect
- Support best when they organize the flow of goods but not the flow of information
- Do usually not cover the financial flow



Solution

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