



# C2180-188<sup>Q&As</sup>

IBM WebSphere Lombardi Edition V7.2 BPM Program Management

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**QUESTION 1**

A novice BPM analyst is capturing user stories for a company's marketing campaign process. Which best practice should the program manager recommend to the BPM analyst?

- A. Create a series of wire frame models.
- B. Have the developers write user stories.
- C. Capture use cases only if they are simple.
- D. Focus on participants, their actions and sequence of activities.

Correct Answer: D

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**QUESTION 2**

Within a business process application, access to business data in other systems is accomplished via:

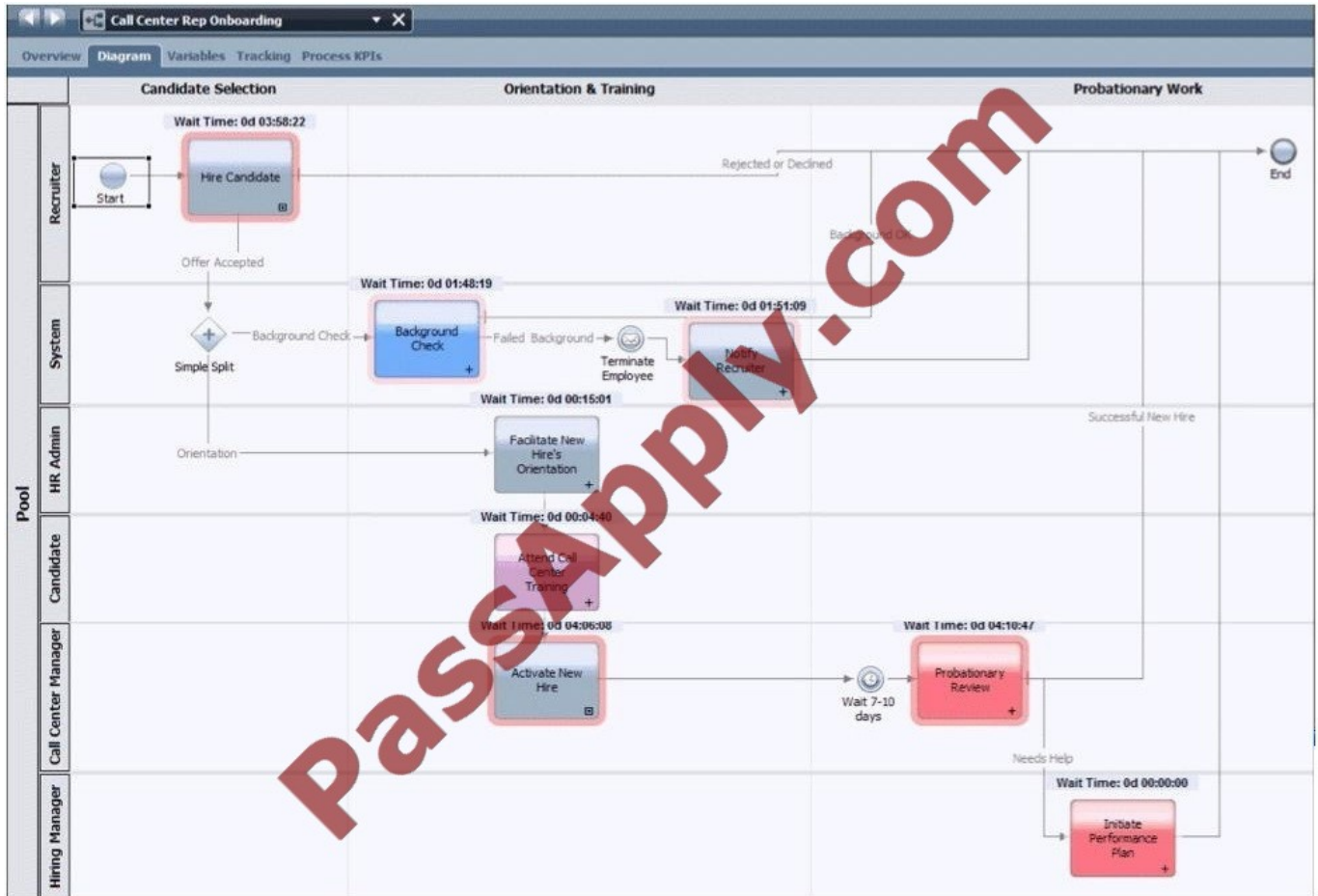
- A. tracking points
- B. integration service.
- C. exposed process variables.
- D. connection lines between Business Process Definition (BPD) activities.

Correct Answer: B

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**QUESTION 3**

A company needs to speed up its hiring process. A proposal to accomplish this goal is modeled in the following BPD diagram and run against historical data with the Optimizer. The proposed process no longer waits for the background check to complete before putting the new hire into orientation and training.



What is the Service Level Agreement (SLA) that is key to optimizing this process?

- A. Wait time on "Background Check".
- B. Total time on "Facilitate New Hire's Orientation".
- C. Percentage of new hires that fail "Background Check".
- D. Percentage of new hires that pass "Probationary Review".

Correct Answer: C

#### QUESTION 4

A program manager is planning a project after Playback 0 with a customer. The first proposed plan includes releasing the process with no integrations to external systems. In this plan the process participants will key in data into the process application manually for the first release. The customer replies that this is not a good solution because the integrations are required. The customer proposes a second plan where all the integrations are built for the first release and it will take nearly 3 times as long to deliver with a duration of 9 months. After discussing the pros and cons of the different approaches the customer states that the plan with integrations will be less work and cost overall because they know that they will eventually build all the integrations. How should the program manager respond?

- A. Accept the second plan because it will lock the customer into a much longer implementation during which the program manager can push for shorter releases.



B. Accept the customer's proposed plan as the customer has confirmed that the integrations will eventually be implemented. The program manager will document the integration risks.

C. Continue to support the first plan because it gives the process participants the ability to work with the data first hand and greatly reduce the user acceptance testing.

D. Continue to support the first plan because partial solutions that bring about an earlier release will often demonstrate that the fullscope of initial planned integrations are not required.

Correct Answer: D

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#### QUESTION 5

The BPM validation process is the first time BPM project for the development team. At the project launch meeting, the functional requirements for the project are requested by the developers and administrator. The program manager reminds the team that functional requirements are typically documented during a specific phase in the BPM life cycle. When are the functional requirements for the process documented?

A. Process discovery

B. Process simulation

C. Process optimization

D. Process identification

Correct Answer: A

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