



000-188^{Q&As}

IBM WebSphere Lombardi Edition V7.2, BPM Program Management

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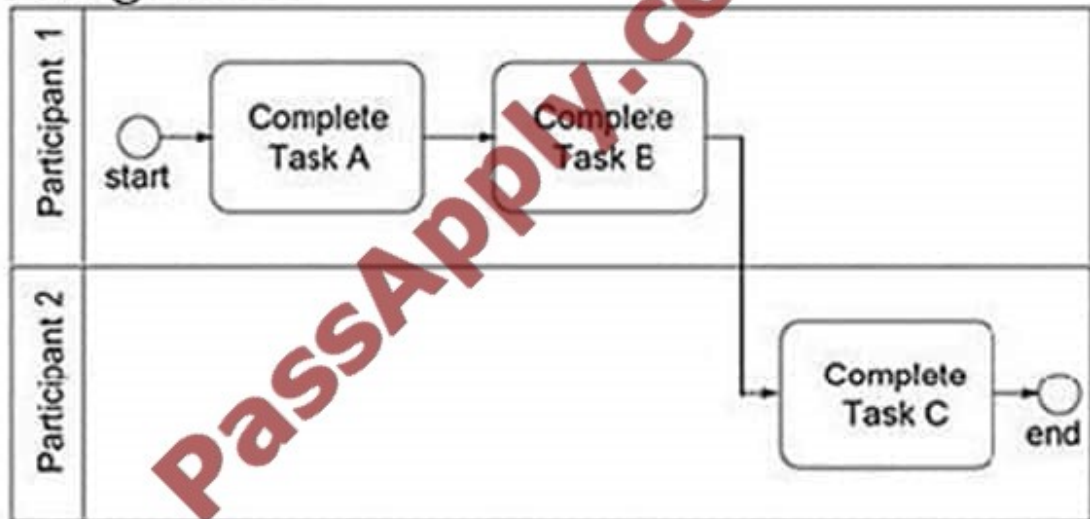
QUESTION 1

Early in process modeling, the process owner explains how a particular part of the process model diagram below should function. Both Task A and B should be accomplished prior to Task C. Task A and B do not have any specific order in which they must be accomplished. Task C is also completed by a different group than the participant assigned to Task A and

A. Which of the following diagrams implement the scenario according to best practice?

C. A.

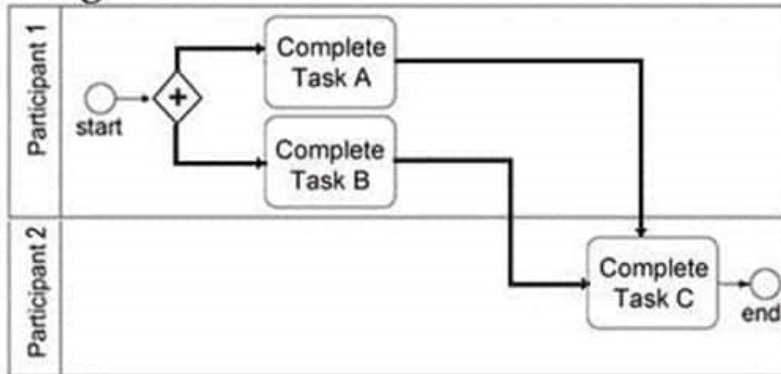
Diagram 1





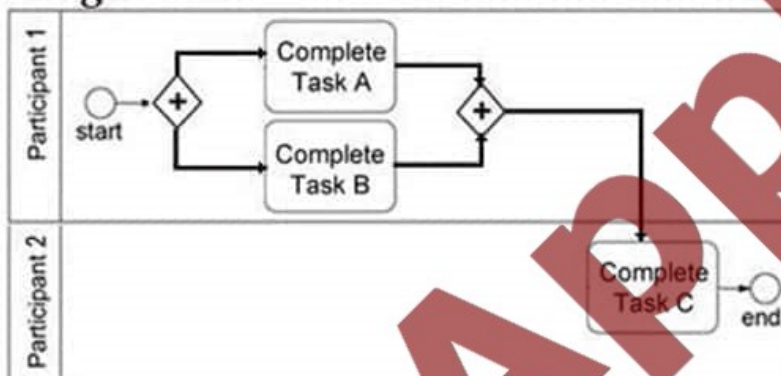
B.

Diagram 2



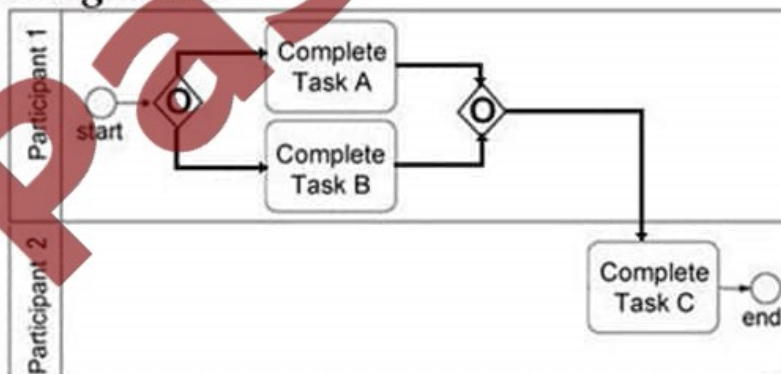
C.

Diagram 3



D.

Diagram 4





- B. Exhibit A
- C. Exhibit B
- D. Exhibit C
- E. ExhibitD

Correct Answer: C

QUESTION 2

What WebSphere Lombardi Edition product feature provides developers the ability to reuse, and share assets?

- A. library
- B. toolkits
- C. snapshots
- D. asset tagging

Correct Answer: B

QUESTION 3

A process owner needs to monitor the performance of multiple processes in the aggregate. What should the program manager plan on developing first to satisfy this requirement?

- A. A report
- B. Scoreboards
- C. Service Level Agreements (SLAs)
- D. Key Performance Indicators (KPIs)

Correct Answer: D

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.

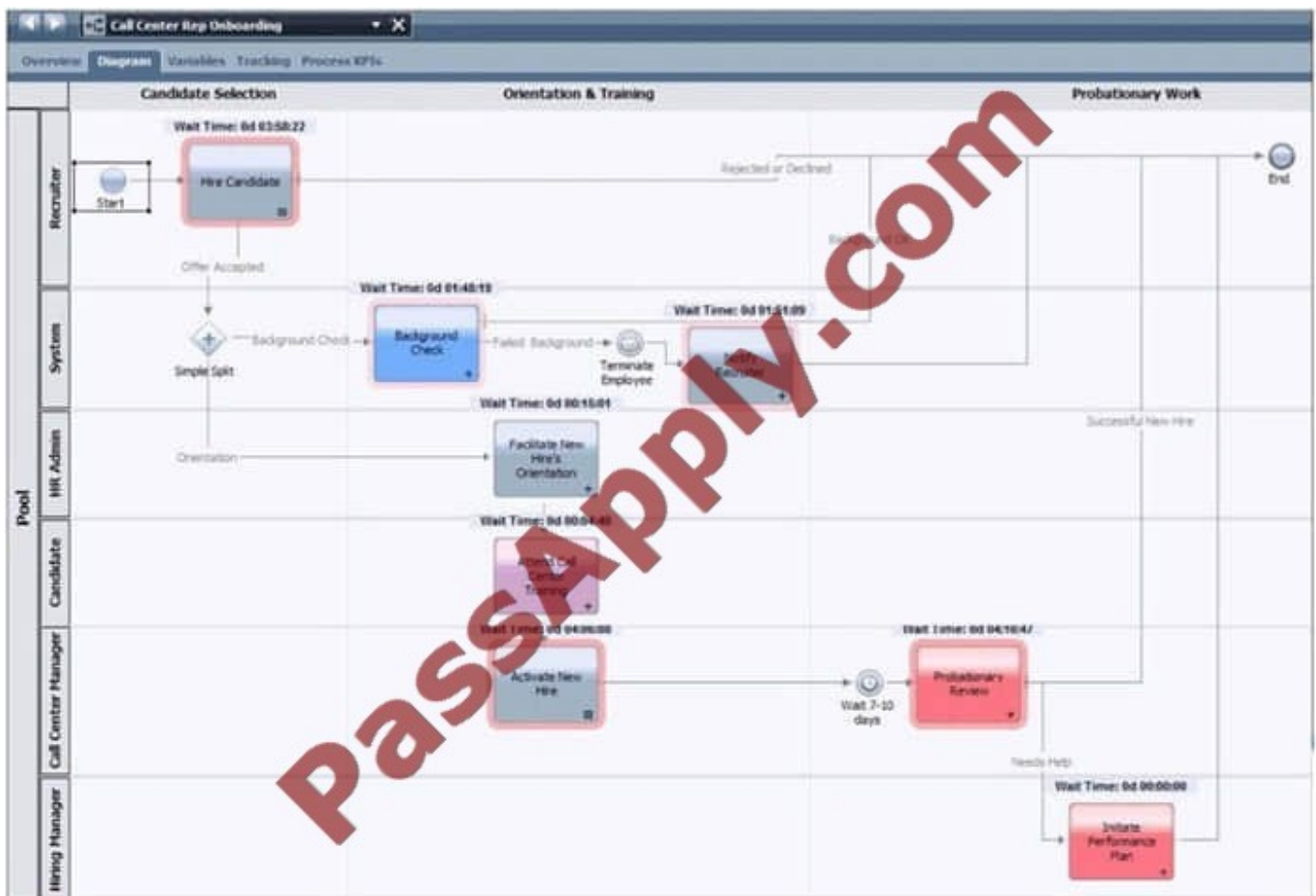
C. Continue to support the first plan because it gives the process participants the ability to work with the data first hand and greatly reduce the user acceptance testing.

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

QUESTION 5

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 6

After completing the initial process discovery and documentation work, the process definition and user story documentation needs to be reviewed to ensure that appropriate emphasis has been placed on process improvement and on identification and definition of appropriate process metrics. With whom does the program manager and process owner conduct this review?

- A. BPM Analyst
- B. BPM Architect
- C. BPM Developer
- D. BPM Administrator

Correct Answer: A

QUESTION 7

The business requirements for the BPM platform dictate that the runtime environment supports up to 10,000 unique users with up to 2,000 concurrent users during an 18 hour daily usage window with response times for user actions of less than 6 seconds in 95% of cases and no more than 10 seconds in any case. Who is responsible for ensuring that this expectation is met?

- A. BPM Analyst
- B. BPM Developer
- C. BPM Administrator
- D. BPM Program Manager

Correct Answer: C

QUESTION 8

A program manager consults with a client on how to improve their BPM Center of Excellence (COE). The program manager asks what metrics are being used to track the success of the COE. The client offers examples of the metrics that are being collected for several processes related to the cycle time and efficiency. What course of action should the program manager suggest?

- A. Suggest no changes to the metrics.
- B. Suggest that an additional category of metrics for defect rates be collected.
- C. Suggest that the COE should aggregate information on the ROI for each project.



D. Suggest that greater emphasis be granted to the metrics gathered on cycle time.

Correct Answer: C

QUESTION 9

The following is an example of a user story: s a hiring manager, I need a web form to enter results of my interview with the candidate. If I decided not to hire the candidate, I need to email the?s a hiring manager, I need aweb form to enter results of my interview with the candidate. If I decided not to hire the candidate, I need to email the recruiter so that he/she can call the candidate. If I decided to hire the candidate, I need to open an MS Word template and draft anoffer for employment? What feedback should the program manager give on the user story?

- A. It is a poorly written user story because it specifies implementation details.
- B. It is poorly written user story because it documents what the user needs to do.
- C. It is a good user story because it leaves out all implementation details as to how the work will actually get done.
- D. It is a good user story because it maintains a clear definition of what the hiring manager needs to accomplish and why.

Correct Answer: A

QUESTION 10

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

QUESTION 11

What are the three interfaces provided by the Process Designer?

- A. Designer, Optimizer, Inspector
- B. Designer, Optimizer, Coach Designer
- C. Process Portal, Optimizer, Inspector
- D. Process Portal, Optimizer, Coach Designer

Correct Answer: A



QUESTION 12

Key Performance Indicators (KPIs) are used by the process owner and stakeholders to:

- A. measure the operations within a process.
- B. notify stakeholders when a threshold is violated.
- C. determine the source of business data in the process.
- D. reward participants for superior performance in the process.

Correct Answer: A

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