



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

IBM WebSphere Lombardi Edition V7.2 BPM Program Management

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### QUESTION 1

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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### QUESTION 2

Process business data that needs to be available after the process instance completes must be:

A. audited in the process server database

B. persisted in the performance data warehouse.

C. persisted to a business data system of record.

D. removed from the process server for SOX Compliance.

Correct Answer: C

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### QUESTION 3

It is discovered while running Playback 0 that an important but not strictly necessary sub-process was missed in the analysis. How should the program manager recommend handling the missed sub-process?

A. Redo Playback 0 and include the sub process.

B. Note the sub-process as a user story and save it for the next release.

C. Include the sub-process in Playback 1 without validating with the process owner.

D. Schedule a special iteration and playback to address the sub-process after Playback 3.

Correct Answer: B

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### QUESTION 4

A one day workshop has been completed, producing an inventory of 2 top-level business processes, 10 lower-level business processes, and 4 integrations. Which categorization of complexity is appropriate and which estimation method should be used in this scenario?

A. Small, Rough Order of Magnitude (ROM)



- B. Small, Budgetary Estimate
- C. High, Rough Order of Magnitude (ROM)
- D. High, Budgetary Estimate

Correct Answer: C

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#### QUESTION 5

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

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#### QUESTION 6

When documenting an activity in a business process, the BPM Analyst will record the business objects used by that activity. How will the BPM Analyst document the business objects used (or created) by that activity?

- A. process activity steps
- B. process variable types
- C. process participant requirements
- D. process activity inputs and outputs

Correct Answer: D

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#### QUESTION 7

What is SIPOC Analysis?

- A. Stated Improvement Plan for Optimization of Code
- B. Suppliers, Inputs, Process, Outputs, and Customers
- C. Streamlining, Identification, Performance, Optimization, Continuity
- D. Simple Identification for Performance Optimization and Continuous Analysis

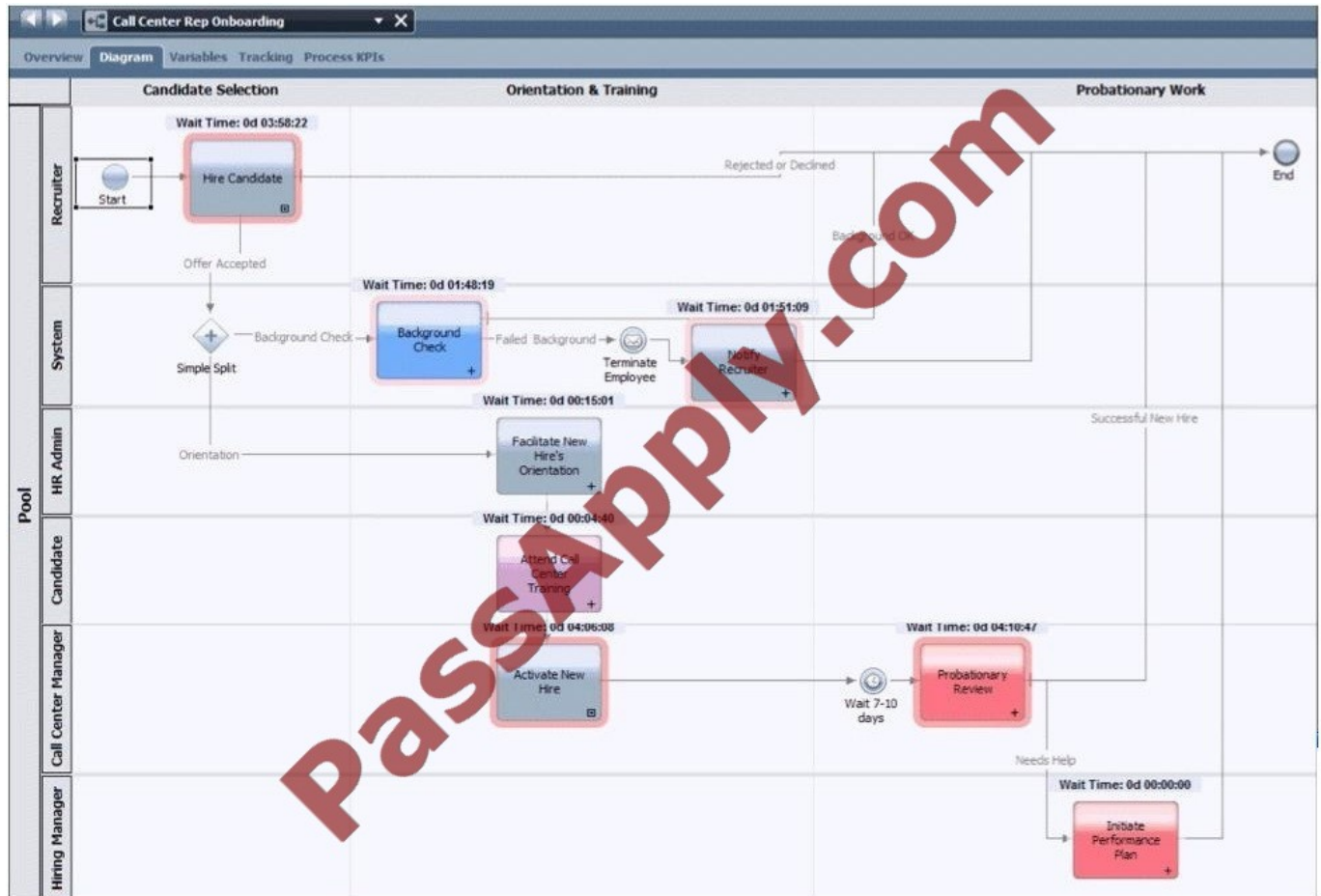
Correct Answer: B

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## QUESTION 8

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 9

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 ProcessDefinition (BPD) activities.

Correct Answer: B

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#### QUESTION 10

The BPM Program Manager, Process Owner, and Lead Developer are collaborating to define the theme and assign user stories for the next iteration. The team is planning the 7th of 15 iterations in the Release Plan for Release One. The Program Manager displays a Team Velocity chart showing that the Development team has shown significant growth in story points accepted from iterations 1 to 4 and has been leveling off to roughly 200 story points in iterations 5 and 6.

Given there are 9 iterations remaining in the release plan, the Process Owner immediately recognizes there is room for roughly 1800 story points in the remaining time for Release One. However, the backlog contains 2400 story points marked as "high" priority and another 1200 story points marked as "medium" priority. The Process Owner asks to reduce the points assessed to the high priority user stories to bring the total points down to roughly 1800 so as to make them fit in the remaining time. The Program Manager agrees.

What is wrong with this scenario?

- A. This is a conversation for a Release Planning meeting and not during Iteration Planning.
- B. Team Velocity is fixed and changing the method of estimating story points mid-way through a release will not increase the scope of work that can be completed.
- C. Process Owner forgot to include a risk factor of 1.4 that should be applied to 1800 resulting in roughly 2500 story points ( $1.4 \times 1800 = 2520$ ) remaining in the Release. No action should be taken.
- D. Both "high" and "medium" priority stories should be included in the Release Plan meaning all user story points should be reduced by 50% to get all high/medium priority stories to fit in 1800 points remaining ( $2400 + 1200 = 3600 : 3600 / 2 = 1800$ ).

Correct Answer: B

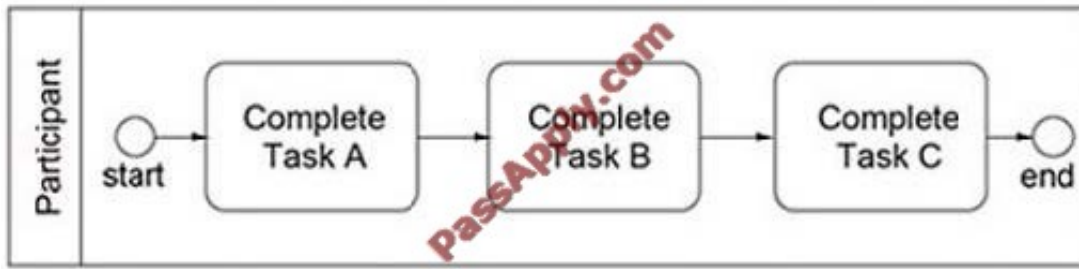
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#### QUESTION 11

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.

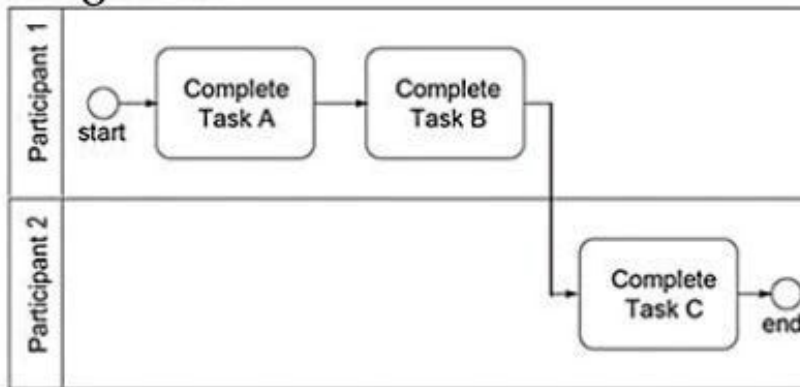
Task C is also completed by a different group than the participant assigned to Task A and B.



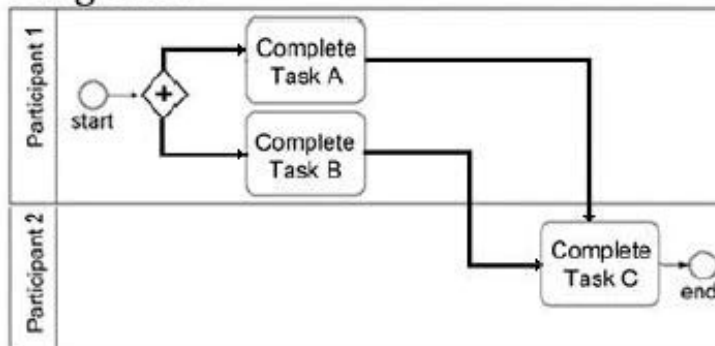
Which of the following diagrams implement the scenario according to best practice?



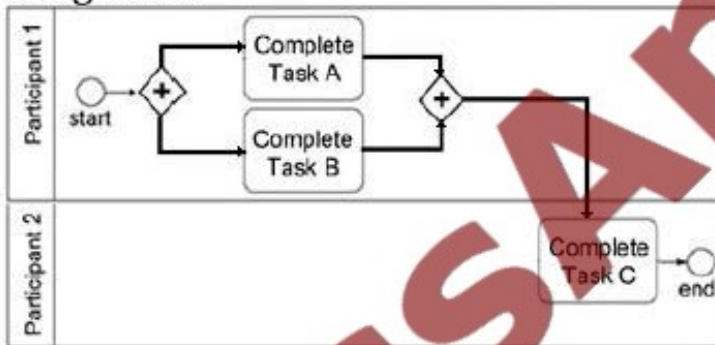
A.

**Diagram 1**

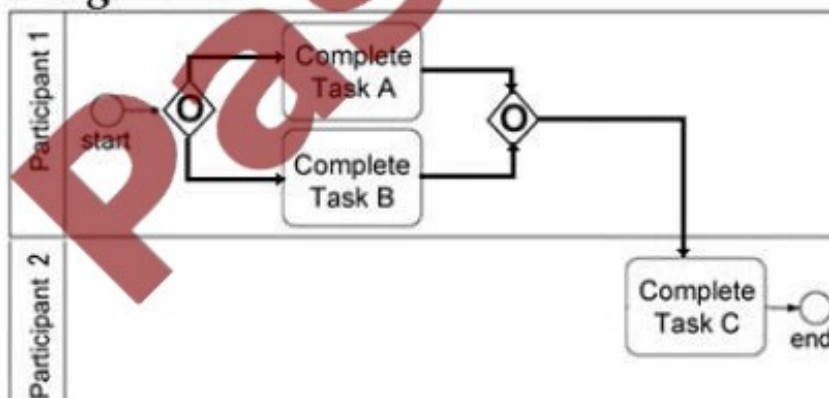
B.

**Diagram 2**

C.

**Diagram 3**

D.

**Diagram 4**



A. B. C. D.

Correct Answer: C

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## QUESTION 12

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

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