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IBM WebSphere Lombardi Edition V7.2, BPM Program Management

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QUESTION 1

In the Playback 0 review session, the executive sponsor for BPM suggested adding a requirement to the business processnot previously articulated. The executive sponsor would like to see the business requirement implemented by the next playback validation session. How should the program manager handle the previously unknown business requirement?

A. Validate user story with process owner and schedule for a later iteration.

B. Explain to the executive sponsor that the requirement will be implemented in the next iteration.

C. Proceed with Playback 1 and include the new requirement in the set of requirements for the development phase.

D. Find the best time in the development effort when resources are available to insert the business requirement implementation.

Correct Answer: A

QUESTION 2

The BPM validationprocess 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 requirementsare 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

QUESTION 3

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 costoverall 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 pushfor 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 4

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

A. measure the operations within aprocess.

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

QUESTION 5

The BPM program manager and process owner for a new hire onboarding process project need to ensure that the solution developed by the team will be accepted and adopted by the target users. To facilitate this, they decide to:

A. plan additional playbacks for user screens.

B. agree with users to postpone the release until every feature is correct.

C. involve champion SMEs in the discovery and implementation including playbacks.

D. insist on documentation of all user requirements before having the development team begin work.

Correct Answer: C

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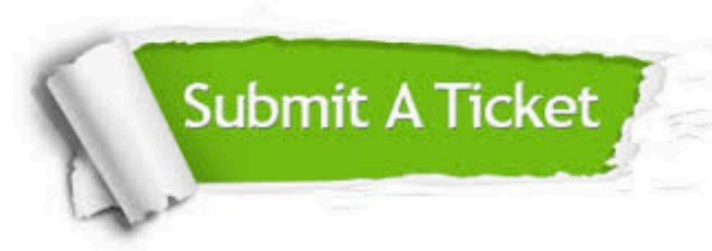
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