



000-188^{Q&As}

IBM WebSphere Lombardi Edition V7.2, BPM Program Management

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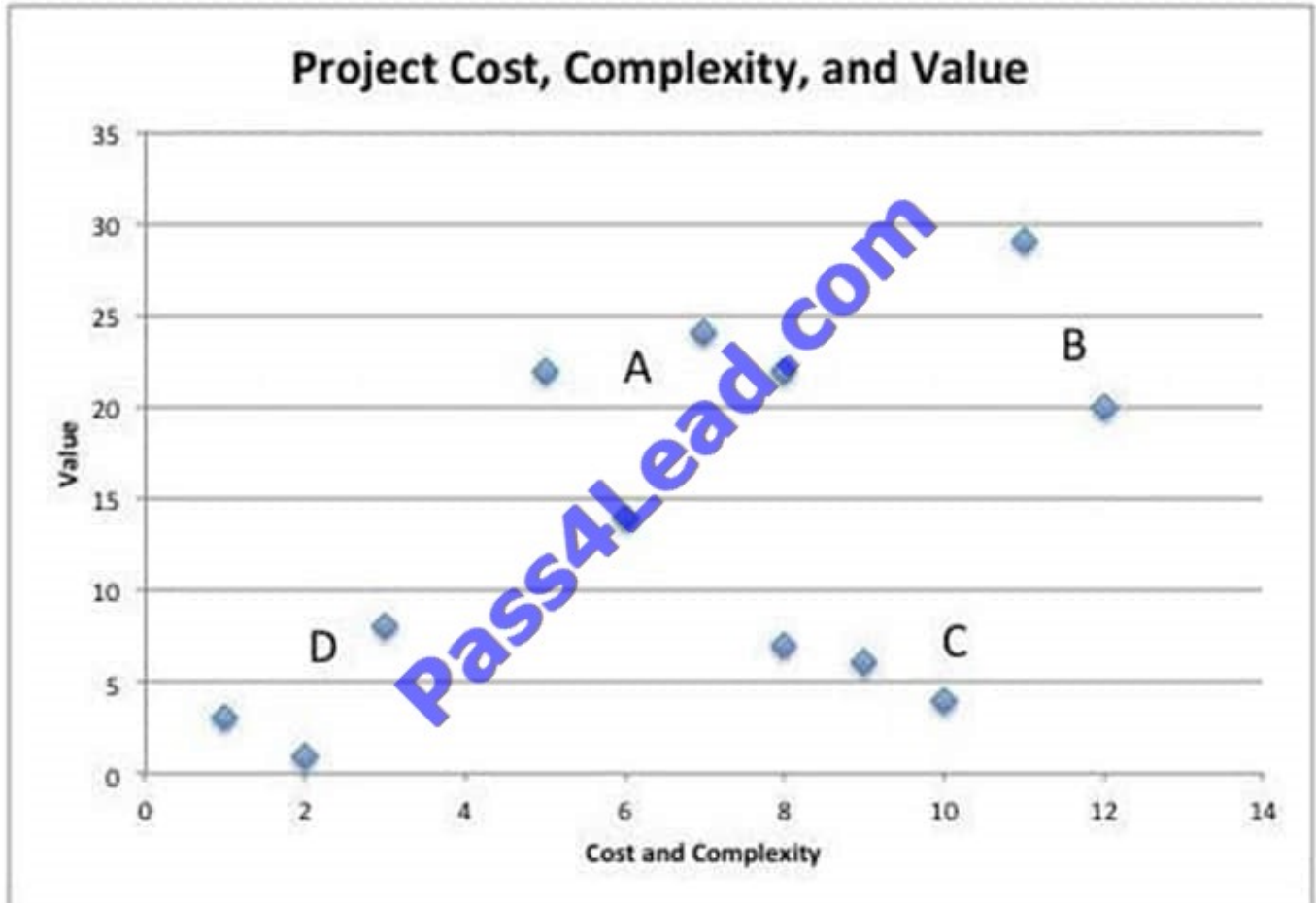
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QUESTION 1

A program manager is advising a new client who has begun analyzing process projects to determine which ones should be selected for their first BPM projects. The client presents the diagram below visualizing the projects in terms of their cost/complexity and the value to the company.



What should the program manager advise the client?

- A. Consider appetite for BPM as a third axis in this analysis.
- B. Immediately pursue projects in the B quadrant because of their high value.
- C. Redo the business value analysis to ensure customer satisfaction was included.
- D. Remove projects in C quadrant from the inventory because of high complexity and low value.

Correct Answer: A

QUESTION 2

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 3

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

QUESTION 4

The BPM analyst, Process Owner and BPM program manager have created a list of user stories with point estimates. What do user story points measure?

- A. The value of the user story.
- B. The priority of the user story.
- C. The time in hours required to implement the user stories.
- D. An approximate, relative measurement of the development effort.

Correct Answer: D

QUESTION 5

A development team is preparing Playback 2. The Playback includes system integrations. When preparing for a playback, what should the program manager do? Advise the development team to:

- A. use power point slides with screenshots.
- B. create a script and practice the playback.



C. postpone the playback if a technical problem is found.

D. warn stakeholders with possible technical problems in advance.

Correct Answer: B

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