



C2180-188^{Q&As}

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

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

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

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

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

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