



A2160-669^{Q&As}

Assessment: SOA Fundamentals [2008]

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**QUESTION 1**

Customer satisfaction with a new and rather complex product introduced by a company is extremely poor and is affecting sales of the product. The call center is taking too long to handle questions and product experts are not always easily accessible. The goal is to quickly reduce customer complaints. Which actions should be recommended?

- A. Connect all the systems that are involved in the transaction.
- B. Gather all the information about the product in a single repository to be accessed by the call center.
- C. Provide the call center team with access to all the necessary and available information on their screen and collaboration tools to ask experts for assistance with specific
- D. Model the call process to determine the bottlenecks, then process automation tools can be used to obtain all the necessary product information including human task

Correct Answer: C

QUESTION 2

Which activity is required to successfully implement SOA governance?

- A. Establish a service repository.
- B. Acquire ongoing sponsorship by executives with active communication.
- C. Formulate, control and oversee the proper maintenance and growth of business assets.
- D. Define a set of processes, rules and policies that affect the way a corporation is directed, administered or controlled.

Correct Answer: B

QUESTION 3

Which is a driving business need for SOA?

- A. Automate and optimize processes
- B. Security, governance and infrastructure
- C. Governance, infrastructure and connectivity
- D. Interoperability, standards and application integration
- E. High availability of hardware, operational systems and services

Correct Answer: A

QUESTION 4



From an IT perspective, what are three goals of moving to SOA?

- A. Increasing the IT budget
- B. Implementing packaged applications
- C. Giving IT the maximum number of options to solve a business challenge or problem
- D. Exhibiting IT systems as evidence that the company is at the forefront of technology
- E. Viewing the operating environment as a set of services provided by the underlying IT infrastructure
- F. Improving Return on Investment (ROI) on IT assets by breaking traditional monolithic systems down into more manageable pieces

Correct Answer: CEF

QUESTION 5

From an IT perspective, what is the primary goal of moving to SOA?

- A. Make IT more accountable
- B. Increase the flexibility of IT
- C. Technology and platform independence
- D. Reduce short-term development and maintenance costs

Correct Answer: B

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