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Assessment: SOA Fundamentals [2008]

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QUESTION 1

Which need drives a project to use an SOA approach?

A. Business flexibility

B. Resource virtualization

C. Application integration

D. Improved systems management

Correct Answer: A

QUESTION 2

How are the capabilities of a Web 2.0 application enhanced by SOA?

A. Two or more SOA services may be connected together to create a new business process, such as in the case of a mashup.

B. Business users can visually assemble mashups by blending publicly available information and services with a company\\'s internal information and services.

C. Syndication of site content is enabled through the use of SOA, since it involves standardized protocols, which permit end-users to make use of a site\\'s data in another context.

D. The community that uses the SOA services can employ community mechanisms on the application, such as ratings and comments, to provide feedback so the application can be E.

Correct Answer: B

QUESTION 3

Which statement is true about a business process in the context of SOA?

A. It rarely includes any manual steps.

B. It can span people, systems and information.

C. It takes a relatively short amount of time to complete.

D. All services are linked to the process through an Enterprise Service Bus (ESB).

Correct Answer: B

QUESTION 4

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 5

What can have the largest impact on the performance of an SOA?

A. Service granularity

B. Use of open standards

C. Service version management

D. Business monitoring of Key Performance Indicators (KPIs)

Correct Answer: A