



# C2180-276<sup>Q&As</sup>

IBM Business Process Manager Express or Standard Edition V8.0 BPM  
Application Development

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**QUESTION 1**

A company has requested that a manager must be notified when the Claim Request activity for their call center process application takes longer than 20% of the expected threshold 3 times in one day. Review the assignment settings for the activities Total Time (Clock) KPI.

**Assignment Settings**

Use KPI defaults:

Assignment Type: Automatic

**Threshold Settings**

Use KPI defaults:

Minimum	0	Days	0	Hours	0	Minutes	0	Seconds
Expected:	0	Days	0	Hours	5	Minutes	0	Seconds
Maximum:	0	Days	0	Hours	0	Minutes	0	Seconds

What are the correct configurations for the activity's Total Time (Clock) KPI and associated SLA?



A. A. No changes in Total Time (Clock) KPI and configure the following SLA.

**Details**  
Target type: Activity

**Trigger**  
Trigger: Violated N times over period  
Count N: 3 times  
Over period: Today

**Condition**  
Scope: Single value  
KPI: Total Time (Clock)  
Activities: Claim Request (Process SLA)  
Condition: Greater than  
Compared with: 20% above  
Kind of threshold: Expected threshold value

**Consequence**  
 Send email to processmanager@company.com  
 Initiate the process <select process>

B. B. No changes in Total Time (Clock) KPI and configure the following SLA.

**Details**  
Target type: Activity

**Trigger**  
Trigger: Violated % of the time over period  
Percentage: 20 % of the time  
Over period: Today

**Condition**  
Scope: Single value  
KPI: Total Time (Calendar)  
Activities: Claim Request (Process SLA)  
Condition: Greater than  
Compared with: Threshold  
Kind of threshold: Expected threshold value

**Consequence**  
 Send email to processmanager@company.com  
 Initiate the process <select process>

C. C. Set the value of Total Time (Clock) KPI expected threshold to "6" (increase 20%) and configure the following SLA.

**Details**  
Target type: Activity

**Trigger**  
Trigger: Violated N times over period  
Count N: 3 times  
Over period: Today

**Condition**  
Scope: Single value  
KPI: Total Time (Clock)  
Activities: Claim Request (Process SLA)  
Condition: Greater than  
Compared with: Threshold  
Kind of threshold: Expected threshold value

**Consequence**  
 Send email to processmanager@company.com  
 Initiate the process <select process>

D. D. Set the value of Total Time (Clock) KPI Maximum Threshold to "18" the sum of 3 times of the Expected threshold and configure the following SLA.

**Details**  
Target type: Activity

**Trigger**  
Trigger: Whenever the condition is violated

**Condition**  
Scope: Sum of values over time  
KPI: Total Time (Calendar)  
Activities: Claim Request (Process SLA)  
Start time: Today  
Condition: Greater than  
Compared with: Threshold  
Kind of threshold: Maximum threshold value

**Consequence**  
 Send email to processmanager@company.com  
 Initiate the process <select process>





A. B. C. D.

Correct Answer: A

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## QUESTION 2

A BPM application developer needs to create custom SQL queries targeting the Business Performance Data Warehouse to satisfy a customer's reporting requirements. While browsing the system catalog of the database management system, the developer notices tables and views corresponding to the tracking groups defined in the process application.

Which database artifacts should the developer query to obtain only the actively tracked data? The BPM application developer should query the:

- A. views, because the views contains more recent data than the tables.
- B. views, because the views contain only the data resulting from the updated tracking definitions.
- C. tables, because the tables contains more recent data than the views.
- D. tables, because the tables contain only the data resulting from the updated tracking definitions.

Correct Answer: B

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## QUESTION 3

A BPM application developer is developing assets at a company with the following BPM infrastructure:

A) One Process Center environment

-The BPM application developer has all security privileges required to access this environment

B) Three runtime environments- Test, Staging, and Production

-Each runtime environment is a two node, clustered environment

-They are all configured as "online" environments

-The BPM application developer has all security privileges required to access those environments The BPM application developer has all security privileges required to access those environments The BPM application developer has all security privileges required to access those environments

The BPM application developer has been asked to create a Saved Search in each environment using the Process Admin Console.

How many times must the BPM application developer open a Process Admin Console to make this change?

A. 1 time, since the Process Center environment's Process Admin console manages all online environments

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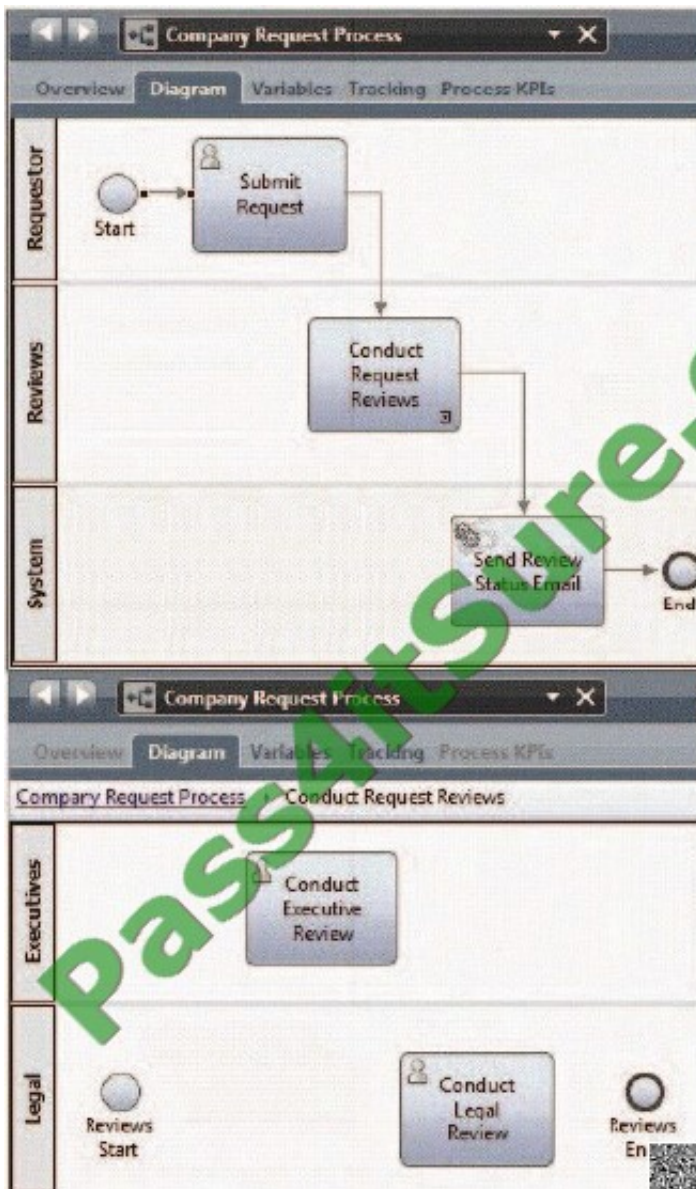


- B. 2 times, once for the Process Center environment and once for the runtime environments
- C. 4 times, since each environment has its own Process Admin console
- D. 7 times, since each node in each environment has its own Process Admin console

Correct Answer: C

#### QUESTION 4

A company requires all requests to be viewed by a member of the Executive Leadership and a member of its Legal Department. These reviews must be executed independently of each other. Once these reviews are completed, an email is sent out to all relevant process stakeholders informing them of the outcome of the reviews. Review the following business process definition.





How should a BPM application developer model the remainder of the subprocess, "Conduct Request Reviews?"

- A. Draw two sequence flow lines from Reviews Start to Conduct Executive Review and Conduct Legal Review. From each review activity, draw a sequence flow to Reviews End.
- B. Draw a sequence flow line from Reviews Start to Conduct Executive Review. From Conduct Executive Review, draw a sequence flow line to Conduct Legal Review. From Conduct Legal Review, draw a sequence flow line to Reviews End.
- C. Draw a sequence flow line from Reviews Start to a Parallel Gateway. From the Parallel Gateway, draw two sequence flow lines to Conduct Executive Review and to Conduct Legal Review. From each review activity, draw a sequence flow line to Reviews End.
- D. Draw a sequence flow line from Reviews Start to an Exclusive Gateway. From the Exclusive Gateway, draw two sequence flow lines to Conduct Executive Review and to Conduct Legal Review. From each review activity, draw a sequence flow to Reviews End.

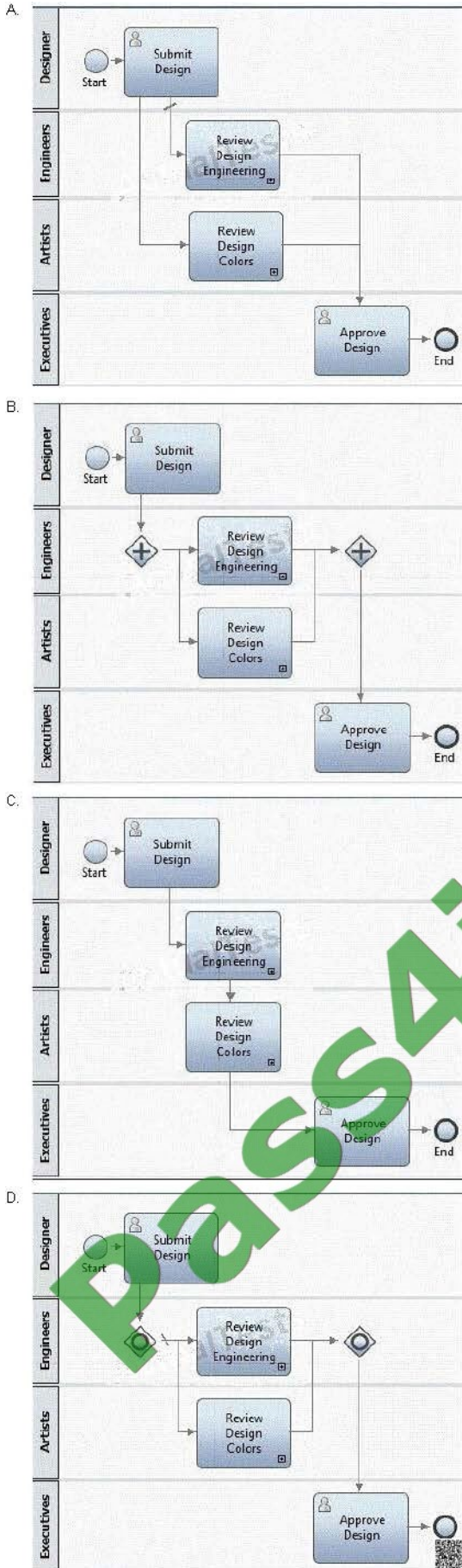
Correct Answer: C

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#### QUESTION 5

A design company has a process with 4 activities. The activity that occurs first is Submit Design and it is implemented as a Human Service. The next two activities, Review Design Engineering and Review Design Colors, occur in parallel, are always executed, and are both implemented as a Subprocess. The final activity Approve Design, is implemented as a Human Service and occurs after Review Design Engineering and Review Design Colors have both been completed.

Select the business process diagram that matches the description of the company's process.





A. B. C. D.

Correct Answer: B

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