

IBM WEBSHERE LOMBARDI EDITION V7.2, BPM DEVELOPMENT COURSE CONTENT

❖ **SECTION 1 - PROCESS MODELING (16%):**

- A. Examine business requirements and convert them into the Business Process Management (BPM) artifacts (e.g., Business Process Definition (BPD)).
- B. Derive milestones, activities, swimlanes, and activities from process requirements.
- C. Predict exception paths.
- D. Modify 'As-Is' Processes into 'To-Be' Processes.
- E. Demonstrate BPM ideologies, terminology, and benefits.

❖ **SECTION 2 - PROCESS IMPLEMENTATION (39%):**

- A. Construct re-usable, decoupled services/artifacts.
- B. Implement processes with the ability to capture metrics and produce solutions for process visibility requirements.
- C. Utilize Key Performance Indicators (KPIs) and Service Level Agreements (SLA's) to meet customer goals.
- D. Define participant groups.
- E. Develop and implement rules and routing strategy based on process requirements.
- F. Expose process artifacts to appropriate users.
- G. Demonstrate the best practices to model and pass data within the process.
- H. Construct multi-instance loops, including simple and complex end conditions.
- I. Notify or start a process by implementing message events through an Under Cover Agent (UCA) or posting a message to the Event Manager.
- J. Invoke a Dynamic Sub Process.
- K. Implement exception components in services and Business Process Definitions (BPDs).
- L. Use managed files.
- M. Use the JS/API.

❖ **Section 3 - Coach development (14%):**

- A. Implement advanced rich User Interface (UI) behavior by modifying XML, visibility controls, custom AJAX controls and corresponding services, custom JavaScript that enable required coach functionality, and overriding \$Cascading Style Sheets (CSS) styles that change the look and feel of a coach.
- B. Apply out-of-the-box and custom controls and attributes to coaches.
- C. Add a Custom HTML section on a coach and bind variables inside of it.
- D. Troubleshoot, identify and address unacceptable coach response time and behavior.

❖ **SECTION 4 - REPORT AND SCOREBOARDS DEVELOPMENT, AND PORTAL FUNCTIONALITY (12%):**

- A. Implement tracking points and create timing intervals.
- B. Explain the benefits and functionality of autotracking and manual tracking.
- C. Demonstrate the functionality of the portal.
- D. Create reports, scoreboards and custom dashboards from process and performance database server queries that provide process metrics visibility for process improvement.

❖ **SECTION 5 – PLAYBACK METHODOLOGY (8%):**

- A. Identify the deliverables for each Playback.
- B. Identify the key parts and participants of each Playback session.

❖ **SECTION 6 - CREATING INTEGRATIONS (10%):**

- A. Construct an integration to a web service.
- B. Construct an integration to a SQL back-end.
- C. Construct an integration to a Java integration.
- D. Expose a service as an inbound web service.