

IBM WEBSHERE LOMBARDI EDITION V7.2, BPM PROGRAM MANAGEMENT COURSE

CONTENT

❖ SECTION 1 - PRODUCT FEATURES (21%):

- A. Explain the high level architecture of WebSphere Lombardi Edition V7.2 and environment.
- B. Explain the features and value propositions of each WebSphere Lombardi Edition product component.
- C. Examine process models through the WebSphere Lombardi Edition Authoring Environment (Designer, Inspector, and Optimizer). Explain how the integration development functionality enables exchange and use of data from external systems.
- D. Explain special considerations around data persistence for parallel processes and for accessibility of business data beyond the lifetime of the process.

❖ SECTION 2 - BPM METHODOLOGY (18%):

- A. Explain BPM methodology, including comparing and contrasting BPM-specific methodology with other agile-based approaches, with traditional waterfall methodologies and with other software development lifecycle (SDLC) models.
- B. Implement agile and iterative BPM methodology in the design, modeling, execution and optimization phases.
- C. Apply playback implementation methodology along with agile management approach.

❖ SECTION 3 - PROJECT INITIATION AND DEFINITION (13%):

- A. Identify roles and responsibilities (e.g., process owner).
- B. Plan for and accommodate external system integrations.
- C. Estimate project effort/scope.

❖ SECTION 4 - PROCESS ANALYSIS AND MODELING (18%):

- A. Gather, evaluate and organize user story requirements.
- B. Explain process data elements and business object model.
- C. Explain Key Performance Indicators, Service Level Agreement, and Metric.
- D. Describe key process tasks in process analysis and modeling.
- E. Conduct release and iteration planning.
- F. Plan development tasks based on "To-Be" models.

❖ SECTION 5 - PROJECT DEVELOPMENT, CHANGE MANAGEMENT AND COMMUNICATION (11%):

- A. Create and implement a change management plan which includes effective organizational change management and stakeholder analysis.
- B. Conduct playbacks and apply scope changes.
- C. Manage risks and provide mitigation plan.

❖ SECTION 6 - PROGRAM GOVERNANCE (18%):

- A. Identify and select projects as candidate BPM projects within a program.
- B. Explain BPM governance.
- C. Recommend and assist with the implementation of the governance structure and practices for BPM programs.
- D. Measure and optimize the processes within the program.