

Roll No: -----

**UNIVERSITY OF PETROLEUM AND ENERGY STUDIES**  
**End Semester Examination, April, 2017**



**Program Name: B.Tech CSE – Business Analytics & Optimization**  
**Course Name : Business Process Management(SOA)**

**Semester – VIII**  
**Max. Marks : 100**

**Course Code : CSIB 470**

**Duration : 3 Hrs**

**No. of page/s: 01**

**Section A**

**Attempt all questions. Each carries equal marks. (5x4 = 20 marks)**

1. What is the role of Coaches in creation of User interfaces? Can they be reused? Explain
2. What are the steps involved in the business process of the buyer and the reseller? Explain the steps and show their implementation with the aid of a diagram.
3. A business process is a set of related, structured activities or tasks that produce a specific service or product for a particular customer or customers. What do you understand by this statement? What are the three types of business processes? Explain giving examples.
4. Modelling and simulation functionality allows for pre-execution "what-if" modelling and simulation. Explain this and state important business process modelling techniques.

**Section B**

**Attempt all questions in this Section. Each carries equal marks (10x4 = 40 marks)**

5. Using a diagram depict the life cycle of a typical process development effort. It should include steps for building and refining an installation service to install your process applications in the production environment.
6. When you are developing processes in Process Designer, there is a hierarchy available in the Process Center repository, which is there to help you manage your projects. Explain this hierarchy using a diagram. Explain the artifacts included in Process Center repository.
7. When developing the process diagram in the Designer in IBM Process Designer, what are the tools and components available from the palette? Elaborate
8. Building a Coach is frequently an iterative process in which you loop back to improve the Coach even as you build it. Explain steps followed in building Coaches.

OR

How do you define metrics and KPIs for UBM Business Monitor dashboards? Explain

**Section C**

**Attempt all questions in this Section. Each carries equal marks (10x4 = 40 marks)**

9. a) Explain the software development roles and the Product-specific roles that are associated with the Warranty Reporting Solution (WRS).  
b) The business scenario for a WRS accepts post-purchase claims for product repair or replacement. What are the steps involved?
10. a) Explain the architecture for the WRS. (6)  
b) Define SOA & BPM. Make a tabular comparison of the two. (8)  
c) Discuss the categories of BPM activities. (6)

OR

- a) Differentiate between Coaches and Heritage Coaches. (6)
- b) What do you mean by Process choreography? Explain how it is done using example (8)
- c) With the aid of a diagram explain business process integration. (6)

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**Section A**

**Attempt all questions. Each carries equal marks. (5x4 = 20 marks)**

1. A typical Business Process Manager configuration includes three environments to support the development and eventual deployment of your processes. Explain each of these.
2. When a BPD begins and the tasks within it are called, services execute the required functions. Which services are built?
3. What is the role of Coaches in creation of User interfaces? Can they be reused? Explain
4. Explain the business objects and variables used in Process Designer.

**Section B**

**Attempt all questions in this Section. Each carries equal marks (10x4 = 40 marks)**

5. Soon after you deploy a business process definition, which you have built in Process Designer to the Process Portal, a business user may interact with it in a numerous ways. Explain how this is done and the different tasks to be done for this?
6. BPM activities can be classified into six categories: vision, design, modelling, execution, monitoring, and optimization. Explain each of these categories.
7. Apart from automating the process, it captures, monitors and optimizes the process in a structured way. Explain the steps in a BPM Life Cycle.
8. Integration Service implementations can have integration step types that you can configure for the system that you are communicating with. Explain the step types that can be used in an Integration Service Implementation.

**OR**

Explain the Procedure for developing flexible and efficient process applications.

**Section C**

**Attempt all questions in this Section. Each carries equal marks (10x4 = 40 marks)**

9. a) Explain the software development roles and the Product-specific roles that are associated with the Warranty Reporting Solution (WRS).  
b) What are BPM suites? What are its four critical components? What are the issues involved?
10. a) Explain the architecture for the WRS. (6)  
b) Explain SOA & BPM. Make a tabular comparison of the two. (8)  
c) Differentiate between Coaches and Heritage Coaches. (6)

**OR**

- a. What do you mean by Process choreography? How it is done? Explain using example. (6)
- b. What are the layers used in SOA and BPM? Explain their relation using a diagram (8)
- c. With the aid of a diagram explain business process integration. (6)