

# UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

End Semester Examination, April 2018

Program: B.Tech CSE – Business Analytics & Optimization

Subject (Course): Business Process Management(SOA)

Course Code : CSIB 470

No. of page/s:

Semester – VIII

Max. Marks : 100

Duration : 3 Hrs

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## Section A

**(30 MARKS)**

1. Explain steps involved in business process of the buyer and the reseller diagrammatically [7]
2. 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. Discuss this statement throwing light on the three types of business processes with examples for each type. [7]
3. What is the role of Coaches in creation of User interfaces? Can they be reused? Explain [8]
4. What are the tools and components available from the palette using the Designer tool of BPD? Explain each tool and component [8]

## Section B

**(45 MARKS)**

5. a) Explain the four functions of the IBM FileNet Business Process Manager [5]
6. b) Explain any two IBM products used for WRS(Warranty Reporting Solution) [5]
7. c) Explain the process component icons and their description in BPD. [5]
8. a) When you are developing processes in Process Designer, there is a hierarchy available in the Process Center repository which is designed to help you manage your projects. Explain this hierarchy using a diagram. Also explain the artifacts included in Process Center repository. [10]
- b) Explain the different task types and their description which are used in BPD. [5]
9. a) Diagrammatically explain the life cycle of a process development effort. It should include steps for building and refining an installation service to install your process applications in the production environment. [10]
- b) Explain the scenario of WRS [5]

## Section C

**(25 MARKS)**

10. XYZ Corporation is a financial and insurance services organization which is looking to improve business processing and streamline their auto claim approval process.
  - a) Draw the Business Context diagram for the auto claim process. [6]
  - b) How are BPM features and capabilities utilized in these stages of BPM: 1. Initiating a claim 2. Back office mailroom clerk task 3. Claim processing 4. Financial controls. [10]
  - c) Draw the claim set up workflow process sub map for the claim approval process [4]
  - d) What questions arise when a customer submits a claim to the XYZ Corporation? [5]

**OR**

- a) Differentiate between Coaches and Heritage Coaches. [7]
- b) What do you mean by Process choreography? How it is done? Explain example [6]
- c) How do you define metrics and KPIs for UBM Business Monitor dashboards? [6]
- d) What are the layers used in SOA and BPM? Explain the relation between them [6]



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### Section A

(30 MARKS)

1. When a BPD begins and the tasks within it are called, services execute the required functions. Which services are built? [7]
2. Discuss the categories of BPM activities. [7]
3. Explain the role of analyst, data developer, business developer and test engineer for WRS [8]
4. What are the IBM tools for Integration used in WRS [8]

### Section B

(45 MARKS)

5. a) Explain the four functions of the IBM FileNet Business Process Manager  
b) Explain the environments for a BPD system.  
c) Explain the six parts of Designer of the BPD tool.
6. a) BPM activities can be classified into six categories. Explain each category in detail [10]  
b) Define the components of a BPM Suite. [5]
7. a) Diagrammatically explain the life cycle of a process development effort. It should include steps for building and refining an installation service to install your process applications in the production environment. [10]  
b) Explain the BPR cycle with the aid of a diagram [5]

### Section C

(25 MARKS)

8. a) Explain the software development roles and the Product-specific roles that are associated with the Warranty Reporting Solution (WRS). [7]  
b) The business scenario for a WRS accepts post-purchase claims for product repair or replacement. What are the steps involved? [6]  
c) Explain the architecture for the WRS. [6]  
d) Define SOA & BPM. Make a tabular comparison of the two. [6]
- a) Differentiate between Coaches and Heritage Coaches. [7]  
b) What do you mean by Process choreography? How it is done? Explain example [6]  
c) How do you define metrics and KPIs for UBM Business Monitor dashboards? [6]  
d) Discuss the categories of BPM activities. [6]