

Exam : IBM 000-667

**Title : IBM Test 667, Architectural
Design of SOA Solutions**

Version : V2.21

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1. A retail catalog company's printing and mailing expenses are growing much more rapidly than revenue. Each time they update their database, they ship more catalogs and customers call in with more corrections. Which evaluation and recommendation should the SOA Designer make?

- A. Data quality is low. Master data management should be installed to cleanse and maintain data quality both from data sources and updates from the call center.
- B. Third party mail lists are inconsistent. Use process modeling to identify when multiple records are created and how multiple catalogs get printed. Then use process simulation to optimize new processes.
- C. Processes do not incorporate data cleansing. Create an information service that retrieves similar records and displays them in a portlet, so operators can see multiple records and work with the customer to eliminate them.
- D. Data entry is a very common source of error and customers are often inconsistent as well. Operator generated updates should be re-implemented to the indirect exposure solution pattern to separate data entry from record update permitting a data cleansing step in the update processes.

Answer: A

2. A company wants to integrate a number of existing best-of-breed applications by implementing service facades and an Enterprise Service Bus (ESB). The initial scenario involves the transfer of order information between a number of these backend services depending on business rules.

An SOA Designer is asked to capture the functional requirements.

What is the most appropriate starting point?

- A. Analysis of the information requirements of the existing applications
- B. Investigation into appropriate industry standards for transferring data
- C. Creation of use cases to understand what the services may be and how they interact
- D. Define the component model associated with the existing applications and specify the service interfaces

Answer: C

3. A government agency wants to ensure the selected patterns and code standards set down by their SOA governance body are adhered to.

Which type of tool will support this?

- A. Code generation

- B. Parsing
- C. UML modeling
- D. Data modeling

Answer: A

4. A company has an existing message-based middleware solution that allows exchanging business information among several applications using a topic-based publish-subscribe integration pattern. As part of its SOA strategy, the company is now embarking on service-enabling the applications and wants to employ the publish-subscribe pattern using Web services technology.

Which Web services specification best addresses this need?

- A. WS-Federation
- B. WS-Addressing
- C. WS-Notification
- D. WS-MetaDataExchange

Answer: C

5. Why is it necessary to enforce policies and monitor services within SOA Services Management?

- A. To insure data integrity and correlate business processes
- B. To trace transactions and diagnose problems
- C. To collect key performance metrics
- D. To ensure service availability

Answer: D

6. What is the next step while architecting an SOA solution after documenting the business processes?

- A. Determine the operations required to realize each process.
- B. Select a business steward for each process and instruct the steward to identify re-usable services.
- C. Identify the services needed to realize each business process and group them into logical components.
- D. Identify core and non-core business components.

Answer: C

7. The SOA reference architecture identifies core services including Interaction, Process, Information, Partner, Access, and Infrastructure.

What is one valid reason for excluding one or more of these services in an SOA?

- A. The application is predominantly middleware in nature, eliminating the need for presentation services.
- B. The consumer and the provider belong to different companies.
- C. The business sponsor has set budget constraints on solution architecture and the architectural components to be included have to be prioritized.
- D. The customer's internal politics make the specification too difficult.

Answer: A

8. A team is evaluating the maturity of a customer's solution architecture relative to the IBM SOA Foundation. It is discovered that the customer has invested heavily in an internally-developed Enterprise Service Bus (ESB) and that their ESB has functionality expected to be found in other SOA Foundation services, especially Process Services, Business Services, and Information Services.

Which recommendation should be made?

- A. Continue development of the ESB because the architecture is generally compliant with the SOA Foundation.
- B. Stop development of the ESB because the architecture violates the principle of loose coupling among services.
- C. Continue using the ESB but begin a transition to a vendor-supported, standards-compliant ESB.
- D. Modify development priorities to shift Process Services functionality to other parts of the Solution Architecture.

Answer: C

9. A midsize city is experiencing rapid growth that requires extensive changes in city land use regulations. Under this pressure, many land use disputes are getting caught in endless inter-departmental exchanges to complete data collection using a variety of completion criteria. This is angering both citizens and land developers.

Which approach to SOA is likely to have the greatest impact?

- A. Apply governance policies and procedures to control inter-departmental exchanges.

- B. Align the departments with a common end-to-end process with shared business services.
- C. Align the departments with a common data model and data access services to avoid confusion and duplication.
- D. Create citizens portals to provide a mechanism for citizens to more easily monitor and manage their role in the process.

Answer: B

10. A large airline has decided to use SOA as a means to reduce costs through the use of an Enterprise Service Bus (ESB) based infrastructure. The IT strategy group has purchased sophisticated messaging middleware and prototyped some services related to accessing passenger information. The airline needs to decide what to do next.

Which recommendation should be made?

- A. Move the prototype to production to assess the impact on the enterprise architecture.
- B. Identify a governance method to define policies and procedures for sharing the ESB infrastructure.
- C. Align an SOA project with a business initiative and select high-value services through process analysis.
- D. Add a process server to the infrastructure to provide a means to use the passenger information services.

Answer: C

11. A mortgage loan provider currently has legacy applications utilized by a network of branches and franchised agents. They want to expand by adding a new channel to allow independent mortgage brokers to submit mortgage loan applications. They realize they must provide a differentiating offering to the independent mortgage brokers to attract participants and grow the new channel.

How can SOA benefit their requirement?

- A. By building an SOA with a secure connectivity layer, they could quickly enable the mortgage broker channel to use their applications without any changes to the legacy system.
- B. They could reduce the cost to develop new applications needed for each independent broker by reusing services as integration code that is written for each broker's system to expedite development.
- C. By service enabling the legacy applications and offering a Web-based portal for independent brokers, they can minimize the impact to existing channels, minimize changes to existing code, and quickly create an offering for the new channel.

D. By implementing security and governance as part of an SOA deployment, they can control access to the current system to determine which brokers are using the system and personalize their marketing to the high usage brokers.

Answer: C

12. An engineering services company is being asked by its customers to provide solutions that cross Line of Business (LOB) areas. Each LOB is independent and is measured on its own profitability. The Chief Operating Officer plans to make some organizational changes.

How could SOA enable this business transformation?

A. Provide an abstraction layer for each LOB application that will allow flexible composition of services tailored to each LOB business model. Create an Enterprise Service Bus (ESB) that supports integration of systems across the LOBs for reuse.

B. Provide shared business services by migrating to a commercial Enterprise Resource Planning (ERP) system that can be service-enabled for access through an enterprise portal or from existing individual LOB applications.

C. Implement information as a service to consolidate data models and sharing across LOBs. Support governance of the service portfolio at an enterprise level.

D. Create an architecture board for each LOB to introduce SOA processes and drive service identification, goal modeling and business process re-engineering in support of mapping services to business capabilities.

Answer: C

13. How can a designer most effectively integrate components developed in various technologies at different companies into a composite application within an SOA?

A. Through careful coordination to ensure compatible interfaces

B. Through the use of industry standards such as SOAP over HTTPS

C. By placing the components in a service repository which will mediate the differences in their interfaces

D. By providing code mediation and transformation functions through a business process modeling effort

Answer: B

14. A Fortune 100 company is migrating its Enterprise Application Integration (EAI) architecture to SOA. The intent is to begin exposing its capabilities to business partners. The CIO is thinking about building a high speed, custom messaging solution so there is capacity for future growth.

What should the SOA Designer say about the long-term implications of that direction?

A. A custom messaging solution could provide performance advantages if development priority is allocated to provide standards-based connectors and adapters for business partners to connect.

B. XML messages can be transformed at wire speed using Enterprise Service Bus (ESB) appliances like WebSphere DataPower SOA Appliance, so it is not necessary to be concerned with that part of the system's performance.

C. Total cost of ownership will increase with custom middleware. Open standards-based commercial messaging products are more interoperable, extensible, scalable, replaceable, and reliable than custom-built systems.

D. It will take a serious commitment to detailed technical support to make this happen. It is always a tradeoff between standards-based compliance and performance. The implementation of the custom messaging will need to provide serious performance advantages to business partners.

Answer: C

15. The IBM SOA Foundation includes services that support business innovation and optimization.

What should be found in an SOA solution compliant with the SOA Foundation?

A. Automatic recognition of marketplace trends and dynamic reconfiguration of services in support

B. Business process simulation to predict the effect that process changes might have on the business

C. Alerts generated whenever business efficiency drops below a predefined threshold

D. An SOA dashboard for executives showing new business opportunities categorized by Return on Investment (ROI)

Answer: B

16. A rapidly growing retail company recently outsourced their package delivery to a very reputable package delivery company. The two companies are integrated using SOA and Web services. However, the retail company is having customer satisfaction issues as the call center is not reliably calculating delivery dates.

Which portion of the SOA Foundation is the focus to resolve this issue?

- A. Information Services
- B. Process Services
- C. Partner Services
- D. Interaction Services

Answer: C

17. A large multi-national bank is using SOA to transform their payment system to support new business models such as cross border treasury functions. The current system is a complex mix of payment types and rules used in each country, interacting with a variety of services to complete a payment.

Which portion of the SOA Foundation is central to the transformation of this system?

- A. Partner Services
- B. Process Services
- C. Interaction Services
- D. Information Services
- E. Access Services

Answer: B

18. A large bank has a paper-based process for transferring funds between regional centers that takes days to complete. They want to use SOA to automate this process.

As an SOA Designer, what is a likely reason to also include Partner Services?

- A. The automated process needs to provide self service and status tracking of the process to its users.
- B. The funds transfer process involves service calls to an internal workflow that controls the final step.
- C. There is a requirement to use Extract/Transform/Load (ETL) to move information from one service to another.
- D. There is a business requirement to conform to interchange standards like Society for Worldwide Interbank Financial Telecommunication (SWIFT).

Answer: D

19. Which statement about SOA service design is true?

- A. Statefulness is desirable as it implies that the service provider holds parameters in memory between

invocations avoiding data communication costs.

- B. Loose coupling implies that services should be designed using standardized interfaces and open standards.
- C. Service granularity implies the service must have the smallest amount of functionality in the subsystem.
- D. Encapsulation implies that services should hide the implementation details from their interface design.

Answer: D

20. Which statement is true when designing services within SOA guidelines?

- A. Loose coupling implies that a service design is open standards compliant.
- B. Stateless services must never invoke other services before responding to consumers.
- C. Encapsulation implies that service implementation details should not be exposed in the interface design.
- D. Service granularity implies that the function provided by a service is limited to the smallest possible scope.

Answer: C

21. A retail company is faced with the challenge of quickly introducing new products involving components from multiple lines-of-business.

How can adopting SOA help this company meet this challenge?

- A. By introducing an Enterprise Service Bus (ESB) to support services created from existing legacy application functions
- B. By optimizing interactions with business partners using Web services
- C. By monitoring retail sales activities and providing company executives with a dashboard for up-to-date KPIs
- D. By identifying services in each Line of Business (LOB) that would support new product development and marketing business processes

Answer: D

22. A retail company is faced with the challenge of quickly introducing new products involving components from multiple lines-of-business.

How can adopting SOA help this company meet this challenge?

- A. By introducing an Enterprise Service Bus (ESB) to support services created from existing legacy application functions.
- B. By providing a single view of disparate data sources through the use of Information as a Service.
- C. By introducing a portal for access to components from multiple lines of business to provide integration at the glass.
- D. By identifying services in each Line of Business (LOB) that would support new product development and marketing business processes.

Answer: D

23. An organization with a strong background in J2EE development and excellent IT governance is starting its first SOA project.

Using the Service Integration Maturity Model (SIMM) as a guide, which action should they take to extend their object oriented modeling capability to increase their chance of success with this SOA project?

- A. Focus on creating services rather than objects resulting in a shift to the services level in the application dimension.
- B. Adopt SOMA or an equivalent SOA method to increase the organization's capability in the methodology dimension.
- C. Deploy an Enterprise Service Bus (ESB) to begin to move them along the infrastructure dimension from enterprise standard to common SOA environment.
- D. Introduce a reference architecture to shift them from component architecture to SOA in the architecture dimension.
- E. Introduce the use of the service modeling profile in Rational Software Architect (RSA) or equivalent.

Answer: B

24. A company has started an ambitious SOA project as part of an enterprise modernization initiative. The SOA Designer has determined that their mainframe-based portfolio is a tightly coupled set of applications owned by different IT organizations. In addition, the SOA executive sponsor is concerned that their mainframe portfolio and skill base will make the transition to SOA difficult.

What should the SOA Designer do?

- A. Deploy an Enterprise Service Bus (ESB) as a means for decoupling the applications and isolating

organizational issues.

- B. Develop a detailed education roadmap for the application owners, developers and operations staff to ensure success.
- C. Suggest a pilot project to re-engineer one of the mainframe applications to use J2EE and SOAP on Unix to help develop SOA skills.
- D. Propose a Service Integration Maturity Model (SIMM) assessment to identify any potential organizational issues or skill mismatches in the project staff.

Answer: D

25. An organization in the utilities sector has used WebSphere MQ for several years. Over time, the staff has developed expertise in WebSphere MQ and they are most comfortable solving problems using messaging-based technology. They plan to take advantage of SOA but are concerned about the risk of moving to new technology.

Which technical solution should be suggested for this client?

- A. Create service faades for existing applications using WebSphere Message Broker.
- B. Use SOAP messaging with WebSphere MQ applications and WebSphere Enterprise Service Bus (ESB).
- C. Use WebSphere MQ pub/sub messaging to decouple service consumers from service providers.
- D. Use WebSphere MQ services instead of an ESB.

Answer: A

26. A retail bank built an SOA for their customer service portal. Their layered architecture contains services at all levels. The system is not providing the performance required.

What should the SOA Designer examine first to identify the cause?

- A. Review network capacity since large numbers of small messages can introduce a high overhead ratio, limiting the data transmitted per message.
- B. Review the service governance processes making sure they are identifying duplication and ensuring service level requirements are being managed.
- C. Review database accesses since large numbers of service requests can result in contention for database connections, race conditions or unintentional locking.
- D. Review the granularity of the service operations to determine whether there are too many technical

services relative to the number of business services.

Answer: D

27. A delivery company currently has a process where office staff must update a number of legacy systems with the status of deliveries from paper-based forms. The company wants to deploy new wireless handheld devices to their drivers so they can report on the progress of daily deliveries in real-time.

What should be the initial approach for this scenario?

- A. Analyze the business process to uncover a new business model, then create service wrappers for legacy systems.
- B. Create service wrappers for legacy systems, then aggregate existing data and enable human interaction.
- C. Create service wrappers for the legacy systems, then reuse them in different processes.
- D. Analyze the existing information sources to deliver them as a service, then reuse the services in different processes.

Answer: B

28. A university is receiving complaints that students can't receive grades reliably due to improper mailing addresses yet they can receive their bills on time at their correct address.

During the assessment and analysis, what is the most likely business objective that can resolve this situation?

- A. Resolve inconsistencies between the two processes used for grade reporting and billing.
- B. Reduce risk with trusted information services delivered in-line and in context.
- C. Deploy new business models quickly with reusable and optimized processes to adapt the enterprise to changing requests.
- D. Provide a facility for students to update their mailing address online.

Answer: B

29. A large medical practice is receiving complaints from patients that when they make data changes. Some correspondence is being properly updated but other correspondence is not. The medical practice is implementing an SOA assessment and analysis.

Which approach will most likely resolve this situation?

- A. Provide access to patients so they can update their data online.
- B. Increase information integrity by providing information as a service.
- C. Adopt new business models that allow for maximum reuse of existing data.
- D. Identify inconsistencies between the various processes for updating information.

Answer: B

30. A group of SOA Architects is discussing strategies to improve re-use without impacting the existing project deadlines.

Which action is most likely to achieve the stated objective?

- A. Modify existing applications to use service interfaces that most closely correspond to existing APIs.
- B. Integrate existing applications based upon a canonical message model derived from industry-relevant specifications.
- C. Integrate existing applications using adapters that expose existing functionality as services.
- D. Use a mixed strategy of modifying existing applications and adaptation to service descriptions that are aligned with business goals.

Answer: C

31. A manufacturing company has completed an SOA proof of concept using ten services to integrate several existing internal applications. The solution includes failover for the various services. During a power outage, three of the five application servers were non-operational.

While the system never totally failed, IT operations notified the business analyst of the failure and recovery. In looking at the performance measurement metric trends during the outage, the business analyst noticed that one of the ten services was negatively impacted and could have violated potential Service Level Agreements (SLAs).

How should the SOA Designer address this architectural issue(s) during assessment and analysis for the final production system?

- A. Recommend a monitoring solution to identify the architectural cause of the service failure caused by the outage.
- B. Ensure sufficient capacity exists in the new system for failover to meet SLAs.
- C. Recommend continuous monitoring of SLAs and balance failover across all services.

D. Adopt an SLA threshold for early identification of potential SLA violations and alert on those thresholds.

Answer: C

32. During the planning phase of SOA governance, which task should be one of an SOA Designer's first priorities?

A. Ensure the currently deployed services honor Service Level Agreements (SLAs).

B. Assess tooling to enforce governance control points.

C. Analyze processes affected by SOA adoption.

D. Understand how to support identified KPI metrics in the governance model.

Answer: C

33. A retail bank executive wants the IT department to re-implement current bank teller applications as an SOA. The executive wants to be in production in one year and asks an SOA Designer to instruct IT on how to accomplish this.

What should the SOA Designer recommend to the executive?

A. Analyze existing capabilities to identify services, then port them to service components and deploy them over the year.

B. Establish a governance team with both business and IT to manage the alignment of processes and services, their development, incremental delivery, and maintenance.

C. It will be faster for IT to buy a commercial package that is Web services enabled. Bank teller operations are standard in the industry. Add custom services later.

D. Wrap current application interfaces in Web services with a portal front end. Use an Enterprise Service Bus (ESB) to share application data. Once done, IT can redesign the applications without risk to operations.

Answer: B

34. A large corporation would like to utilize an SOA reference architecture for its various solutions. The need is for a flexible layered SOA model that can be used in a variety of application-related situations. The SOA Architect is assigned to find such a model. The Architect decides that the SOA Solution Stack fits the need and explains the selection to the Chief Architect.

Which statement supports the selection of the SOA Solution Stack?

- A. It is a well-known industry standard.
- B. It allows different solution scenarios to drive the realization of particular layers.
- C. It provides an implementation that allows a large solution to be adapted easily.
- D. It provides business specific architectural building blocks that support a variety of outcomes.

Answer: B

35. A bank has decided to rewrite their payment system from CICS/VSAM to SOA/J2EE/DB2 to easily adapt to a rapidly changing market, improve reporting capability and comply with a corporate edict to migrate off CICS/VSAM. The payment process is large and complex and includes three major sub-processes (Validation, Sanctions, and Disbursement) as well as additional supporting processes (e.g. Advising, Printing, and Reporting.) The Solution Architect has determined the entire project will take more than two years. The customer requires initial results within six months.

What is the first step in the roadmap that should be suggested to the client?

- A. Model major sub-processes, wrap existing CICS/VSAM for use by these processes and deploy the resulting solution.
- B. Model supporting processes and associated relational data model, then deploy the resulting solution.
- C. Model major sub-processes and associated relational data model, migrate selected CICS/VSAM to the new model and deploy the resulting solution.
- D. Model supporting processes, wrap existing CICS/VSAM and deploy the resulting solution.

Answer: B

36. A large company has decided to migrate to SOA for integrating business partners with their core transaction systems. This is in preparation for establishing new partnerships that could double their revenue. An SOA Designer has been hired to provide guidance and lead the project.

Which approach should the SOA Designer use to get started?

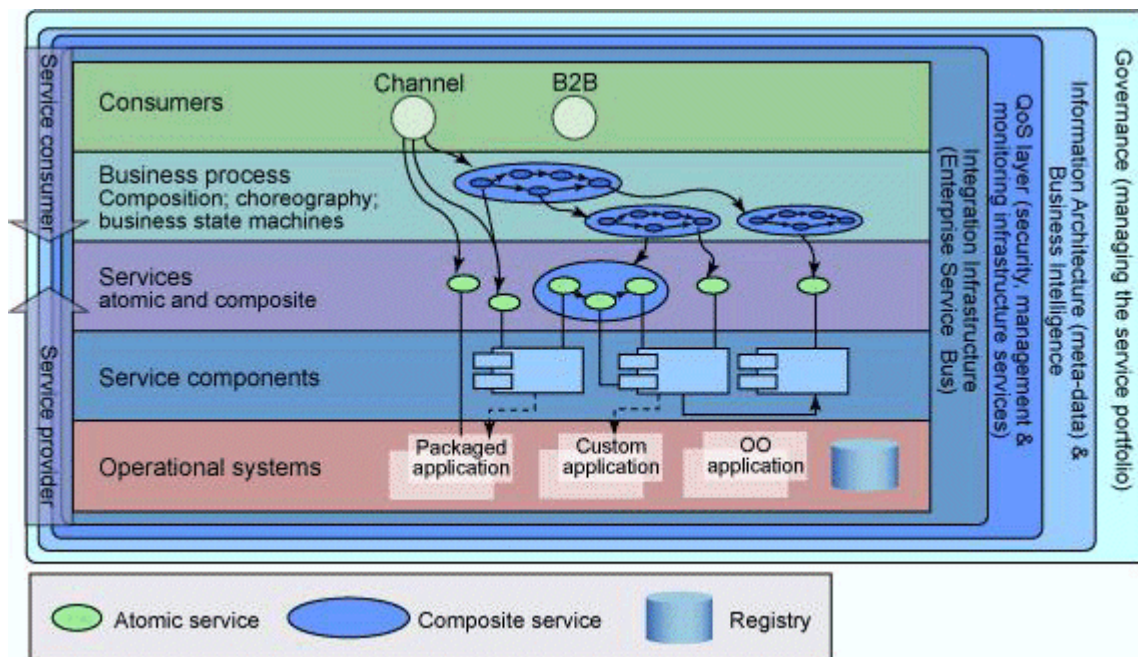
- A. Review overall business requirements and then propose a solution based upon a proven reference architecture.
- B. Establish an SOA Center of Excellence and then focus on the infrastructure requirements associated with doubling the business.
- C. Analyze the existing partner exchanges to develop service adapters to existing systems and then focus

on the new business partner requirements.

D. Use a small pilot project with one business partner to validate SOA infrastructure and then extend the infrastructure as needed when adding additional partners.

Answer: A

37. A large bank has decided to use an SOA as the technical foundation of their customer insight initiative. The SOA Designer has selected the IBM SOA Solution Stack (Logical Reference Model) to support this initiative as shown in the Exhibit.



How does the SOA Designer rationalize this choice?

- A. It provides an implementation of business intelligence services.
- B. It is a strictly layered architecture in which a set of functional layers collaborate via the SOA Infrastructure to deliver business value.
- C. It provides a layered architecture to relate business processes to business data.
- D. It provides a banking data warehouse component that implements the IBM Information Framework (IFW).

Answer: C

38. A music production company wants to develop a new way of creating and producing music. Their intent is to make it possible for musicians and technicians to collaborate remotely on new compositions. They want to explore an SOA approach.

Where should the SOA Designer begin?

- A. Analyze the production company's legacy systems to identify candidate services and then propose additional services to facilitate collaboration.
- B. Identify best of breed file sharing, workflow, and collaboration tools that are Web services ready, and propose a portal with user-profile customization.
- C. Convene a workshop with all the stakeholders to clarify their goals and objectives, then develop use cases and business process models to achieve them.
- D. Because intellectual property ownership is a critical issue in this business, examine available digital rights management systems to see if they will work in an SOA.

Answer: C

39. A mobile phone company is losing money on the process for deactivating a phone when it is reported stolen or lost due to lag time between notification and deactivation. In the current SOA solution, call center staff disable the phone via a portlet that invokes a deactivation service which calls a mainframe application. The mainframe application notifies the telecom provider to deactivate the phone.

What is a likely cause of the issue and which aspect of the solution makes the problem worse?

- A. System capacity and peaks in the demand on this process
- B. Throughput and the time of day that people most commonly report mobile phone theft
- C. System reliability and the skills of the administrative staff involved
- D. System availability and the downstream systems

Answer: D

40. An SOA Designer is collecting requirements for a global banking company's SOA project and discovers that various countries have different security encryption and privacy requirements.

How should the SOA Designer handle this situation?

- A. Include multinational security encryption and privacy regulations as a nonfunctional requirement.
- B. Incorporate security software as part of the requirements.
- C. Recommend governance software as part of the requirements.
- D. Indicate the requirement to encrypt all data at every node only allowing decryption at final endpoints.

Answer: A

41. A company has been experiencing a substantially higher load on their online ordering system over the holidays. The assigned Solution Architect has recommended the use of selectors in routing the incoming requests based on market factors.

Which important design consideration is being addressed when evaluating the business process aspect of an SOA solution?

- A. Evaluating a number of deployment options for load balancing
- B. Delivery of a consistent user experience under various load conditions
- C. Ability to respond quickly to high value orders
- D. Leveraging information services to improve customer satisfaction

Answer: C

42. An organization has a large investment in legacy technologies (such as CICS and IMS) supporting applications that provide their core business transactions and data access. The Solution Architect believes significant value exists in providing interoperable or open standard, service-based access to those transactions (e.g., transactions that query account balance, create orders, schedule or track deliveries, query stock levels.)

Which solution pattern should be considered by an Architect for providing service-based access to legacy systems?

- A. Create a data access component for each transaction.
- B. Implement a service choreographer.
- C. Add a controlling service gateway.
- D. Implement an infrastructure with a Web services-compliant broker.

Answer: D

43. Two existing applications share common data with each having their own database. Since the data is replicated between the two of them every night, it leads to problems during the day when either application works with potentially outdated data. The customer is considering SOA as a solution.

Which SOA approach can most effectively solve this problem?

- A. Design a service interface on top of both applications allowing exchange of the shared data in real time.

- B. Create an information integration layer exposed as services, then re-factor both applications to use those services.
- C. Consolidate both databases into one and establish proper locking algorithms to ensure data integrity.
- D. Design a new service that encapsulates the shared data between the two applications.

Answer: B

44. As part of an SOA initiative, a utility company is re-writing a 2-tier call center application used for reporting power outages.

Customers call in to report power outages and in some cases ask to be notified when the problem is fixed. The call center application is tightly coupled with a vendor-developed power management application which dispatches workers for repairs.

The current call center application is difficult to maintain since it implements a very large and complex framework to manage the calls and the relationship with the power management system.

Which design approach should the SOA Designer use?

- A. Expose the API of the existing application framework as a collection of services.
- B. Enhance the existing application framework with a portal to provide integration at the glass.
- C. Ask the power management software vendor to create Web services access.
- D. Replace the existing application framework with an Enterprise Service Bus (ESB) and an adapter to the power management system.

Answer: D

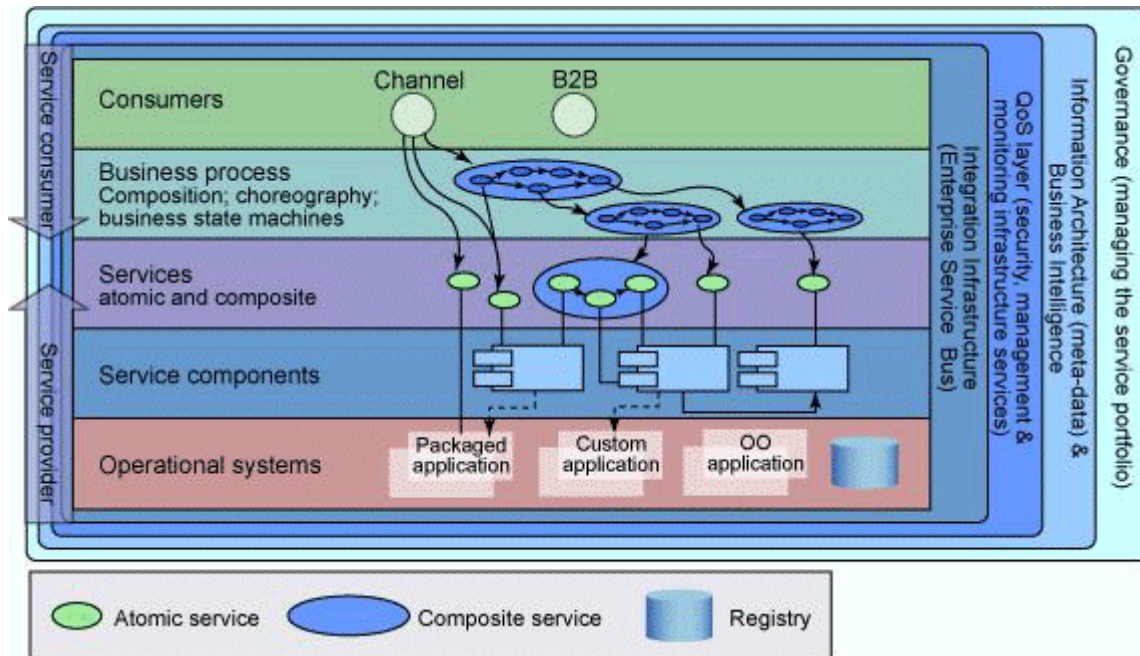
45. A government department is expecting a higher load on their online loan system because of an upcoming deadline. The assigned Solution Architect plans to use mediation logic to identify and route crucial loan applications to the correct department.

Which key business process design factor is being addressed using this SOA solution?

- A. Quicker processing for high priority loans
- B. Providing consistent user experience under various load conditions
- C. Examining the deployment options to support runtime load balancing
- D. Using customized information services to improve customer satisfaction

Answer: A

46. A company is using the IBM SOA Solution Stack to create a new composite application to keep up with the changing marketplace. Functions and data from several existing Enterprise Information Systems (EIS) will be aggregated into the new application using a top-down approach. See the information in the Exhibit.



Which solution is the most appropriate for implementation?

- A. Exposing existing applications using multiple adapters
- B. Exposing existing systems to heterogeneous clients
- C. Exposing existing applications with service components
- D. Exposing existing systems with a Web services gateway

Answer: C

47. The agents of a financial clearing house use several applications that reside in CICS, an application server and a customer management system developed in-house. These applications all provide their own interaction services using different protocols and UIs.

Which pattern is the most appropriate for an SOA implementation?

- A. Wrap application functionality as information services and present using Java Server Faces.
- B. Create an AJAX front end which uses REST calls to access the back end APIs.
- C. Expose the application functionality as services and create a portal for a unified UI.
- D. Use a Web services gateway to access the existing systems and integrate the information by creating a consistent Web 2.0-based user interface.

Answer: C

48. The employees of a large insurance firm use several applications that reside in CICS. There is also an existing application server and an in-house developed customer management system. Each application provides its own interaction services using different protocols and UIs.

Which pattern is the most appropriate to create unified access to the existing applications?

- A. Expose application functionality as services and create a portal for access.
- B. Wrap application functionality as information services and present using Java Server Faces.
- C. Create an AJAX front end which uses REST calls to access the back end APIs.
- D. Use a Web services gateway to access the existing systems and integrate the information by creating a consistent Web 2.0-based user interface.

Answer: A

49. At an organization, some standards-based technologies have been adopted around a J2EE application server. There is now a need to provide multi-channel access to existing service providers.

Which product should be used for service connectivity in this design?

- A. WebSphere Message Broker
- B. WebSphere Service Registry and Repository
- C. WebSphere Enterprise Service Bus (ESB)
- D. DataPower SOA Appliance

Answer: C

50. A customer wants to create a View Statement Service. Data is stored in VSAM files on System z and the files can be large. The data is archived quarterly, so retrieval time can be significant. Furthermore, the legal view format can change over time.

How should the SOA Foundation be utilized to implement the View Statement Service?

- A. Interaction Services to Access Services via Enterprise Service Bus (ESB)
- B. Process Services with JCA to CICS/VSAM
- C. Business Application Services to Access Services via ESB
- D. Business Application Services with JCA to CICS/VSAM

Answer: C

51. A large government organization has been making significant and well publicized mistakes resulting in citizen dissatisfaction. The root cause is analyzed and found to be inconsistency in business processes and inconsistency of data from system to system. Several systems access and store data in inconsistent ways.

Which parts of the IBM platform could provide the basis for the solution to these specific issues?

- A. DB2WebSphere Portal ServerWebSphere Business Services Fabric
- B. DB2WebSphere Business MonitorWebSphere Integration Developer
- C. Information ServerWebSphere Business ModelerWebSphere Process Server
- D. Information ServerWebSphere Business Modeler WebSphere Message Broker

Answer: C

52. A telecom company is trying to capture the business processes that comprise their customer management and provisioning applications. Additionally, they would like to do some process analysis for the purpose of optimizing the interactions between these applications.

Which tool, or tools, best fits this situation?

- A. Tivoli Application Dependency Discovery Manager
- B. Rational Software Architect and Tivoli Composite Application Manager for SOA
- C. WebSphere Business Modeler
- D. WebSphere Integration Developer and Tivoli Performance Viewer

Answer: C

53. A government agency has decided to use code generation to generate the portions of the services, Enterprise Service Bus (ESB), and consumer code that is consistent for each service.

Which statement is true about this decision?

- A. Code generation allows automatic enforcement of governance policy.
- B. Code generation enforces IT and business alignment.
- C. Code generation is middleware version sensitive.
- D. Code generation provides a consistent data model.

Answer: A

54. The SOA Designer for a large corporation has been assigned the responsibility of defining the services for the purchasing area. The SOA Designer identifies the business needs and background information from the relevant stakeholder use cases. It is important that 95% of purchasing requests are processed within four hours.

Which approach should be followed by the SOA Designer?

- A. Evaluate legacy application systems for relevant functionality and performance.
- B. Model the purchasing business process and simulate operations to correctly identify service granularity.
- C. Use goal service modeling to understand which candidate services are critical.
- D. Interview the stakeholders to find out which business services they would like to expose to business partners.

Answer: C

55. An SOA Designer for a bank is identifying candidate services for realization. They have determined that the central office and the regional office share the same process, "Open Account", which includes three steps "Account Data Collection", "Account Verification", and "Account Activation". There is an existing customer CICS application for "Account Information Input", "Account Setup", and "Account Inquiry" functionality and an existing SAP system for General Ledger which includes a "Create Account" function.

Which are most likely candidates as services in this scenario?

- A. Account Data Collection, Account Inquiry, Create Account
- B. Account Setup, Account Information Input, Account Activation
- C. Account Setup, Account Inquiry, Create Account
- D. Account Data Collection, Account Verification, Account Activation

Answer: D

56. A government department has been directed to make sure that its agencies can share data so they can handle crises effectively. Laboring under a prior directive to migrate to SOA, the Chief Architect is looking for the best way to incorporate this latest directive.

What should the SOA Designer recommend?

- A. The various agency databases should be federated and information services implemented. The data

transformation capabilities are included in data federation.

B. New data replication processes should be introduced so that information within agency databases can be shared whenever needed. Data transformation should be incorporated within the replication processes where there is a mismatch.

C. Enterprise Service Bus (ESB) message transformations should be used to transform exchanged data based on agency standard data models. Existing messages should be converted into XML so that SOA appliances can use XSLT to convert the messages at high speed.

D. Business experts and IT data modelers should develop an enterprise level standard data model. Each agency can then define how its data can be converted into the standard. Once done, Extract/Transform/Load ETL tooling can be used for large scale cleansing of the existing databases and transforming it into the new standard.

Answer: A

57. Which issue must be addressed when abstract service definitions are mapped to IT components and are deployed into a runtime environment?

A. Review of business models and system documentation for the business process in focus

B. Decomposition of relevant existing systems into process flows, business rules, and potentially reusable components

C. A choice of architecture alternatives for service implementation

D. Orchestration of the services into higher level processes

Answer: C

58. In a legacy transformation project an Architect decides to drive CICS transactions using MQ messages generated by WebSphere Message Broker using a 3270 bridge.

What is the advantage of this architecture?

A. The flow is broken into several parts which means that processing is less complex.

B. Fewer transactions are required to achieve processing.

C. The requesting context is already established when the response from CICS is returned.

D. A wide variety of sources and formats can be routed and transformed as needed.

Answer: D

59. A large machine manufacturing company is using WebSphere Message Broker as an Enterprise Service Bus (ESB) providing routing and transformation functions. Manufacturing data is available from MQ enabled CICS transactions. Customer information is available via existing Web services on WebSphere Process Server (WPS) accessing UDB via JDBC. They are developing a new service to track the status of a customer's specific machine through production. The SOA Designer has decided to first create a Manufacturing Information service on WPS using JMS to access the CICS transactions.

What is the rationale for this approach?

- A. Reusability
- B. Reliability
- C. Portability
- D. Data Consistency

Answer: A

60. A company wishes to create a service from a legacy application that uses a simple but proprietary data format over a TCP/IP connection.

What is an advantage of creating an adapter or wrapper to enable this application as a service?

- A. The legacy application will be made more highly available through the use of an adapter.
- B. The use of standards in the adapter will enable the legacy application to be used within a business process more easily.
- C. A wrapper will automatically generate valid XML datatypes to interoperate with all of the datatypes used by the legacy application.
- D. A wrapper can be added to the legacy application to control the Quality of Service (QoS).

Answer: B

61. A credit check company wants to enter the Software as a Service (SaaS) market with their primary application on a global scale. The current application is entirely mainframe based. The SOA solution is required to offer the same functionality and Quality of Service (QoS) for the existing internal users as well as the new external users.

Which design pattern or patterns should be used?

- A. Self-Service pattern
- B. Extended Enterprise pattern
- C. Zoned Enterprise Service Bus (ESB) and Collaboration patterns
- D. Self-Service and Exposed ESB Gateway patterns

Answer: D

62. An online bookseller wants to extend its reach by providing a Web service for pricing used books. The current internal Web application is hosted on a mainframe. The new service must provide the same capabilities and qualities of service to external users.

What are the appropriate design patterns to use?

- A. Zoned Enterprise Service Bus (ESB) and As-is Host Application
- B. Zoned ESB and Exposed Application
- C. Self-Service and Exposed ESB Gateway
- D. Self-Service and As-is Host Application

Answer: C

63. While defining the non-functional requirements for a company, an SOA Architect wants to make use of existing patterns.

Which specification should be chosen to address service performance?

- A. Web Service Response Template pattern
- B. Requester Side Caching pattern
- C. Preferred Data Source pattern
- D. Aspect Logging pattern

Answer: B

64. A hospital had fully federated its patient databases when patient privacy laws were passed. The CIO expects more regulation in the future.

Which high level design pattern should the SOA Designer use to best address this nonfunctional requirement?

- A. Direct Exposure

- B. Indirect Exposure
- C. Web Service Proxy
- D. Requester Side Caching

Answer: B

65. The IT organization within a large enterprise is convinced that adopting SOA would significantly improve their response time to business requests for new functionality.

Which statement about SOA governance is true for this organization at this stage of its SOA adoption?

- A. The business organization must be educated and convinced that SOA governance will solve their IT operational issues.
- B. An SOA governance organization must be created to identify services and design a flexible enterprise architecture.
- C. Management of the introduction of SOA must be incorporated into their enterprise governance to be most effective.
- D. Business agility can only be achieved by introducing SOA governance at multiple levels within the enterprise organization together with executive sponsorship.

Answer: C

66. A mobile phone company uses SOA to create internal applications for its call centers, partners, and customers. The organization is beginning to establish SOA governance and has enlisted the services of an SOA Solution Designer. As part of an audit of their current environment, it is found that they are achieving very low reuse of services and data entities. Further investigation reveals that duplicate services and data entities have been created.

In which phase of the SOA Governance and Management Method should this problem be initially addressed and which action should be taken?

- A. In the monitoring phase, a registry and repository should be deployed to monitor and enforce service and data entity creation processes defined in the governance model.
- B. In the enabling phase, a registry and repository should be deployed to enforce service and data entity creation processes defined in the governance model. Staff should be instructed on how to execute the new asset creation processes and on the importance of these procedures.

C. In the defining phase, a single version of the duplicate services and data entities should be created and a plan to migrate consumers to the new version should be defined. A process for the governance of the creation of these assets should be defined also.

D. In the planning phase, a plan for migrating to a single version for each of the assets should be created. Additionally, a plan to deploy a registry and repository to enforce the asset creation processes should be created.

Answer: C

67. An IT organization within a large global enterprise is convinced that adopting SOA would significantly improve their alignment to business requests for new functionality but they have questions regarding SOA governance.

Which statement about SOA governance is true?

A. SOA governance ties IT governance to enterprise governance by defining the roles and responsibilities associated with processes that support the goals of the business.

B. Management of the introduction of SOA must be incorporated into enterprise governance to be most effective.

C. Business agility can best be achieved by introducing independent SOA governance at multiple levels within the enterprise organization together with executive sponsorship.

D. The business organization must be educated about how SOA governance will solve their IT operational issues to ensure financial support from the various business units.

Answer: B

68. A retail online commerce company uses SOA to create internal applications for its call centers, partners, and customers. As they matured, they began to look at establishing SOA governance and enlisted the services of an SOA Designer. After an audit of the current environment, it was found that they were achieving very low reuse of services and data entities. Further investigation revealed that duplicate services and data entities were being created.

In which phase of the SOA Governance and Management Method should this problem have been initially addressed and which action should have been taken?

A. A registry and repository should have been deployed to monitor and enforce service and data entity

creation processes defined in the governance model. This should be done during the measure phase.

B. A plan for migrating to a single version for each of the assets should have been created and a plan to deploy a registry and repository to enforce the asset creation processes. This should have been created in the planning phase.

C. A single version of the duplicate services and data entities should have been created. A plan to migrate consumers to the new version should have been defined. A process for the governance of the creation of these assets should have been defined during the defining phase.

D. A registry and repository should have been deployed to enforce service and data entity creation processes defined in the governance model. Staff should have been instructed on how to execute the new asset creation processes and on the importance of these procedures. This should all be done in the enable phase.

Answer: C

69. A company is evaluating how to implement single sign-on authentication in an HTTP-based environment. The goal is to allow them as service provider A to redirect to an outside service provider B and pass along information that proves the user is already authenticated.

Which specification most accurately addresses the requirement?

A. WS-Trust

B. WS-Security

C. WS-Federation

D. WS-Token

Answer: C

70. An SOA Solution Designer's recommendation for a financial institution is to use a separate gateway and Enterprise Service Bus (ESB) component. The decision considered a number of factors including the organizations current IT environment, staff skills, and non-functional requirements. However, the client has investigated using a more powerful single SOA appliance as a gateway and ESB to save money.

Which action should be taken?

A. Make sure that the gateway can scale to the combined non-functional requirements of the ESB and gateway components.

- B. Suggest that they use multiple security domains for each of the component implementations.
- C. Suggest the client reconsider the impact of combining the gateway and ESB functionality on the same physical hardware.
- D. Implement the customer's suggestions and build the ESB into the gateway.

Answer: C

71. An SOA project implementation is underway in a large government organization. The development, testing, staging, and production environments have been installed and configured. Each environment consists of an Enterprise Service Bus (ESB), a registry and repository, a Web server, application servers, and Business Process Engine (BPEL).

With only weeks before the project goes live with a business critical application, what should be recommended?

- A. Functional, performance and security tests are undertaken on the infrastructure and services as soon as possible.
- B. The capacity plan should be checked to ensure the systems are specified to cope with the predicted average and peak loads.
- C. Software Configuration Management (SCM) processes such as promotion of code through the various environments be tested to ensure policies defined in the governance model are enforced.
- D. Communication between the various environments and between the various system components is thoroughly tested.

Answer: A

72. A financial services company manages retirement accounts for its corporate clients. The company has developed Web services for account and portfolio management and has deployed an Enterprise Service Bus (ESB) to mediate access to the services from various internal applications.

Recently, the company has been getting pressure from some of its clients to expose its account and portfolio Web services externally so that clients can consume and integrate these services within their own internal Web applications. The company wants to ensure that access to the services by its clients is secure and controlled so that accounts are not compromised and also wants to minimize impact to its current IT infrastructure. The company consults an SOA Designer for guidance on the solution design.

Which approach should the SOA Designer suggest to handle this requirement?

- A. Allow clients access to the services via a portal that exposes only those services applicable to each client.
- B. Create a business process to route client requests to the appropriate services based on business rules.
- C. Allow service access to clients via an exposed ESB gateway that restricts access to authorized requestors only.
- D. Update the existing mediation logic in the ESB to handle the security requirements and allow external applications to access the services.

Answer: C

73. A photo printing business has a central headquarters and approximately 5000 store fronts. Their latest project involves a website where customers can print their photos at the store location of their choice. The plan is to use a service hosted at each store front and route requests to the correct store.

Which patterns should be considered when designing this solution?

- A. Self-service, federated Enterprise Service Bus (ESB), service registry, caching
- B. Self-service, business delegate, extended enterprise, brokered ESB gateway
- C. Agent, router, exposed business services, multiple step information population
- D. Collaboration, ESB, facade, federated repository

Answer: A

74. A photo printing business has a central headquarters and approximately 5000 store fronts. They offer an existing service which allows customers to physically enter a store and print their pictures. The latest project involves enabling a website where customers can upload photos to print at the store location of their choice for pickup. The plan is to use the existing service hosted at each store front to do the printing.

Which patterns should be considered when designing this solution?

- A. Collaboration, Enterprise Service Bus (ESB), facade, federated repository
- B. Self-service, federated ESB, service registry
- C. Business delegate, extended enterprise, brokered ESB gateway
- D. ESB, exposed business services, service registry

Answer: B

75. A customer wants to build an executive dashboard using information stored in a CICS application with data in legacy files, as well as customer profiles from a third party service. The IT department wants to build a data warehouse, but management is concerned about the expense and duration of this approach.

Which is a viable, service-enabled alternative?

- A. Recommend the construction of a federated data solution to provide a single view of data in the various customer systems providing on demand data cleansing and aggregate into a portal dashboard.
- B. Re-face the CICS screens and scrape off the needed data, then aggregate into the required dashboard.
- C. Specify the dashboard and required information services, and then develop transformation components for the required information.
- D. Specify the executive view of the dashboard, elaborate the data model required to support the dashboard, specify the source-target mappings, and populate the data model.

Answer: C

76. Service enabling a mainframe application can be non-invasive or invasive.

Which scenario is a justification for invasive service enablement?

- A. Documentation of legacy code is poor or non-existent.
- B. Business logic and presentation logic are intertwined.
- C. Screen scraping is a poor option because the application is business-logic intensive.
- D. The customer has a team that is highly experienced with JCA and the legacy code.

Answer: B

77. Existing applications running on CICS are identified as having the functionality required to implement a service interface. The decision has been made to use WebSphere Message Broker to implement the aggregation and transformation logic necessary to fulfill the service contract using the CICS application's APIs. The developers intend to expose the service using the SOAP/HTTP Web services features of WebSphere Message Broker.

What needs to be done first to expose this service implementation?

- A. Create a message flow to act as composition logic which implements the interface.
- B. Deploy the service to the service registry and alert the service consumer projects.

- C. Provide lookup rights to the service in the service registry for the authorized consumers.
- D. Generate the Web services client proxy for the portlet to use to connect with WebSphere Message Broker.

Answer: A

78. It has been determined that an application running on a mainframe needs to be service-enabled to allow it to be invoked asynchronously via an Enterprise Service Bus (ESB). The application interface is already capable of accepting WebSphere MQ messages, and the SOA designer does not wish to modify the current application code.

What is an appropriate method of service-enabling the application that would also offer a high level of reuse of the resulting service in a business process?

- A. Use WebSphere Process Server to invoke an adaptor that manages WebSphere MQ over the MQ Link.
- B. Build a WebSphere ESB mediation to call an EJB which sends JMS messages via an MQ Queue Connection Factory.
- C. Create a service wrapper in WebSphere Message Broker which mediates between SOAP over JMS and the applications own data format delivered via MQ.
- D. Create an adapter connector using a WebSphere DataPower appliance that switches between HTTP at the front-end and MQ to communicate with the application at the backend.

Answer: C

79. A telecom company has a Service Level Agreement (SLA) that requires Customer Service Representatives (CSRs) to respond to customer inquiries within 10 minutes. Often the CSR has to access nine independent legacy applications to respond to customers' inquiries. CSRs are consistently exceeding the 10 minute SLA.

What is the quickest way to satisfy the SLA using an interaction and collaboration scenario based on an SOA approach?

- A. Write another application that acts as the interface to the other applications.
- B. Wrap the legacy applications into services and aggregate these services as UI views.
- C. Implement Information Services to build a data warehouse and aggregate customer information into views.

D. Implement data federation and integrate the legacy applications on the glass using portlets.

Answer: B

80. A manufacturing company can receive many customer orders at once. When an order is received, the OrderProcessing business process allocates a unique order number, updates the Customer service and invokes the Credit service. The process does not continue until the Credit service notifies it that the customer's details are valid, and this can take some time.

Since multiple instances of the OrderProcessing process can exist at runtime, how can a specific instance be selected when the Credit service is ready to send notification?

- A. By creating a time stamp that is correlated to the customer ID
- B. By creating a qualified identifier that includes the customer number
- C. By creating a correlation set that includes the order number and customer ID
- D. By implementing a parallel activity as part of the OrderProcessing flow

Answer: C

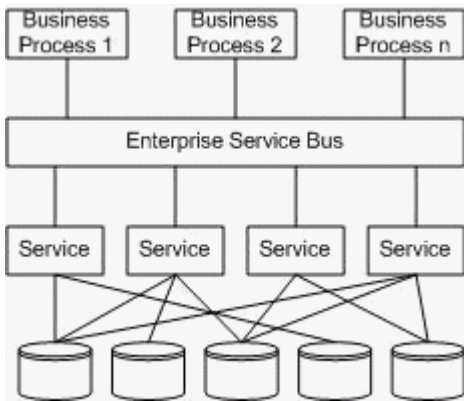
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Since multiple instances of the OrderProcessing process can exist at runtime, how can a specific instance be selected when the Credit service is ready to send notification?

- A. By creating a correlation set that includes the order number and customer ID
- B. By specifying a required user input when the process executes
- C. By creating a qualified identifier that includes the customer number
- D. By implementing a parallel activity as part of the OrderProcessing flow

Answer: A

82. Which statement is true about the illustrated SOA domain shown in the Exhibit?



- A. The architecture illustrates the proper treatment of information in an SOA.
- B. The information architecture could be improved but the performance impacts would be prohibitive.
- C. The service/component developers are closer to the data requirements and should be given the autonomy to implement them.
- D. Another layer of information services should be inserted between the illustrated services and the information stores.

Answer: D

83. A bank has extended their corporate investment banking division to include individual consumer investment accounts. For a variety of reasons there was not a tight coupling of the bank's retail banking division to the new individual investment accounts. Therefore each division has different schemas for consumers and accounts. As part of an SOA initiative around customer insight, the bank now wants to cross-sell accounts across these two divisions.

Which approach should the SOA Designer use to provide a single, unified and trusted view of customer data across these divisions?

- A. Use data replication to provide consolidated customer data to both divisions.
- B. Use Extract/Transform/Load (ETL) to build a data warehouse of consolidated customer data.
- C. Use Master Data Management (MDM) to create a common customer data model.
- D. Use Enterprise Application Integration (EAI) to bridge the two divisions.

Answer: C

84. When dealing with the security implications of providing a service to a different business unit or organization, what is the Enterprise Service Bus (ESB) Gateway used to accomplish?

- A. Act as a proxy to provide controlled access to the ESB leveraging security services where needed.

- B. Provide for the federation of identities between external consumer and provider environments.
- C. Secure the trust relationship between the external consumer and service provider.
- D. Provide service level Authorization, Identity, and Privacy.

Answer: A

85. An Architect is developing the security architecture for an organization where there are currently two security registries - RACF for CICS applications and LDAP for Web applications. The CICS applications are currently being accessed internally via MQ with user credentials in the MQ header. As part of an SOA initiative, the legacy applications are being exposed to partners via Web services on WebSphere Application Server using JCA to access the CICS applications.

At which point in the architecture is the credential mapping performed?

- A. In the WS-Security header provided by the service consumer
- B. In the credential token (LTPAtoken)
- C. In the adapter
- D. In a mediation in an Enterprise Service Bus (ESB)

Answer: C

86. The Chief Architect at a large company requested an audit of SOA projects to ensure no design aspects had been overlooked. A key finding was that management of services was not present in any of the designs reviewed.

What should an SOA Designer suggest?

- A. A management viewpoint should be incorporated into the architecture being used as this should be included in any SOA foundation.
- B. Existing management functions should have a one time review to identify where services should be added to support current and future SOA projects.
- C. Existing management functions should be extended to accommodate services and integration of the services into the management functions as a new type of resource.
- D. No changes in design are necessary since the principle of separation of concerns dictates that management functions are best designed after services have been implemented.

Answer: A

87. A new business process is being written that will call a number of new or existing Web services.

As part of the SOA quality management process, which activity is the most appropriate?

- A. Test and validate that the Web services meet the Service Level Agreements (SLAs).
- B. Monitor and manage the service implementation platform.
- C. Monitor and manage the service availability.
- D. Provide an automated test platform for functional and regression testing.

Answer: D

88. A company is implementing a new Web service within an SOA. The service will provide the ability to access customer details as part of a number of high-volume business processes.

Which key quality assurance activity is needed as part of the Deploy phase of the SOA lifecycle?

- A. Assessment of existing services that are part of the same business processes.
- B. Modification of the service to match the defined business requirements if necessary.
- C. Testing to ensure that the service meets performance targets for the business processes.
- D. Tracking the service in the service registry.

Answer: C

89. A company is implementing a new Web service to provide the ability to access customer details as part of a number of high-volume business processes within an SOA environment.

During the deploy phase of the SOA lifecycle, which key quality assurance activity should occur?

- A. Tracking the service in the service registry.
- B. Assessing existing services that are part of the same business processes.
- C. Simulating the business process to find the optimum path length to ensure maximum throughput.
- D. Testing to ensure that the service meets performance targets for the business processes.

Answer: D

90. A service owner has developed a new version of an address validation service at a travel company.

How is the service registry and repository used to govern the new version release?

- A. Notify all registered service consumers of the new version and update the consumer relationship to the

version as appropriate.

- B. Enforce n-1 version release policy and notify all service consumers.
- C. Ensure the change to the data model doesn't disable existing service consumers.
- D. Redirect consumers to the new version of the service using dynamic binding.

Answer: A

91. A company has multiple services with each having a different requirement for availability and response time.

Which environment should the Architect recommend?

- A. Include clustered servers in the environment
- B. Include a workload manager in the environment
- C. Include a workload manager with a set of clustered servers in the environment
- D. Include an OSI layer three network load balancer with a set of clustered servers in the environment

Answer: C

92. An SOA project consists of services deployed in a heterogeneous distributed environment that includes an Enterprise Service Bus (ESB).

When adding a requirement for routing management, how should it be implemented?

- A. As additional mediation capabilities within the existing ESB
- B. As additional management capabilities within the existing ESB
- C. As specific mediation functions implemented as separate proxies
- D. As a specific management function implemented in a federated ESB

Answer: A

93. A municipal utility company, with a well-managed IT environment, created a Customer Query Service as a general purpose customer lookup service to provide one or more customer records associated with a variety of search criteria. The service is now used by both the call center and self-service Web application supporting power outage management. In the past, each application used different technologies to retrieve the information.

Which additional management is required when introducing this service?

- A. State management
- B. End-to-end user response time monitoring
- C. Monitoring of the operations performance
- D. Network management
- E. Transaction monitoring

Answer: C

94. An organization is adding composite services to the environment. The services are running across different environments and operating systems.

When considering secure access, what is one of the additional challenges that must be considered?

- A. The requirement to use identity provisioning across the service request
- B. The requirement to use the same authorization privileges throughout the service request
- C. The requirement to use the same identity throughout the service request
- D. The requirement to use the same credentials throughout the service request

Answer: C

95. An organization is releasing functionality updates to portlets and new services on a daily cycle. However, code deployment is taking three days. This delay is leading to reliability and availability issues with the production environment.

Apart from exploring the possibility of introducing a less aggressive release cycle, how can these issues be addressed?

- A. Suggest a plan to move to automated deployment to reduce deployment time.
- B. Introduce governance to define and enforce development standards and Software Configuration Management (SCM) processes.
- C. Examine the infrastructure and application architecture and then conduct a code review to determine the source of the delayed deployments.
- D. Introduce governance focusing on enablement of development standards and policy enforcement procedures.

Answer: A

96. An organization deploys new services once a week. Though the deployments occur without incident, problem determination involving these new services is initially very difficult.

When there is a fault, what can be done at initial deployment to ensure faster problem determination?

- A. Introduce a change and configuration management process.
- B. Introduce governance to include monitoring configuration with service deployment.
- C. Introduce governance focusing on enablement of development standards and policy enforcement procedures.
- D. Introduce governance to define and enforce development standards and Software Configuration Management (SCM) processes.

Answer: B

97. If an organization follows the ITIL best practices when considering a change to an existing service, where should they find the existing consumers of the service and the instances in use?

- A. In the operations run book
- B. In the operational architecture document
- C. In the configuration management database
- D. In the Service Registry

Answer: C

98. The IT organization for a government information office follows ITIL best practices. They use WebSphere Service Registry and Repository (WSRR) to manage the lifecycle of a service in their SOA. A mandate has been passed for the IT organization to manage and control the service environment, including relationships and configuration.

Where should this new information be stored?

- A. All services and endpoint locations should be in the Service Registry and Repository.
- B. All services and endpoint locations should be in the configuration management database.
- C. Services and related configuration data should be in the Service Registry and Repository.
- D. Services and related configuration data should be in the configuration management database.

Answer: D

99. In an organization that is adding services and has an Enterprise Service Bus (ESB), the plan is to charge for the usage of those services.

What should the Solution Designer recommend to capture the usage data?

- A. Add a logging feature to the service to log the individual user requests.
- B. Add logging of the messages to the ESB for post processing, insuring the user of the service is part of the logged message.
- C. Install and configure IBM Tivoli Composite Application Manager for SOA to monitor the user usage.
- D. Install and configure IBM Tivoli Usage and Accounting Manager to calculate service usage fees.

Answer: C

100. A manufacturing company has a large environment where they are using WebSphere Message Broker as their Enterprise Service Bus (ESB). For the services that are provided to partners, a standard Service Level Agreement (SLA) of four seconds has been defined for the service response time.

What should be recommended to determine if the SLAs are satisfied?

- A. End-user response time monitoring should be provided.
- B. Monitor the Message Broker for response time of the services.
- C. Application Response Measurement (ARM) based monitoring should be provided.
- D. The service calls through the Message Broker ESB should be tested under load to ensure it can satisfy the requirement.

Answer: B

101. A small company has recently developed a set of services to provide access to customer information. They have a mature management environment following the ITIL best practices. These services are being shared across a number of business units. The company wants to provide appropriate chargeback for use of these services.

What should be recommended to provide this chargeback?

- A. Use the existing service monitoring data.
- B. Measure the service usage by service consumer.
- C. Measure the service usage by using the service registry.
- D. Use the existing transaction tracking monitoring data.

Answer: B

102. An IT organization for a company has a mature management environment and follows the ITIL standards. They use WebSphere Process Server for business processes. The systems are performing as required but the business processes are not meeting executive management's expectations.

What should the SOA Designer recommend for this environment?

- A. Use WebSphere Business Monitor to monitor the business KPIs.
- B. Use WebSphere Business Events to correlate the events.
- C. Use Tivoli Composite Application Manager for SOA to monitor the services.
- D. Use Tivoli Business Systems Manager to monitor the resources in the business processes.

Answer: A

103. In an environment with a federated Enterprise Service Bus (ESB) made up of a WebSphere DataPower Appliance and a WebSphere ESB, a new legal requirement is passed that requires logging of all messages that arrive from a particular set of external partners.

How should this new compliance requirement be satisfied?

- A. Logging of the messages should be added to the compliance manager and enforced with the management product.
- B. Management proxy should be inserted for each of the services that are called by the external partners.
- C. Logging should be added to the WebSphere DataPower Appliance.
- D. Logging should be added to the WebSphere ESB.

Answer: C

104. Once a business process has been choreographed and deployed, there is an ongoing requirement to monitor the performance of this process. In the solution there is a need to use KPI metrics which are based on services and not their underlying components.

Which is suitable as a service KPI?

- A. Number of service requests processed per minute
- B. Number of SOAP messages per service invocation
- C. Number of transactions processed per minute

D. Mean size of messages sent and received per Web services operation

Answer: A

105. Due to a number of recent acquisitions, an organization is reviewing common services provided by each of the acquired companies to reduce duplication. As part of this review, they discover functionally equivalent services deployed by all of the different organizations.

Which technique provides valuable feedback from operations about which duplicate services most completely meet non-functional requirements of the service?

- A. Use business modeling tools to drive process simulations based on operational data.
- B. Use an integrated systems management console with an integrated capacity planning tool.
- C. Use a business activity monitor dashboard with Service Level Agreement (SLA) templates and policies to monitor and analyze KPIs.
- D. Use the metadata and usage information from the service registry to determine service usage.

Answer: B

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