



Vendor: IBM

Exam Code: 00M-652

Exam Name: Curam Sales Mastery Test v1

Version: DEMO

QUESTION 1

The Social Program Management Platform Value Proposition includes:

- A. Enables a rapid, lower-risk implementation by leveraging pre-built and configurable social services elements and business processes
- B. Empowers the business to define and deploy new programs through configuration tools in a runtime environment
- C. Protects current investment and provides flexibility to address new and emerging service delivery trends
- D. All of the above

Answer: B

QUESTION 2

Curam is a fully integrated product suite. What types of social programs does Curam support?

- A. Social Security
- B. Free milk program
- C. The space program
- D. None of the above

Answer: A

QUESTION 3

Understanding how the tiers of government operate is critical to successful opportunity identification and prospecting since that understanding allows you to:

- A. Align the payment schedules to the government schedules
- B. Know which is the middle tier so as not to incorrectly promote them to the top and bottom
- C. Know where to send the invoice when Curam solutions are sold
- D. Align Curam solutions directly to the business of the jurisdiction

Answer: D

QUESTION 4

Curam is an important component of IBM's Smarter Cities strategy by providing the solutions for which segment of the Smarter Cities framework:

- A. Infrastructure
- B. Planning and Management
- C. Human
- D. All of the above

Answer: C

QUESTION 5

What is a case?

- A. It is used to manage interactions between the participant and the agency

- B. A case is a category of intake questions
- C. It is a key part of Curam
- D. A and C

Answer: C

QUESTION 6

Curam for Child Welfare business process module includes:

- A. Child Welfare
- B. Child Protection
- C. Adoption
- D. All of the above

Answer: D

QUESTION 7

Outcome management is:

- A. An approach to use rules to pre-set outcomes
- B. An approach to service delivery which focuses on the outcomes of the citizens
- C. An approach that focuses on the actual program
- D. An approach to estimating the impact of a social program

Answer: A

QUESTION 8

Business Process Modules provide:

- A. Specific functionality supporting agencies and programs
- B. Functionality supporting Business Process Re-engineering
- C. A tool for change management
- D. None of the above

Answer: D

QUESTION 9

A primary challenge for governments in Social Program management is the need to:

- A. Increase the number of single parent cases
- B. Limit the number of intakes
- C. Lower costs on the operational business
- D. Keep increasing services given their unlimited budgets

Answer: C

QUESTION 10

What are aspects of Participant Management in Curam?

- A. A participant has a direct or indirect interaction with the organization
- B. The Concern Role entity is the key entity
- C. The ability to assign multiple participant role types to a single participant
- D. All of the above

Answer: A

QUESTION 11

To ensure sustainable outcomes for individuals and families, agencies and providers must work together through all 5 steps in determining:

- A. Who is in need, what are care options, who can help, how to deliver, and how to achieve sustainable outcomes
- B. Who is in need, what are their needs, who can help, how to respond, and how to achieve sustainable outcomes
- C. Who is in need, what is the history, who can help, how to respond, and how to achieve sustainable outcomes
- D. None of the above

Answer: B

QUESTION 12

Universal Access to Benefits and Services sales play value proposition include:

- A. Easy to implement and configure
- B. Can integrate into existing applications and infrastructure
- C. Can apply to both public and private programs within a community
- D. All of the above

Answer: C