

# Journey Manager Operations Exam Guide

Certified Exam Guide and Preparation

Exam name: Journey Manager 19.x Operations

Exam number: PR000010

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# Table of Contents

Table of Contents ..... 2

Becoming Certified with Temenos ..... 3

Exam Details ..... 3

Registering for the Exam ..... 4

Exam Topics ..... 5

Distribution Weight of Exam Topics ..... 6

Description of the Journey Manager Operations Role ..... 7

Preparing for the Exam ..... 7

    Temenos Training ..... 7

    Additional Resources ..... 8

    Self-Assessment Quiz ..... 8

Sample Test Questions ..... 9

    Questions: ..... 9

    Answers to the above Sample Questions: ..... 10



## Becoming Certified with Temenos

The Temenos certification program is a professional accreditation that Temenos offers to its employees, partners, and clients who demonstrate proficiency in basic and advanced topics relating to maintaining and troubleshooting the Temenos Journey Platform. The Journey Manager Operations certification is a recognized standard proving that Operations and Support staff have the knowledge and skills required to keep the Temenos platform running smoothly.

Becoming a qualified and certified resource is the first step towards engaging in Temenos client projects and ensuring exceptional customer experiences.

This guide will help you prepare for the Journey Manager 19.x Operations certification exam. It describes the knowledge and skills that are required to achieve a passing grade.

## Exam Details

- Number of questions: 76
- The Exam Time Limit: 90 minutes
- Passing Score: 70%
- Question types are:
  - Multiple Choice
  - True or False
  - Multiple Selection

You are allowed a total of three attempts over a period of one year to pass the exam. If you require a second attempt, you will need to wait at least three days before attempting the exam again. If you require a third attempt, you will need to wait at least fourteen days before attempting the exam again.

Temenos' certification exams are delivered by Kryterion Global Testing Solutions. The exam is an on-line proctored format. For best results, be certain to review the Test Taker Guide, On Line Proctoring Series, provided by Kryterion in advance of the exam. Key considerations for an optimal On-Line Proctor test environment include:

- The room is well lit, quiet, and free from distractions.
- Headphones are not allowed during testing.
- Cell phones must be removed from the area.
- The testing surface is clean and clutter-free.
- Reading the exam aloud is not permitted.
- Interaction with another individual is not allowed during testing.
- You must remain in clear view of the camera during testing.
- Engage your On-Line Proctor as needed for any additional questions during the exam.



## Registering for the Exam

Temenos' certification exams are delivered by Kryterion Global Testing Solutions. The Journey Manager 19.x Operations exam is a proctored exam and is only delivered online. You will need to register with Kryterion to take the exam.

To book an exam, go to <https://www.webassessor.com/avoka/index.html> and login or create an account. Once you are logged in, you will be able to schedule an exam.

The Temenos Certification FAQ.pdf provides step-by-step instructions for registering for the exam. You can find the FAQ guide on our partner portal at this location:  
<https://community.avoka.com/training/t/certification>.

Exam details:

- Exam Name: Journey Manager 19.x Operations
- Exam Number: PR000010
- Exam Cost: 175.00 USD



## Exam Topics

The exam measures several competencies related to deploying and maintaining applications built on the Transact Platform. There are seven main topic areas:

1. Transact Manager Environments
2. Monitoring Transact Manager
3. User Provisioning in Transact Manager
4. Best Practice and Maintenance for Transact Manager
5. Upgrading and Updates for Transact Manager
6. Troubleshooting Transact Manager
7. Most Common Transact Manager Issues

Within each topic, there are specific subtopics that describe typical tasks that a platform developer would need to perform:

Topics	Subtopics and Tasks
Journey Manager Environments	<p>You should be able to:</p> <ul style="list-style-type: none"> <li>• Locate and identify Journey Manager screens</li> <li>• Locate Journey Manager and related setup properties</li> <li>• Describe Journey Manager's function and purpose</li> </ul>
Monitoring Journey Manager	<p>You should be able to:</p> <ul style="list-style-type: none"> <li>• Identify Journey Manager performance issues</li> <li>• Identify Journey Manager connectivity issues</li> <li>• View Journey Manager user activity and load</li> </ul>
User Provisioning in Journey Manager	<p>You should be able to:</p> <ul style="list-style-type: none"> <li>• Identify and describe standard User Roles</li> <li>• Understand the relationship between Roles, Groups, and Organizations</li> <li>• Describe user export and import</li> </ul>
Best Practice and Maintenance for Journey Manager	<p>You should be able to:</p> <ul style="list-style-type: none"> <li>• Describe security best practice</li> <li>• Describe recommended data retention values</li> <li>• Describe PII best practice</li> </ul>
Upgrading and Updates for Journey Manager	<p>You should be able to:</p> <ul style="list-style-type: none"> <li>• Deploy a Portal</li> <li>• Manage Journey Manager properties</li> <li>• Journey Manager asset migration</li> </ul>



Topics	Subtopics and Tasks
Troubleshooting Journey Manager	<p>You should be able to:</p> <ul style="list-style-type: none"> <li>• Explain Journey Manager asset versioning</li> <li>• Understand the purpose to the various Journey Manager logging features</li> <li>• Know how to find Journey Manager records</li> </ul>
Most Common Journey Manager Issues	<p>You should be able to:</p> <ul style="list-style-type: none"> <li>• Describe or define PII</li> <li>• Describe the Journey Manager modules</li> </ul>

## Distribution Weight of Exam Topics

Each exam question carries the same weight, and there is no partial credit given for any question – all questions have the same value. The questions for the exam are distributed as follows:

Topics	Percentage Range of Exam
Journey Manager Environments	20 - 30%
Monitoring Journey Manager	10 - 20%
User Provisioning in Journey Manager	20 - 30%
Best Practice and Maintenance for Journey Manager	15 - 25%
Upgrading and Updates for Journey Manager	10 - 15%
Troubleshooting Journey Manager	10 - 20%
Most Common Journey Manager Issues	5 - 10%



## Description of the Journey Manager Operations Role

This exam is designed for individuals who have an operations and system administration background and are expanding their skill set to include managing the Journey Manager platform, or for individuals that have experience performing the tasks and functions normally associated with a Journey Manager Operations role.

You are expected to have a minimum level of knowledge, skills, and abilities commonly associated with the operations role before attempting the exam.

Journey Manager Operations is a technical role focussed on the maintenance of the Temenos Journey Platform. This includes monitoring system health, receiving and responding to alerts, troubleshooting by reading logs and answering technical questions about the platform, and the application(s) built on the platform. In addition to answering questions, the Support Team will need to diagnose hardware and software faults and solve technical and application problems, either over the phone or in person. They will also need to liaise with other experts on the platform or application to resolve or flag issues. The support role may also include producing procedural documentation and relevant reports.

As a Journey Manager Operations team member, you should be able to perform the following tasks:

- Attend to any support issues arising from regular monitoring or as reported by the business
- Ensure implementation teams are kept up to date on any new releases or patches that need to be applied to the test and development environments
- Provide support to implementation teams when required

Typically, a candidate attempting this exam would have the following skillset and work experience in addition to having worked with the Temenos Journey platform.

- The ability to think logically and possess a good memory of how the platform and application work
- Effective listening and questioning skills combined with the ability to interact confidently with clients to establish what the problem is and explain or document the solution
- The ability to work well in a team
- Strong problem-solving skills and customer/client focus
- Depending on the technical aspect of their role (i.e. will they be supporting the platform and business users of the application or only the business users) a background in computer science, information technology, or experience working with software and hardware, web-based applications

## Preparing for the Exam

### Temenos Training

Temenos offers Journey Manager for operations training onsite or virtually. Training is not mandatory for certification but highly recommended. Keep in mind that training, on its own, will not provide you with the knowledge and skills needed to pass the exam successfully. It is only one step in the journey to certification. Self-study and successful hands-on experience are needed to gain the knowledge and experience needed to pass the exam.



## Additional Resources

In addition to training, the Temenos Community website ( <https://community.avoka.com/> ) is an excellent resource. Make sure you sign-up to get the most out of the Temenos Community. Don't have an account? You can always sign-up on the landing page. There you will find the:

- Journey Manager Documentation
- Journey Manager Administrator Documentation
- Journey Manager Services Guide
- Journey Exchange Catalog

## Self-Assessment Quiz

Use the following table to review the exam topics and assess your readiness to take the exam.

Topics and Subtopics	Yes	No
<b>Journey Manager Environments</b>		
I know the topology of the Transact Manager platform and the typical deployment for Transact Manager		
I understand the concept of SaaS and PaaS		
I can read JSON and XML data and configuration files		
<b>Monitoring Journey Manager</b>		
I can navigate Journey Analytics		
I can check Journey Manager memory and disk usage		
I can explain the difference between Journey Manager reports and Journey Analytics reporting		
I can determine if, and when, Journey Manager Services have run		
<b>User Provisioning in Journey Manager</b>		
I can describe the types of Security Managers supported by Journey Manager		
I can describe the relationships between Users, Roles, Groups, Forms, and Organizations		
I understand the difference between local users, LDAP users, and SSO users		





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### Best Practice and Maintenance for Journey Manager

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I can describe the recommendation for strict authentication

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I can describe the impact of incorrect data retention settings

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I can define PII and the best ways to handle PII

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### Upgrading and Updates for Journey Manager

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I can describe process for migrating Forms, Space, Orgs

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I can describe the Journey Manager upgrade process

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### Troubleshooting Journey Manager

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I know the uses of the Journey Manager logs (Audit, Error, Groovy, etc.)

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I can follow the life cycle of a transaction using the Journey Manager Tracking Code

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### Most Common Journey Manager Issues

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I can investigate browser related issues encountered by Journey Forms

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I can gather and interpret Journey Manager performance information

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## Sample Test Questions

Below are some examples of the types of questions you will find on the exam.

### Questions:

Question 1:

Which screen in Journey Manager shows the total number of forms deployed, not just Active or Inactive?

- a. Forms Screen
- b. Form Rendering Metrics Screen
- c. About Screen
- d. Reports Screen
- e. Home Dashboard Screen



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Question 2:

True or False: Journey Maestro and Composer forms are imported into Journey Manager using the same Import button.

- a. TRUE
- b. FALSE

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Question 3:

What information is displayed on the Home Dashboard?

- a. Recent Services
- b. Latest Transactions
- c. Recent Transactions
- d. Completed Transactions By Form
- e. Recent Jobs

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Question 4:

Which of the below is deprecated from the Forms menu bar in latest versions of Journey Manager?

- a. Metadata Tag Definitions
- b. Composer Package Imports
- c. Form Version Promotions
- d. Property Types

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Question 5:

Which category of logging should be used most, as it can be toggled on/off as needed?

- a. Error
- b. Info
- c. Debug
- d. Warn

## Answers to the above Sample Questions:

Question 1:

Which screen in Journey Manager shows the total number of forms deployed, not just Active or Inactive?

- Correct Answer: (c) About Screen



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### Question 2:

True or False: Journey Maestro and Composer forms are imported into Journey Manager using the same Import button.

- Correct Answer: (b) FALSE

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### Question 3:

What information is displayed on the Home Dashboard?

- Correct Answer: (a) Recent Services, (b) Latest Transactions, (d) Completed Transactions By Form

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### Question 4:

Which of the below is deprecated from the Forms menu bar in latest versions of Journey Manager?

- Correct Answer: (a) Metadata Tag Definitions

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### Question 5:

Which category of logging should be used most, as it can be toggled on/off as needed?

- Correct Answer: (c) Debug