Oracle Retail Point-of-Service Technical Essentials
Exam Study Guide

Ken Ramoska
Principal Curriculum Development Lead
Objective & Audience

Objective
Help you prepare to take the Oracle Retail Point-of-Service Technical Essentials (1Z0-572) exam by providing pointers to resources that you can use in your preparation.

Targeted Audience

• Technical Consultants
• Strong knowledge and expertise in Oracle Retail POS products
• Participated in deployment of Oracle Retail POS Suite to production
• Candidate must also have knowledge of retail processes and operations
• Up-to-date training and field experience are recommended
Exam Topics & Objectives

Exam Topics
The Oracle Retail Point-of-Service Technical Essentials (1Z0-572)
Exam consists of 14 topics:

1. Key Features and Functions
2. Physical Architecture
3. Application Architecture and Standards
4. Security
5. Logical Architecture: POS, BO, and CO
6. Installation
7. Application Configuration
8. Data Architecture and Data Model
9. Integration Points / Integration Technologies
10. Interface Definitions
11. Deployment Options with Non-Functional Architecture
12. Performance and Service Level Agreements
13. Localizations
14. Extensions and Customizations

Exam Objectives
The exam objectives are defined by learner or practitioner level of knowledge:

• **Learner-level:** questions require the candidate to recall information to determine the correct answer.

  Example: Define the term network.

• **Practitioner-level:** questions require the candidate to derive the correct answer from the application of their knowledge, which can only be attained by extensive experience with the product.

  Example: The client requests xyz functionality, would you recommend a, b or c?
Training Options

For each exam topic there have been identified alternative training options that are available at Oracle. The training options are divided into three categories:

• **Boot Camps**
  The Boot Camps are designed as a "jump start" training to enhance your skills by providing role-based training on industry-leading Oracle solutions and services. The boot camps are built as concise, intensive, and real-time training to give partners a competitive advantage as they prepare to build powerful solutions for their own customer base. Partners can choose to attend these boot camps in class or in a live virtual class format to maximize the effectiveness and the time allocated to training.

• **Instructor-Led Training (delivered by Oracle University)**
  Partners can take any publicly-scheduled Oracle University courses at steep discounts. Benefit from hands on experience to gain real working skill and work toward Oracle certifications.

• **Online Training**
  Oracle Partners are entitled free access to the Oracle Knowledge Center (OUKC), a vast library of recorded product courses. New courses are regularly added to the library, providing partners with the latest information and training to master new products or to increase proficiency on the new releases.
Topic 1: Key Features and Functions

Objectives

- Explain how Oracle Retail Store Solutions work as part of the Oracle Retail Footprint
- Describe other key applications in the Oracle Retail Footprint

Level

Learner

Training Options

- Instructor Led Training
  - Oracle Retail Point-of-Service Suite Technical Essentials
  - Oracle Retail Extending Point-of-Service

- Online Training
  - Oracle Retail Point-of-Service (POS) Product Overview

Sample Questions

- Which key features and functions does the Oracle Retail Back Office provide?
  A. Centralized item creation and management
  B. **Access and manage store operations**
  C. Management and tracking of transactions
  D. Parameter management and distribution
Topic 2: Physical Architecture

Objectives

- Explain the physical infrastructure of Store solutions applications  
  Level: Learner
- Identify the recommended hardware and network topology for a typical large and distributed deployment  
  Level: Learner
- Describe the third-party software and hardware needed for a Store Solution deployment  
  Level: Learner

Training Options

- Instructor Led Training
  - Oracle Retail Point-of-Service Suite Technical Essentials
- Online Training
  - Oracle Retail Point-of-Service (POS) Product Overview

Sample Questions

- In addition to providing a hosting environment, Store servers interact with what other three things?
  A. Corporate / Enterprise environment
  B. Central Office Servers
  C. Central Operations database
  D. Direct connections to Legacy databases
  E. Optional ESB Integration Server
# Topic 3: Application Architecture and Standards

## Objectives

<table>
<thead>
<tr>
<th>Objective</th>
<th>Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Explain the technical architecture and subsystems of Store solutions</td>
<td>Learner</td>
</tr>
<tr>
<td>Describe the components present in the logical architecture of Oracle Retail Store solutions applications</td>
<td>Learner</td>
</tr>
<tr>
<td>Explain the service-oriented architecture (SOA) approach in Store solutions applications</td>
<td>Learner</td>
</tr>
<tr>
<td>Explain the advantages of the technical architecture used in Store solutions applications</td>
<td>Learner</td>
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<tr>
<td>Illustrate examples of data entity relationships</td>
<td>Learner</td>
</tr>
<tr>
<td>Describe the key data entity relationships present in Store solutions</td>
<td>Learner</td>
</tr>
<tr>
<td>Identify the retail industry supported in the POS Suite (ARTS Data Model and IXREtail POSLog)</td>
<td>Learner</td>
</tr>
<tr>
<td>Describe the technology standards for the POS Suite (XML, SOAP, HTTP, HTML, J2EE)</td>
<td>Learner</td>
</tr>
</tbody>
</table>

## Training Options

- **Instructor Led Training**
  - Oracle Retail Point-of-Service Suite Technical Essentials
- **Online Training**
  - Oracle Retail Point-of-Service (POS) Product Overview

## Sample Questions

- The store manager can use the POS terminal to approve certain operations. Alternatively, the POS terminal can be used to access which application?
  - A. Central Office
  - B. Only Point-of-Service
  - C. Back Office

- Which three choices are the basic building blocks of a data entity relationship?
  - A. Entity
  - B. Relationship
  - C. Tables
  - D. Indexes
  - E. Attribute
Topic 4: Security

Objectives

- Handle sensitive information in the POS Suite
- Describe the areas where PA-DSS standards impact the POS Suite

Training Options

- Instructor Led Training
  - Oracle Retail Point-of-Service Suite Technical Essentials

- Online Training
  - Oracle Retail Point-of-Service (POS) Product Overview
  - Retail Store Solutions Payment Application Data Security Standard (Optional)

Sample Questions

- Select the three data elements that are not considered sensitive within the retail environment?
  - A. the Retail Transaction ID
  - B. a Government-issued ID Number
  - C. a zip code
  - D. an email address
  - E. an area code
Topic 5: Logical Architecture: POS, BO, and CO

Objectives
• Explain the Logical Architecture for POS, BO, and CO

Level
Learner

Training Options
• Instructor Led Training
  – Oracle Retail Point-of-Service Suite Technical Essentials
• Online Training
  – Oracle Retail Point-of-Service (POS) Product Overview

Sample Questions
• Which two items are part of process management in the POS Logical architecture of the POS application?
  A. POS Workflows
  B. POS User Interface
  C. Finite State Engine
  D. POS Peripherals Layer
  E. POS Manager
Topic 6: Installation

Objectives
- Perform installation of POS
- Perform installation of BO
- Perform installation of CO

Level
- Practitioner
- Practitioner
- Practitioner

Training Options
- Instructor Led Training
  - Oracle Retail Point-of-Service Suite Technical Essentials
- Online Training
  - Oracle Retail Point-of-Service (POS) Product Overview

Sample Questions
- The Back Office installation is dependent on other applications. Select the two applications that must be installed prior to running the Back Office installer.
  A. POS Client
  B. Oracle Retail Central Office
  C. Oracle Retail Returns Management
  D. POS Server
  E. Oracle Retail Store Inventory Management

- Specific hardware requirements for a machine running Central Office depend on several variables. Select three valid considerations from the options below.
  A. Number of users
  B. Budget constraints
  C. Other applications running on the machine
  D. Transaction volume and retention periods
  E. Hardware sizing
Topic 7: Application Configuration

Objectives

- Perform configuration of POS
- Perform configuration of BO
- Perform configuration of CO

Level

Practitioner

Training Options

- Instructor Led Training
  - Oracle Retail Point-of-Service Suite Technical Essentials
- Online Training
  - Oracle Retail Point-of-Service (POS) Product Overview

Sample Questions

- Which of the following statements is true concerning how CO handles parameters?
  A. Central Office does determine what parameters are currently in use at a register, but it can distribute new parameters to the registers, overriding older parameters.
  B. Central Office cannot determine what parameters are currently in use at a register, but it cannot distribute new parameters to the registers.
  C. Central Office cannot determine what parameters are currently in use at a register, but it can distribute new parameters to the registers, overriding older parameters.
  D. Central Office cannot determine what parameters are currently in use at a register, but it can distribute new parameters to the registers, but can not override older parameters.

- The stores that make up a corporate chain are generally organized into a hierarchy. Whatever your hierarchy, it can be reproduced in which application?
  A. Point-of-Service
  B. Back Office
  C. Central Office
  D. Returns Management
Topic 8: Data Architecture and Data Model

Objectives

• Explain the data flow in the Store solutions architecture  
  Learner
• Describe the data sources in the Store solutions architecture  
  Learner
• Describe the data architect roles in Stores Solutions  
  Learner
• Examine the data model for POS, BO, and CO  
  Practitioner
• Describe the typical roles and responsibilities of a data architect working with Store solutions applications  
  Practitioner

Training Options

• Instructor Led Training
  – Oracle Retail Point-of-Service Suite Technical Essentials
• Online Training
  – Oracle Retail Point-of-Service (POS) Product Overview

Sample Questions

• Which statement is true concerning the Back Office database?
  A. It handles only the corporate level needs. The Back Office server allows the store to operate only when the central office is reachable.
  B. It handles the direct needs of the individual retail stores. The Back Office server allows the store to operate even if the central office is unreachable.
  C. It handles the direct needs of the individual retail stores. The Back Office server allows the store to operate even when the central office is reachable.
  D. It handles only the corporate level needs. The Back Office server allows the store to operate even if the central office is unreachable.

• The Data Manager’s primary responsibilities are to?
  A. provide and API to the application code only.
  B. provide an API to the application code and to contact the Data Technician.
  C. provide an API to the application code and to contact the Data Technician and pass it data store requests.
  D. contact the Data Technician and pass it data store requests.
Topic 9: Integration Points / Integration Technologies

Objectives

- Describe the typical integration points for Store solutions
- Distinguish the integration technologies used in Store solutions

Level

Learner
Practitioner

Training Options

- Instructor Led Training
  - Oracle Retail Point-of-Service Suite Technical Essentials
- Online Training
  - Oracle Retail Point-of-Service (POS) Product Overview

Sample Questions

- The POSLog interface is an XML message that contains POS transactions. The target system is which of the following?
  
  A. Back Office with Synchronous communication.
  B. Back Office with Asynchronous communication.
  C. Point-of-Sale with Synchronous communication.
  D. Central Office with Synchronous communication.
  E. Central Office with Asynchronous communication.
Topic 10: Interface Definitions

Objectives
• Explain the interface definitions used in the integration of Store solutions

Level
Learner

Training Options
• Instructor Led Training
  – Oracle Retail Point-of-Service Suite Technical Essentials
• Online Training
  – Oracle Retail Point-of-Service (POS) Product Overview

Sample Questions
• Which three types of Store Solutions interfaces are internal?
  A. ReportManager
  B. Tax Information Service
  C. Credit Card Dispute Resolution Service
  D. Commerce Services
  E. Merchandising Service
  F. DataManager
Topic 11: Deployment Options with Non-Functional Architecture

Objectives

- Describe different deployment options used in Store solutions

Level

Learner

Training Options

- Instructor Led Training
  - Oracle Retail Point-of-Service Suite Technical Essentials
- Online Training
  - Oracle Retail Point-of-Service (POS) Product Overview

Sample Questions

- The POS Suite consists of three applications: CO, BO, and POS. Which deployment model for BO and CO is valid?
  A. BO and CO on a server in the store.
  B. BO and CO on a server in the corporate data center.
  C. BO on a server in the store and CO on a server in the corporate data center.
  D. BO is installed at a regional data center to support multiple stores, CO is installed at the corporate data center.
Topic 12: Performance and Service Level Agreements

Objectives

• Explain Scalability and service quality considerations for Store Solutions  
  Level: Learner

• Compare fault tolerance approaches used in Stores Solutions  
  Level: Practitioner

• Explain Deployment and support processes for Store Solutions  
  Level: Learner

Training Options

• Instructor Led Training  
  – Oracle Retail Point-of-Service Suite Technical Essentials

• Online Training  
  – Oracle Retail Point-of-Service (POS) Product Overview

Sample Questions

• General availability of the software is expected to be what percentage, except for planned maintenance activities?
  A. 95%  
  B. 98%  
  C. 99%  
  D. 100%

• Within the Central Office application, identify one possible item where performance problems might arise with high data volumes and long processing times?
  A. exporting transaction data  
  B. importing raw transaction data  
  C. importing transactions  
  D. importing item and price data
Topic 13: Localizations

Objectives

- Describe configuration options for internationalization in the POS Suite
- Explain approaches for locale specific business practices in POS

Training Options

- Instructor Led Training
  - Oracle Retail Point-of-Service Suite Technical Essentials
- Online Training
  - Oracle Retail Point-of-Service (POS) Product Overview

Sample Questions

- Which three combination of codes and symbols are approved by Oracle during the customization process?
  A. USD
  B. JPY
  C. EUR
  D. $
  E. ¥
  F. €
Topic 14: Extensions and Customizations

Objectives

- Compare Upgrade considerations for Customization and Extension Approaches
- Use Manager Technician pattern for customization
- Explain patterns for Extending Tours
- Differentiate Domain extension and persistence approaches
- Customize Swing UI components
- Interface to new Devices
- Customize JSP’s in web applications

Level

- Learner
- Practitioner

Training Options

- Instructor Led Training
  - Oracle Retail Stores Solutions Technical Essentials
  - Oracle Retail Extending Point-of-Service

- Online Training
  - Oracle Retail Point-of-Service (POS) Product Overview

Sample Questions

- Identify two development tasks necessary to create a new Manager/Technician pair. A. Create a new Manager and Technician interface class
  B. Create a new Valet subclass
  C. Update the conduit script XML files to reference the new Manager/Technician pair
  D. Update the existing site code to reference the new Manager/Technician pair
  E. Update the tour scripts to call the new Manager/Technician pair

- To provide customer specified functionality, an existing entity EJB in Back Office will be affected. What is the prescribed method for making the necessary updates? A. Extend the affected entity EJB and override the methods needed to support the new functionality
  B. Modify the product entity EJB to support the new functionality
  C. Modify the deployment descriptor to alter the entity EJB to support the new functionality
  D. Modify the persistence.xml file to update the EJB JPA mappings to support the new functionality
  E. Modify the Struts configuration files to update the EJB to support the new functionality
Exam Registration

• **How to register for the exam?**
  You can register for all Oracle certification exams with Pearson VUE. Before a registration can be submitted, a Pearson VUE profile must be created using your Company ID. Your Company ID can be obtained by contacting your local Oracle Partner Business Center or by signing in to your OPN account. Your Company ID is located in the section on the right under "Company information".

  Please follow these instructions in order to properly set-up your Pearson VUE account for the first time.

• **Have you completed an Oracle Certification Exam in the past?**
  Due to systems enhancements, each partner who has completed an Oracle Certification Exam will need to update their Pearson VUE profile in order to receive credit and for those records to appear in the OPN Competency Center.

• **How to get full recognition as Certified Implementation Specialist?**
  To get full recognition as a Certified Implementation Specialist you need to:
  A. Update your Pearson VUE profile with your Company ID
  B. Activate your Certview Account

  Please follow these instructions and your records will be properly recorded.