
Build an IBM Case Manager Solution (V5.3.2)

Duration: 1 Day **Course Code: F2910G**

Overview:

In this course you will create basic case management solutions with IBM Case Manager Builder and Process Designer. Using an iterative solution development process, you will create, deploy, test, and revise your solutions, adding complexity and functionality to your solutions as you gain skills. You will create properties and document classes, configure roles and in-baskets, and define case stages. You will work with case types, tasks, and workflows. This course includes some guidelines on solution design principles. After completing this course, you can build on these skills by taking more advanced or specialized courses in security, user-interface customization, and solution deployment.

Target Audience:

This course is intended for solution architects, developers, business analysts, system administrators, or anyone who works as a solution builder within their company.

Objectives:

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| ■ In this course, you will discover how to: | ■ Create a workflow/LI> |
| ■ Build and deploy a solution/LI> | ■ |
| ■ | ■ Use preconditions and sets/LI> |
| ■ Create properties and document classes/LI> | ■ |
| ■ | ■ Automate case packaging/LI> |
| ■ Create roles and in-baskets/LI> | ■ |
| ■ | ■ Add case stages/LI> |
| ■ Create a case type and tasks/LI> | ■ |
| ■ | ■ Apply solution design principles |
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Prerequisites:

The prerequisites are:

- Knowledge of Case Manager concepts, such as case management, case, solution, task.
 - The ability to identify parts of a solution.
 - or IBM Case Manager Essentials V5.3.2 (classroom)(F2900G)
 - or IBM Case Manager Essentials V5.3.2 (self-paced) (F2909G)
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Content:

Build and deploy a solution

- Build a solution
- Deploy a solution
- Test a solution
- Manage roles
- Redeploy a solution

Create properties and document classes

- Create case properties
- Create task properties
- Create a business object
- Create document classes

Create roles and in-baskets

- Create roles
- Create in-baskets

Create tasks

- Create a to-do task
- Create a container task
- Add the to-do list widget to the Case Details page

Create a step map

- Open a task in Step Designer
- Create a step map
- Add a workgroup to a step map
- Add an attachment to a step map

Use preconditions and sets

- Organize tasks with preconditions
- Organize tasks with inclusive sets
- Organize tasks with exclusive sets

Automate case packaging

- Open a task in Process Designer
- Add a component step to a task
- Use a component step to package a case

Add case stages

- Add case stages to a solution
- Use a system step to perform a case stage operation
- Use a case stage as a task precondition

Solution design principles

- Describe solution design principles

Further Information:

For More information, or to book your course, please call us on 00 966 92000 9278

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