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**Enterprise Computing Solutions - Education Services**

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# IBM Case Manager 5.2 - Solution Implementation

| CODE: | DURÉE: | PRIX H.T.: |
|---|---|---|
| F219G | 40 Hours (5 Jours) | €3,500.00 |

## Description

This course provides a comprehensive guide to designing, developing, and securing a Case Manager solution.
NOTE: This is a combo of *IBM Case Manager 5.2: Solution Building (F248G)* + *IBM Case Manager 5.2: Security (F216G)* + *IBM Case Manager 5.2: Integrated Rules (F214G)* as a 5 day complete Case Mgr 5.2 ILT course.

## Objectifs

- **Introduction to IBM Case Manager**
    - Describe the uses of IBM Case Manager
    - Identify components of IBM Case Manager
    - Create and process a case
    - Review and split a case
    - Explore and identify parts of a solution
    - Describe solution design principles
    - Create a Custom Task
    - Identify add-on components and describe what they are used for
- **Build a Case Manager Solution**
    - Create properties, document types, roles and in-baskets
    - Create a case type and task
    - Create a Workflow
    - Deploy and Test a Solution
    - Use Preconditions and Sets
    - Use Business Rules
    - Use Process Designer Integration Capabilities
- **Customize the Client Display**
    - Create custom pages
    - Work with widgets
    - Wire events
    - Customize properties views
- **Security**
    - Manage solution security in development and production environments.
- **Integrated Rules**
    - Create business rules using the integrated rules engine.

## Audience

This intermediate-level course is for:

- Solution architects design, build, and validate Case Manager Solutions within the development environment. They have full control of all the tools within that development environment.
- System administrators secure, and maintain Case Manager Solutions in QA and production environments. They have control of environment access and are responsible for managing solutions in different environments.

## Prérequis

Familiarity with IBM FileNet Content Manager.
Ability to use IBM Content Navigator for navigating object stores, and working with content.

# Programme

## Volume 1:Introduction to IBM Case Manager

- Introduction to IBM Case Manager
- Create and Process a Case
- Review and Split a Case
- Explore and Identify Parts of a Solution
- Use Solution Design Principles
- Create a Custom Task
- Overview of Add-on Functions

## Build a Case Manager Solution

- Create Properties and Document Types
- Create Roles and In-baskets
- Create a Case Type and Task
- Create a Workflow
- Deploy and Test a Solution
- Use Preconditions and Sets
- Use Business Rules
- Use Process Designer Integration Capabiities

## Customize the Client Display

- Create Custom Pages
- Work with Widgets
- Wire Events
- Customize Properties Views

## Volume 2:Security

- Overview of Security Deployment
- Work with project areas
- Solution Security
- Create a Security Configuration
- Configure Target Object Store Security
- Configure Deployed Solution Security
- Customize a Privilege Definition
- Use Security Proxies
- Automate Case Security Changes
- Additional Security Configurations

## Integrated Rules

- Why use Business Rules
- Create a simple rule
- Create a table-based rule
- Create a complex text-based rule
- Add Parameters to a rule
- Export a rule

## AppendixVolume 1: Appendix

- Appendix
- Solutions to Exercises

## Volume 2: AppendicesAppendix for Security Unit

- Solutions to Written Exercises

## Appendix for Rules Unit

- Knowledge Check Answers
- Configure Business Rules
- Start and Stop System Components
- Troubleshooting
- Issues and Resolutions

## Dates de session

Sur demande. Merci de nous contacter

## Informations
## Complémentaires

Cette formation est également disponible sous forme de formation sur site. Veuillez nous contacter pour en savoir plus.