



Enterprise Computing Solutions - Education Services

## TRAINING OFFERING

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**You can reach us at:**

9201 Dry Creek Rd. Centennial, CO 80112, United States

Email: [arrow\\_learning@arrow.com](mailto:arrow_learning@arrow.com)  
Phone: 303 790 2330



# IBM Case Manager Essentials (V5.3.2)

<b>CODE:</b>	<b>LENGTH:</b>	<b>PRICE:</b>
F2900G	1 days	\$700.00

## Description

This course is an introduction to IBM Case Manager, concepts, functions, and architecture. Participants use an IBM Case Manager system to practice the skills that are required by case workers to process cases and create runtime tasks.

## Objectives

Describe the users of IBM Case Manager  
Identify components of IBM Case Manager  
Create and process a case  
Search for a case  
Review a case  
Add annotations and comments to a case  
Split a case  
Explore and identify the structure of a solution  
Add a custom task  
Add a quick task  
Identify IBM Case Manager integration options

## Audience

This course is for solution architects, solution designers, administrators, product managers, or anyone who needs to learn the essentials of IBM Case Manager.

## Prerequisites

None

## Programme

Introduction to IBM Case Manager

- Describe the uses of IBM Case Manager
- Identify components of IBM Case Manager

Create and process a case

- Identify a case
- List the components of a case type
- Describe the IBM Case Manager Client
- Add a case and process a work item

Review a case

- Search for a case
- Review a case
- Add annotations and comments to a case
- Split a case

## Structure of a solution

- Describe IBM Case Manager solutions and their assets
- Identify IBM Case Manager environments
- Explore the IBM Case Manager Builder Step Designer

## Add runtime tasks

- Add a custom task
- Add a quick task

## IBM Case Manager integration options

- Identify IBM Case Manager integration options

## Further Information

Prior to enrolling, IBM Employees must follow their Division/Department processes to obtain approval to attend this public training class. Failure to follow Division/Department approval processes may result in the IBM Employee being personally responsible for the class charges.

GBS practitioners that use the EViTA system for requesting external training should use that same process for this course. Go to the EViTA site to start this process:

<http://w3.ibm.com/services/gbs/evita/BCSVTEnr1.nsf>

Once you enroll in a GTP class, you will receive a confirmation letter that should show:

- The current GTP list price
- The 20% discounted price available to IBMers. This is the price you will be invoiced for the class.

## Session Dates

On request. Please [contact us](#)

## Additional Information

[This training is also available as onsite training. Please contact us to find out more.](#)