



Enterprise Computing Solutions - Education Services

TRAINING OFFERING

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IBM Case Manager Essentials (V5.3.2)

CODE:	LENGTH:	PRICE:
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

Date	Location	Time Zone	Language	Type	Guaranteed	PRICE
28 Nov 2022	Virtual Classroom	EST	English	Instructor Led Online		\$700.00

Additional Information

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