



Enterprise Computing Solutions - Education Services

TRAINING OFFERING

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Build an IBM Case Manager Solution (V5.3.2)

CODE:	LENGTH:	PRICE:
F2910G	8 Hours (1 day)	\$700.00

Description

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.

Objectives

Build and deploy a solution
Create properties and document classes
Create roles and in-baskets
Create a case type and tasks
Create a workflow
Use preconditions and sets
Automate case packaging
Add case stages
Apply solution design principles

Audience

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

Prerequisites

- 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)

Programme

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

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.](#)