



Enterprise Computing Solutions - Education Services

## TRAINING OFFERING

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# Build an IBM Case Manager Solution (V5.3.2)

CODE:	LENGTH:	PRICE:
F2919G	8 Hours	\$300.00

## Description

**Contains** PDF course guide, as well as a lab environment where students can work through demonstrations and exercises at their own pace.

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.

If you are enrolling in a Self Paced Virtual Classroom or Web Based Training course, before you enroll, please review the Self-Paced Virtual Classes and Web-Based Training Classes on our Terms and Conditions page, as well as the system requirements, to ensure that your system meets the minimum requirements for this course. <http://www.ibm.com/training/terms>

## 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/BCSVTEnrl.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.](#)