



Enterprise Computing Solutions - Education Services

## TRAINING OFFERING

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# IBM Case Manager Essentials (V5.3.2)

CODE:	LENGTH:	PRICE:
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## Description

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

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.

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

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/BCSVTEenrl.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
29 Sep 2022			English	Self Paced Training		<del>kr 4,030.00</del> kr 3,627.00

## Yderligere Information

[Denne træning er også tilgængelig som træning på stedet. Kontakt os for at finde ud af mere.](#)