



Case Manager 5.2 Integrating Case Analytic tools

F218
Course Abstract

Course description

This course describes the Case Analyzer services and the data provided in the Case Analyzer store, which is essential for developing analytic reports and dashboards. It covers the analytic tools provided with IBM Case Manager and provides instruction on how to create custom dashboards to monitor case activity with IBM Cognos Real-time Monitoring.

Duration

1.5 days

Delivery Method

Instructor-led (Classroom), Instructor-led Online and SPVC (Self Paced Virtual course)

Audience

- A Business Analyst responsible for
 - Scoping the high-level solution
 - Planning reports.
- A Solution Architect responsible for
 - Developing the overall design of the solution
 - Assisting the Business Analyst with complex case and data modeling.
- A System Administrator responsible for configuring Case Analyzer and property auditing.
- An Application Developer responsible for designing solution reports.

Prerequisites

- Recommended skills:
 - Familiarity with Case Management concepts.
 - Experience with building a simple case manager solution.
 - Experience with processing a case.
 - Experience extending a case manager solution with Process Designer integration.
- Recommended prerequisite courses:
 - F248: IBM Case Manager 5.2: Solution Building

Course Objectives

Upon completion of this course, participants will be able to:

- Describe the fundamentals of Case Analyzer services.
- Understand how to expose custom case properties to the Case Analyzer store.
- Describe the Online Analytical Processing fundamentals.
- Describe the Analytic tools provided with IBM Case Manager.
- Monitor case activity with IBM Cognos Real-time Monitoring.

Topics

Case Analyzer Services fundamentals

- Case Analyzer services Overview
- Case Analyzer services architecture
- Case Analyzer store schema
- Labs: Explore the Case Analyzer store

Exposing Custom Case Properties

- Managing Case Analyzer data fields
- Add Case Properties to the Audit and Event logs
- Expose a custom Case Property to the Case Analyzer store
- Lab: Add Case Properties to the Audit and Event logs
- Lab: Expose a custom Case Property to the Case Analyzer store

OLAP fundamentals

- Online Analytical Processing (OLAP)
- Case Analyzer OLAP cubes
- Demo: Explore the Case Analyzer OLAP cubes

Analytic tools

- Case Analytic tools Overview
- IBM FileNet Case Monitor
- IBM Cognos Business Intelligence
- Case Analyzer Excel Reports
- Demo: Sample analytic reports

Monitor Case Activity with IBM Cognos RTM

- IBM Cognos Real-time Monitoring
- Dashboards and dashboard objects
- Workbench objects
- Lab: Explore Case Monitor dashboards
- Lab: Creating Dashboards and Dashboard Objects
- Lab: IBM FileNet Case Monitor Workbench Objects
- Lab: Add a custom measure to a Dashboard object
- Add a custom Dimension
- Demo: Real-time Monitor Value Proposition

Appendix

- Knowledge Check and Exercise – Answers
- Enable and configure case analytic tools
- Start and Stop System Components
- Troubleshooting
- Reports included

