



IBM Case Foundation 5.2.1: Routing Work

F240G Course Abstract

Course description

This course teaches you how to design and implement the routing of work in workflow definitions to obtain the desired business outcome.

Duration

1 day

Delivery Method

Instructor-led (Classroom or online), SPVC (Self Paced Virtual course)

Audience

This course is for workflow authors who are responsible for planning, designing, creating, testing workflow solutions in a development environment.

Prerequisites

- Familiarity with Windows 2008 operating systems. General knowledge of P8 Platform security concepts.
- General workflow terminology:
 - Workflow
 - Workflow definitions
 - Queues
 - Rosters.
- Familiarity with P8 Platform administration interfaces, including:
 - Administration Console for Content Platform Engine
 - IBM Content Navigator Administration
 - Process Designer
 - Process Administrator
 - Process Tracker
- IBM Case Foundation 5.2.1: Workflow Design Essentials

Course Objectives

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

- Use conditions to direct the flow of work.
- Create a parallel process in a workflow.
- Create workflow group.
- Define participant voting for a step.
- Define participant voting for a step.
- Use a submap
- Identify system default submaps
- Resolve business process exceptions
- Create a workflow hierarchy

Override an inherited map

Topics

Conditional routing

- Conditional routing
- Step responses
- Route properties
- Step routing information
- Example: Route based on participant responses

Parallel processing

- Modeling parallel execution
- Example: Simple parallel processing
- Collection and data merge types
- How data merging works
- Example: Data merging in a multi-participant step
- Rules for creating vvalid workflow maps
- Use of TerminateBranch system function
- Use of an unassigned step

Manage participation

- Workflow participants
- Workflow groups
- Example: Dynamic assignment of workflow groups
- System-provided workflow group: F_Trackers
- System-provided workflow group: F_Originator
- Set participant privileges
- Participant voting
- Example: Counting responses

Work with submaps

- Using submap steps
- Define a new submap
- Example: Using a submap step
- Implicit and explicit return from a called map
- Default system maps
- Workflow termination
- Override a system map

Handle workflow exceptions

- Business process exceptions
- Malfunction map and Conductor queue
- Override the Malfunction system map

Using Return in a Malfunction map

Workflow troubleshooting and recovery

Example: Workflow exceptions

Workflow inheritance

Using workflow inheritance

Inherited elements

The base workflow

Workflow Preferences for inheritance

Create a workflow hierarchy

Override an inherited map

Appendix

Start and Stop System Components

Troubleshooting