

Build an IBM Case Manager Solution (V5.3.2)



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.

This course is also available as an SPVC (course code: F2919G) with instructional content, as well as a lab environment where students can work through demonstrations and exercises at their own pace.

Recommended Delivery Method: Instructor-led/SPVC

Recommended Duration: 1 day

Intended 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)

Topics Covered

Unit 1 Build and deploy a solution

- Build a solution
- Deploy a solution
- Test a solution
- Manage roles
- Redeploy a solution

Unit 2 Create properties and document classes

- Create case properties
- Create task properties
- Create a business object
- Create document classes

Unit 3 Create roles and in-baskets

- Create roles
- Create in-baskets

Unit 4 Create tasks

- Create a to-do task
- Create a container task
- Add the to-do list widget to the Case Details page

Unit 5 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

Unit 6 Use preconditions and sets

- Organize tasks with preconditions
- Organize tasks with inclusive sets
- Organize tasks with exclusive sets

Unit 7 Automate case packaging

- Open a task in Process Designer
- Add a component step to a task
- Use a component step to package a case

Unit 8 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

Unit 9 Solution design principles

- Describe solution design principles

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