

IBM Case Manager v5.2.1 Solution Development Workshop

Workshop Introduction

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Workshop Notes

- IBM Case Manager (ICM) 5.2.1 eGA'd in September 2014
- This is a comprehensive workshop.
 - We cover the main features of the IBM Case Manager and the new features of Version 5.2.1. We assume you have little knowledge of ICM.
 - You should have experience with FileNet P8 and completed the pre-requisites for this workshop
 - We will not be covering FileNet P8 in this workshop
- If you are already familiar with ICM, you should focus on the new features. See “What's New” link on the References slide.
- Some presentation slides show ICM 5.2 or earlier releases (Our apologies)
- All presentation and lab material will be supplied on a memory stick

Workshop Notes (cont.)

- You will use a VMware image for the lab exercises.
 - If you have problems with the image, ask the instructor for assistance.
- Workshop images must NOT be taken away! (Windows licensing)
- We use “ICM” as a short form for IBM Case Manager. This is not an official use (due to confusion with IBM Content Manager, IBM Classification Module, ...).

Start Images

- Memory on the student machines may be limited – BE PATIENT!
- Start Folder
 - Start WebSphere.bat
- Stop Folder
 - Stop WebSphere.bat
- Programs Folder
 - Links to majority of IBM Case Manager and IBM FileNet P8 applications

References

- FileNet P8 5.2.1 Knowledge Center:
 - http://www-01.ibm.com/support/knowledgecenter/SSNW2F_5.2.0/com.ibm.p8toc.doc/filenetcontentmanager_5.2.0.htm
- Case Manager 5.2.1 Knowledge Center
 - http://www-01.ibm.com/support/knowledgecenter/SSCTJ4_5.2.1/com.ibm.casemgmttoc.doc/casemanager_5.2.1.htm
- What's New in ICM 5.2.1:
 - http://www-01.ibm.com/support/knowledgecenter/SSCTJ4_5.2.1/com.ibm.casemgmt.installing.doc/acmov008.htm?lang=en
- ECM Application Center (very good new resource, mostly ICM):
 - Contains material on many of the workshop topics
 - <http://www.ibm.com/developerworks/groups/ecmappcenter>

Certification Testing

•Available Exams:

- **Design workshop: Test P2070-721: IBM Case Manager Solution Design Technical Mastery Test v2**
- **Fundamentals: Test P2070-722: IBM Case Manager Product Fundamentals Technical Mastery Test v2**

Introductions

- Introductions:
 - Please take about one minute and give the following:
 - Your name
 - Company
 - Level of experience with P8 and Case Manager
 - What you are hoping to get out of the workshop