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IBM Case Foundation 5.2.1:

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| Routing Work | F240G  Course Abstract |

For more info: <https://www-03.ibm.com/services/learning/ites.wss/zz-en?pageType=page&c=a0011023>

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