

Fundamentals of IBM Business Automation Workflow: Developing Case Management Solutions

WB838 (Classroom)

ZB838 (Self-paced)

Course description

This course introduces solution architects to case management solutions in IBM Business Automation Workflow.

The course begins with an introduction to IBM Business Automation Workflow (BAW). You learn about BAW capabilities, case management concepts, architecture, and the benefits of using IBM Business Automation Workflow on Cloud. You manage cases in the BAW Case Client for an existing case solution.

You learn about the case solution design. You build, deploy, export, and import a simple case solution. The course introduces you to the case management key features such as objects, activities, stages, and security configuration for a case solution. It also introduces you to customizing case pages and integrating BPM processes in case solutions.

Through instructor-led presentations and hands-on lab exercises, you learn about the basics of IBM Business Automation Workflow case management.

This course is a subset of the 5-day course: Developing Case Management Solutions using IBM Business Automation Workflow V20.0.0.2 (WB836 / ZB836). Developers who need in-depth training with case management should take WB836 / ZB836.

For information about other related courses, see the IBM Training website:

**ibm.com**/training

General information

Delivery method

Classroom or self-paced virtual classroom (SPVC)

Course level

ERC 1.0

Product and version

IBM Business Automation Workflow

Audience

This course is intended for case solution developers and architects of IBM Business Automation Workflow.

Learning objectives

After completing this course, you should be able to:

* Describe the key capabilities of IBM Business Automation Workflow
* Understand the high-level architecture for IBM Business Automation Workflow (BAW)
* Identify the Workflow Center components
* Explain the case management concepts
* Describe the benefits of using IBM Business Automation Workflow on Cloud
* Create, process, and split cases in BAW Case Client for an existing case solution
* Add documents and runtime activities to a case in BAW Case Client
* Understand the Case solution design
* Build, deploy, export, and import a simple case solution
* Describe the case management key features such as objects, activities, stages, and security configurations for a case solution
* Learn about customizing case pages and integrating BPM processes in case solutions

Prerequisites

None

Duration

1 day

Skill level

Basic

Notes

The following unit and exercise durations are estimates, and might not reflect every class experience. If the course is customized or abbreviated, the duration of unchanged units will probably increase.

Course agenda

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| Course introduction  Duration: 15 minutes |

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| Unit 1. Introduction to IBM Business Automation Workflow  Duration: 1 hour and 30 minutes | |
| Overview | This unit is an overview of IBM Business Automation Workflow (BAW), its key capabilities, high-level architecture, and its primary components. It focuses on case management capability of BAW. |
| Learning objectives | After completing this unit, you should be able to:   * Describe the key capabilities of IBM Business Automation Workflow * Understand the high-level architecture for IBM Business Automation Workflow * Identify the Workflow Center components * Explain the case management concepts * Describe the benefits of using IBM Business Automation Workflow on Cloud |

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| Unit 2. Managing cases in IBM Business Automation Workflow Case Client  Duration: 1 hour | |
| Overview | This unit describes what cases and roles are and introduces you to the Case Client for managing cases. |
| Learning objectives | After completing this unit, you should be able to:   * Describe cases and roles * Identify the IBM Case Client User Interface elements * Learn about managing and splitting cases * Explain runtime tasks * Describe sample case management solution scenarios |

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| Exercise 1. Managing cases in IBM Business Automation Workflow Case Client  Duration: 1 hour and 45 minutes | |
| Overview | In this exercise, you learn how to create, process, and split a case. You add documents, comments, and runtime activities to a case. You also monitor the case stages. |
| Learning objectives | After completing this exercise, you should be able to:   * Create, process, and split a case * Add documents to a case * Monitor case stages * Add runtime activities |

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| Unit 3. Building and deploying a case solution  Duration: 45 minutes | |
| Overview | This unit explains the case solution design, IBM Workflow Center, case solution creation, and export. |
| Learning objectives | After completing this unit, you should be able to:   * Understand the case solution design * Describe IBM Workflow Center * Learn how to create and export case solutions |

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| Exercise 2. Building your first Case solution  Duration: 30 minutes | |
| Overview | In this exercise, you build and deploy a simple case solution. You also export, delete, and import a case solution. |
| Learning objectives | After completing this exercise, you should be able to:   * Build and deploy a case solution * Export, delete, and import a case solution |

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| Unit 4. Key features of IBM BAW case management  Duration: 1 hour | |
| Overview | This unit describes the key features of IBM BAW case management. |
| Learning objectives | After completing this unit, you should be able to:   * Identify case solution objects * Explain case activities and case stages * Learn about customizing case pages and views * Understand integrating processes in case solutions * Describe security configuration for case solutions |

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| Unit 5. Course summary and other learning resources  Duration: 30 minutes | |
| Overview | This unit summarizes the course and provides badges and other information for future study. |
| Learning objectives | After completing this unit, you should be able to:   * Describe the course objectives and what you learned * Earn a badge for this course * Identify and describe product certifications that are related to this course * Identify resources that can help you learn more |

For more information

To learn more about this course and other related offerings, and to schedule training, see **ibm.com**/training

To learn more about validating your technical skills with IBM certification, see **ibm.com**/certify

To stay informed about IBM training, see the following sites:

IBM Training News: https://www.ibm.com/blogs/ibm-training

YouTube: youtube.com/IBMSupportTV

Facebook: facebook.com/groups/IBMTrainingandSkills

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