

**F2919G: Build an IBM Case Manager Solution v5.3.2**

Course Code: F2919G

Duration: 1 day

Instructor-led Training (ILT) | Virtual Instructor-led Training (VILT)

**OVERVIEW**

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.

If you are enrolling in a Self Paced Virtual Classroom or Web Based Training course, before you enroll, please review the Self-Paced Virtual Classes and Web-Based Training Classes on our Terms and Conditions page, as well as the system requirements, to ensure that your system meets the minimum requirements for this course.

**SKILLS COVERED**

- Build and deploy a solution
- Create properties and document classes
- Create roles and in-baskets
- Create a case type and tasks
- Create a workflow
- Use preconditions and sets
- Automate case packaging
- Add case stages

- Apply solution design principles

**WHO SHOULD ATTEND?**

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)

**MODULES****Module 1: Build and deploy a solution**

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

**Module 2: Create properties and document classes**

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

**Module 3: Create roles and in-baskets**

- Create roles
- Create in-baskets

**Module 4: Create tasks**

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

#### **Module 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

#### **Module 6: Use preconditions and sets**

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

#### **Module 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

#### **Module 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

#### **Module 9: Solution design principles**

- Describe solution design principles

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