

IBM Business Automation Workflow 23.0.2: Introduction to case management solutions

WB879 (Classroom)

ZB879 (Self-paced)

Course description

This one-day introductory course integrates training in Case Management methods and implementation with IBM Business Automation Workflow (BAW). The course introduces IBM Business Automation Workflow along with its key capabilities. You learn case management concepts, architecture, and the benefits of using IBM Business Automation Workflow on Cloud. You also learn how to manage cases in the BAW Case Client. The course ends with building your first case solution and deploying it.

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

Product name version 1.0

Audience

This course is intended for case solution developers 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
* 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 and deploy a case solution
* Export, delete, and import a case solution

Prerequisites

* Familiarity with case management concepts
* Basic knowledge of programming techniques
* Understanding of JavaScript

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.

This course is an update of the following previous courses:

* WB836: Developing Case Management Solutions using IBM Business Automation Workflow V20.0.0.2 ERC1.0

Course agenda

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| Course introductionDuration: 15 minutes |

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| Unit 1. Introduction to IBM Business Automation WorkflowDuration: 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 ClientDuration: 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 Manager Client User Interface elements
* Learn about managing and splitting cases
* Explain runtime tasks
* Describe sample Case solution scenarios
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| Exercise 1. Managing cases in IBM Business Automation Workflow Case ClientDuration: 2 hours |
| 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: 1 hour |
| Overview | This unit explains the case solution design, IBM Workflow Center, and 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 export case solutions
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| Exercise 2. Building your first Case solutionDuration: 1 hour |
| 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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