

# IBM Case Manager Essentials (V5.3.2)



This course is an introduction to IBM Case Manager, concepts, functions, and architecture. Participants use an IBM Case Manager system to practice the skills that are required by case workers to process cases and create runtime tasks.

This course is also available as an SPVC (course code: F2909G) with instructional content, as well as a lab environment where students can work through demonstrations and exercises at their own pace.

**Recommended Delivery Method:** Instructor-led/SPVC

**Recommended Duration:** 1 day

## Intended Audience

This course is for solution architects, solution designers, administrators, product managers, or anyone who needs to learn the essentials of IBM Case Manager.

## Prerequisites

- None

## Topics Covered

### Unit 1 Introduction to IBM Case Manager

- Describe the uses of IBM Case Manager
- Identify components of IBM Case Manager

### Unit 2 Create and process a case

- Identify a case
- List the components of a case type
- Describe the IBM Case Manager Client
- Add a case and process a work item

### Unit 3 Review a case

- Search for a case
- Review a case
- Add annotations and comments to a case
- Split a case

### Unit 4 Structure of a solution

- Describe IBM Case Manager solutions and their assets
- Identify IBM Case Manager environments
- Explore the IBM Case Manager Builder Step Designer

### Unit 5 Add runtime tasks

- Add a custom task
- Add a quick task

### Unit 6 IBM Case Manager integration options

- Identify IBM Case Manager integration options

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