Course Code: WB836G

Course Title: Developing Case Management Solutions using IBM Business Automation Workflow V20.0.0.2

Description:

This course provides technical professionals with the needed skills to develop 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.

You learn about the case solution design and build and deploy your first case solution. You export and import case solutions. You define various case objects such as properties, choice lists, roles, business objects, and case types. You create To-do Tasks and Container activities, and implement preconditions and Sets to manage activities. You create custom property views for case pages. You model BPM processes for case activities and create client-side human services. You create case stages and manage the stages manually and automatically with process JavaScript API.

This course teaches how to create custom pages and implement Free Form page layout and utility widgets. You configure the Calendar widget, subscribe to external calendars, and create and view quick tasks in the Calendar widget. You customize the toolbar and menu for a case page, wire two widgets together, and implement Script Adapter widgets to transform data.

This course teaches how to promote an existing case solution to a workflow project and to integrate an existing BPM process in a case solution. You create, apply, and export a security configuration for a case solution.

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

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 and deploy a case solution
- Export, delete, and import a case solution
- Define properties, choice lists, roles, and business objects for a case solution
- Create document types and case types for a case solution
- Create To-do Task and Container activities
- Add the To-do list widget to the page
- Use Sets to manage tasks
- Create a custom property view
- Configure the display settings for properties
- Assign the custom property view to case pages
- Model a process for a case activity
- Create client-side human services
- Manage case stages manually and automatically with process JavaScript API
- Create custom pages and implement Free Form page layout and utility widgets
- Configure the Calendar widget and subscribe to external calendars
- Create and view quick tasks in the Calendar widget
- Customize the toolbar and menu for a case page
- Wire two widgets together
- Implement Script Adapter widgets to transform data
- Promote an existing case solution to a workflow project
- Integrating an existing process in a case solution
- Create, apply, and export a security configuration for a case solution

Prerequisites:

Before taking this course, you should have:

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

Duration:

40 Hrs

Topics:

- Introduction to IBM Business Automation Workflow
- Managing cases in IBM Business Automation Workflow Case Client
- Exercise: Managing cases in IBM Business Automation Workflow Case Client
- Building and deploying a case solution
- Exercise: Building your first Case solution
- Defining case solution objects
- Exercise: Defining case solution objects
- Case activities
- Exercise: Creating case activities
- Customizing Property Views
- Exercise: Customizing Property Views
- Creating a case activity with a new process
- Exercise: Creating a case activity with a new process
- Managing case stages
- Exercise: Managing case stages

- Designing custom Case pages
- Exercise: Designing custom Case pages
- Working with the Calendar widget
- Exercise: Working with the Calendar widget
- Customizing the case toolbars and menus
- Exercise: Customizing the case toolbars and menus
- Wiring widgets
- Exercise: Wiring widgets
- Promoting an existing case solution
- Exercise: Promoting an existing case solution
- Integrating an existing process in a case solution
- Exercise: Integrating an existing process in a case solution
- Configuring security for a case solution
- Exercise: Configuring security for a case solution
- Course summary

Audience:

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