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Assessment: IBM Case Manager V5.0

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QUESTION NO: 1

Which two components are optional with the IBM Case Manager? (Choose two)

- A. IBM Case Analyzer
- B. IBM Mashup Center
- C. IBM Content Engine
- D. IBM WebSphere Process Server
- E. IBM Process

Answer: A,D

Explanation:

QUESTION NO: 2

In a distributed system architecture scenario, if installing IBM Case Manager to an existing FileNet P8 environment, which option applies?

- A. Deploy a new P8 5.0 Process Engine server in the existing database collocated with the case management target object store database
- B. Deploy a new P8 5.0 Process Engine server with its own separate database collocated with the case management target object store database
- C. Collocate the existing P8 4.5 Process Engine database with the corresponding target object store database for case management on Content Engine
- D. Collocate the existing P8 5.0 Process Engine database with the corresponding target object store database for case management on Content Engine

Answer: B

Explanation:

QUESTION NO: 3

Which two REST APIs are offered with IBM Case Manager? (Choose two)

- A. Content Manager Interoperability Services (CMIS) APIs
- B. Case REST APIs
- C. Object REST APIs
- D. Content REST APIs
- E. Analytics REST

Answer: A,B

Explanation:

QUESTION NO: 4

When deploying Case Manager in a distributed architecture, which two databases are supported?
(Choose two)

- A. Oracle
- B. MySQL
- C. Sybase
- D. IBM DB2
- E. Microsoft SQL Server

Answer: A,D

Explanation:

QUESTION NO: 5

IBM Case Manager is best suited for what type of process?

- A. An informal process which is modeled and partially tracked by the system
- B. A formal process where each step and business goal is fully controlled by the system
- C. A combination of formal and informal processes where a balance of control and flexibility is achieved

Answer: C

Explanation:

QUESTION NO: 6

Which insurance company's business scenario or challenge is a prime candidate for IBM Case Manager?

- A. A customer requests written details of the policy and additional product descriptions
- B. A customer requests an address change as well as a billing cycle change. The customer wants to transition from bi-annual billing to monthly billing
- C. A customer requests a new home content policy to be added to existing policies. Content descriptions, estimations, deductible options are evaluated

D. A customer requests a last name change. This means a pre-determined list of systems containing account information need to be updated with the new last

Answer: C

Explanation:

QUESTION NO: 7

Which two items are always part of a case management solution? (Choose two)

- A.** Content
- B.** Analytics
- C.** Database lookups
- D.** System integrations
- E.** Process

Answer: A,E

Explanation:

QUESTION NO: 8

Which statement best describes the key differences between case management and business process management?

- A.** Cases tend to be predictable and rely on system control or business rule based control flow
- B.** Cases may not always involve human participation, while a business process solution always require human interaction
- C.** In case management, the business problem is solved by a knowledge worker using tasks that may have been modeled; in business process management, the business problem is always solved by following a modeled process
- D.** The emphasis of case management is on designing a step by step procedure to solve a business problem; the emphasis of business process management is on designing a flexible solution for knowledge workers to solve a repeatable problem

Answer: C

Explanation:

QUESTION NO: 9