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IBM Case Manager V5.1

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QUESTION 1

A customer is looking for assistance in determining a backup strategy. Which statement is true regarding backup of the ICM solution?

A. A Hot Backup can be performed if the operating system is AIX.

B. A Hot Backup cannot be performed because Business Space prevents it.

C. A Hot Backup cannot be performed because of the difficulties of ensuring in-flight transactions.

D. A Hot Backup can be performed because ICM provides additional features to permit this process.

Correct Answer: C

QUESTION 2

What is the recommended tool to move non-Case Manager assets such as custom eForms into a production environment?

A. Workplace XT

B. FileNet Enterprise Manager

C. FileNet Deployment Manager

D. Case Manager Administration Client

Correct Answer: C

QUESTION 3

Content Analytics is used to analyze the structured and unstructured contents of cases to identify actionable insights. What are two examples of unstructured content? (Choose two.)

A. Case ID

B. Case Comments

C. Case Documents

D. Solution custom attributes

E. Date the case was opened

Correct Answer: BC

QUESTION 4

What allows Case workers to view both IBM Case Manager and IBM BPM work items simultaneously from the same view, by using the Connector widget for IBM Business Process Manager?

A. Integrated Inbox

B. Inbasket Widget

C. Case List Widget

D. Command Widget

Correct Answer: A

QUESTION 5

A solution designer is given the following integration requirements for an ICM solution: 1. An external application will create cases using the ICM API 2. The external application will use a REST based API to integrate with ICM 3. The external application only accepts responses formatted as Json Which API should the solution designer recommend?

A. Process Engine REST API (P8BPMREST)

B. IBM Case Manager REST API (CASEREST)

C. IBM Content Management Interoperability Services (CMIS) for FileNet Content Engine with REST binding

D. IBM Content Management Interoperability Services (CMIS) for FileNet Content Engine with SOAP binding

Correct Answer: B

QUESTION 6

When creating iWidgets, REST Services are frequently used for communicating with back end servers. What response protocol is used when working with the CMIS API in this environment?
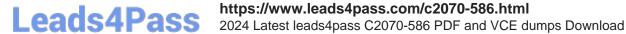
A. XML

B. Json

C. HTML

D. Dojo

Correct Answer: A

QUESTION 7

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

A. Analytics

B. Content objects

C. Database lookups

D. Process fragments

E. System integrations

Correct Answer: BD

QUESTION 8

In addition to case type, properties, document types, and tasks, what are the components of a Solution in Case Builder?

A. Roles, inbaskets, and pages.

B. Roles, task steps, and inbaskets.

C. Task steps, roles, inbaskets, and rules.

D. Task steps, roles, inbaskets, application spaces, and forms.

Correct Answer: B

QUESTION 9

What must be done to make a custom widget available to the Case Client?

A. Add the widget code to the ECM Widgets war file.

B. Add the widget code to the IBM Case Manager war file.

C. Package, deploy and register the widget in WebSphere Business Space using wsadmin commands.

D. Create a war file of the custom widget and deploy it in WebSphere Application server as a web application.

Correct Answer: C

QUESTION 10

Which tool is used to deploy solutions in a production environment?

A. Workplace XT

B. Case Manager Builder

C. FileNet Enterprise Manager

D. IBM Case Manager Administration Client

Correct Answer: D

QUESTION 11

Using IBM Case Manager Administration Client, solution Sol1 is removed from a non-default project area. What happens to the solution?

A. The solution is deleted.

B. The solution is renamed as Hidden_Sol1.

C. The solution cannot be removed from a project area.

D. The solution is moved to default project area, dev_env_connection_definition

Correct Answer: D

QUESTION 12

IBM Case Manager is best suited for which 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. An informal process which is not modeled and cannot be easily tracked by the system.

D. A combination of formal and informal processes where a balance of control and flexibility is achieved.

Correct Answer: D

QUESTION 13

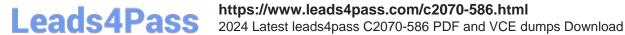Which service within IBM BPM can ICM utilize within an enterprise solution?

A. The Process Server\\'s deployment capabilities.

B. The BPMN and BPEL Language definitions within ICM Tasks.

C. The WebSphere Application Server Platform that IBM BPM is running on.

D. The Process Center having the ability to centrally store process definitions.

Correct Answer: D

QUESTION 14

Which component provides access to IBM WebSphere ILOG JRules Business Rules Management System (BRMS) out of the box?

A. Case Builder

B. Case Manager Client

C. FileNet Process Designer

D. Case Manager Administration Client

Correct Answer: C

QUESTION 15

Case ID is the unique identifier for a case in ICM. Which statement is true?

A. The Case ID cannot be modified.

B. The Case ID can only be appended with additional values.

C. The entire Case ID can be overwritten to display a new value to the case worker.

D. Only the Case ID prefix can be modified by assigning a case property as the Case Title Property.

Correct Answer: C

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