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# 000-586

## IBM

*IBM Case Manager V5.1*

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**QUESTION: 1**

Which two components are optional add-on licenses with the IBM Case Manager core product offering? (Choose two.)

- A. IBM Forms
- B. IBM Case Analyzer
- C. IBM FileNet eForms
- D. Content Search Services
- E. WebSphere Process Server

**Answer:** A, E

**QUESTION: 2**

Within the scope of ICM databases created, which statement is true?

- A. The Process Engine database can only run on DB2.
- B. The Business Space database can only run on DB2.
- C. The Case Analyzer database can co-exist with the CE database.
- D. The Process Engine database can co-exist with the CE database.

**Answer:** D

**QUESTION: 3**

Which program is prohibited to be used with IBM Case Manager as per the licensing terms?

- A. Lotus Widget Factory (of IBM Mashup Center)
- B. Case Manager crawler (of IBM Content Analytics)
- C. Web chat client (of IBM Lotus Sametime Proxy Server)
- D. Rule Execution Server (of IBM WebSphere ILOG JRules)

**Answer:** A

**QUESTION: 4**

What is a reason to use iLog within the context of an ICM Solution?

- A. To intelligently assign case workers to tasks.
- B. To obtain additional Case Data from an external system.

- C. To update a case property field after a step is completed.
- D. To obtain a priority from a database call via a stored procedures.

**Answer:** A

**QUESTION: 5**

A case worker would like to send an instant announcement to other case workers in the IBM Case Manager environment. How can this be done?

- A. By adding a comment to the case.
- B. By using the external email system.
- C. By using the IBM Sametime integrated feature.
- D. By creating a case with the announcement as a property.

**Answer:** C

**QUESTION: 6**

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

**Answer:** B, D

**QUESTION: 7**

What utility is used to create the run time solution in a development environment?

- A. Case Manager Builder
- B. FileNet Enterprise Manager
- C. FileNet Deployment Manager
- D. Case Manager Administrator Client

**Answer:** A

**QUESTION: 8**

A user in the customer\_interactions project area has created two solutions, Sol1 and Sol2. The user is transferred to the credit\_card\_investigations project area. What happens to Sol1 and Sol2?

- A. Sol1 and Sol2 are deleted.
- B. Sol1 and Sol2 remain in customer\_interactions project area.
- C. Sol1 and Sol2 are moved to orphaned\_solutions project area.
- D. Sol1 and Sol2 are moved to credit\_card\_investigations project area.

**Answer: B**

**QUESTION: 9**

What is one reason to use IBM Forms over FileNet eForms within the context of an ICM Solution?

- A. IBM Forms is more tightly integrated with ICM.
- B. The ability to use JavaScript to enhance the form.
- C. The ability to use multiple Digital Signature methods.
- D. The ability to use EDS (Extended Data Services) within ICM.

**Answer: C**

**QUESTION: 10**

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.

**Answer: C**

**QUESTION: 11**

For IBM Case Manager, where should the database for the content engine target object store and the process engine on DB2 be located?



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