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**IBM Case Foundation V5.2, Specialist**

**IBM C2070-982**

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## QUESTION NO: 1

At a company, the more advanced workflow users are requesting the ability to monitor the progress of certain workflows that they recently launched. They would like to see which steps have been completed, when they were completed and which steps are currently active.

How can this capability be provided?

- A. Provide those users with access rights to the Process Tracker application so they can monitor their workflows
- B. Provide those users with access to the Process Administrator tool so they can search the Roster and open the work item to check the status
- C. Use Process Designer to edit the workflow map. Open the Workflow Properties and under Workflow Groups tab, assign those users to the F\_Trackers workflow group, then save the workflow map.
- D. Using Process Administrator, use Edit search mode to search for the work items or workflows that meet the criteria then while selecting one or more rows in the result pane, click on Tasks menu, select Trackers and add those users.

**ANSWER: D**

## QUESTION NO: 2

An IBM Case Foundation architect is implementing a system that includes a wide area network.

There is a concern that the wide area network will have slow latency.

Which parameter should be adjusted?

- A. Increase the com.ibm.CORBA.FragmentSize from the default of 1Kb
- B. Monitor the Web container thread pool and increase the value
- C. Set the com.ibm.CORBA.ConnectionMultiplicity size to 0
- D. Increase com.ibm.CORBA.ConnectionMultiplicity to a value from 5 to 10

**ANSWER: A**

## QUESTION NO: 3

The command widget is an important widget. Which two facts apply to this widget? (Choose two)

- A. The command widget handles data about cases and tasks
- B. The command widget on a page can be associated with more than one solution
- C. The command widget will be automatically configured after you place it on the page

- D. The command widget is a hidden widget existing in all pages for an deployed solution
- E. When creating a custom page, you only place the desired visible widgets in the page

**ANSWER: A D**

## QUESTION NO: 4

How can you model the directing of work to case workers? (Choose two)

- A. You associate roles with steps in the Step Editor
- B. You associate roles with Case Tasks in Case Builder
- C. You specify workgroups as a property of a Case Task
- D. You associate workgroups with steps in the Step Editor
- E. You can assign a specific user to a step in the Step Editor

**ANSWER: A D**

## QUESTION NO: 5

When conducting a single server installation using the IBM Case Manager Platform Installation Tool, which one of the following directory service products is supported?

- A. Novell eDirectory
- B. Oracle Internet Directory
- C. Microsoft Active Directory
- D. IBM Tivoli Directory Server

**ANSWER: D**

## QUESTION NO: 6

Which two must be installed if you are using IBM FileNet Case Monitor? (Choose two)

- A. IBM Content Analyzer
- B. FileNet Case Analyzer
- C. WebSphere ILOG JRules
- D. Cognos Real-time Monitoring

E. WebSphere Business Monitor

**ANSWER: B D**

## QUESTION NO: 7

What two pre-requisites are required in order to integrate with IBM Business Process Manager (BPM)? (Choose two)

- A. IBM BPM and IBM Case Manager must be installed on the same server
- B. IBM BPM must be licensed and acquired separately from IBM Case Manager
- C. No licensing prerequisites exist since IBM BPM is bundled with IBM Case Manager
- D. IBM WebSphere Process Server and IBM WebSphere Integration Developer must be installed
- E. IBM Business Process Manager Advanced edition is required which bundles IBM Case Manager

**ANSWER: B D**

## QUESTION NO: 8

In the development environment target object store, which tool(s) should be used to to add non-case management assets, such as search templates and form templates?

- A. Only Solution Assistant
- B. Only Workplace, and/or Workplace XT
- C. Only Enterprise Manager, and/or Workplace
- D. Enterprise Manager, Workplace, and/or Workplace XT

**ANSWER: D**

## QUESTION NO: 9

Which are two examples of a Task Precondition? (Choose two)

- A. A property condition is met
- B. A case is added to the in-basket
- C. A new document is added to the case
- D. A new step is added to the submap of the task
- E. A new user is added to the role assigned to the task

**ANSWER: A C**

## **QUESTION NO: 10**

What does adding a task to a mutually exclusive task set mean?

- A.** The task must have a pre-condition
- B.** The task must be manually completed
- C.** All tasks in that set must be completed
- D.** If you complete one task in the set, you cannot complete any of the other tasks in the set

**ANSWER: D**