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Exam : **A2070-580**

Title : Assessment: IBM Case Manager V5.0

Version : Demo

1.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

2.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: AD

3.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: AD

4.At a minimum, IBM Case Manager implementations require which IBM FileNet P8 platform components to be installed?
A. IBM FileNet Content Engine
B. IBM FileNet Content Engine and Workplace XT
C. IBM FileNet Content Engine and Process Engine
D. IBM FileNet Content Engine, Process Engine, and Workplace
Answer: D

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

6.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: AE

7.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: AB

8.Choose two steps below that you would perform when validating the installation of an IBM Case Manager application into a production environment? (Choose two)
A. Log in to the IBM Case Builder
B. Log in to the Case Manager Client
C. Verify the ICM API deployment was successful by accessing the following link: http://server:port/P8PE/Health
D. Verify the Content Engine deployment was successful by accessing the following link: http://server:port/P8CE/Health
E. Verify the ICM API deployment was successful by accessing the following link: http://server:port:/CaseManager/CASEREST/v1/info
Answer: BE

9.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

10.IBM Case Manager 5.0 is supported on the following directory servers? (Choose two)
A. Novell eDirectory
B. Oracle Directory Server
C. IBM Tivoli Directory Server
D. MS Active Directory Server

E. SUN Java Directory Server
Answer: CD

11.Which tool is used to copy the solution package from development environment to the production environment?
A. Case Manager Builder
B. FileNet Enterprise Manager
C. FileNet Deployment Manager
D. Case Manager Administration Client
Answer: C

12.A Which of the following statements is true when working with a Case Manager solution in a development environment?
A. Use Case Manager Builder to deploy the solution
B. Use Case Manager Administrator Client to deploy the solution
C. Use FileNet Enterprise Manager to copy the solution from design object store to the target object store
D. Use FileNet Deployment Manager to copy the solution from design object store to the target object store
Answer: A

13.Which statement is correct in regards to the use of IBM WebSphere ILOG JRules under the IBM Case Manager license?
A. ILog JRules can only be deployed in a development environment
B. ILog JRules must be deployed on a remote server from IBM Case Manager
C. ILog JRules must be deployed on the server on which IBM Case Manager is deployed
D. ILog JRules can be deployed on a remote server or on the same server which IBM Case Manager is deployed
Answer: C

14.An administrator has installed IBM WebSphere ILog JRules under the Case Manager license agreement and is going to deploy an ILog Decision Service. Which statement is correct?
A. The Decision Service may only be invoked directly by IBM Case Manager
B. The Decision Service may only be invoked by a custom program and cannot be invoked directly by IBM Case Manager
C. The Decision Service may be invoked by any program as long as it is in response to a request that has originated from IBM Case Manager
D. The Decision Service may be invoked by any program, irregardless of whether this is done in response to a request that has originated from IBM Case Manager
Answer: C

15.When conducting a single server installation using the IBM Case Manager Platform Installation Tool, which one of the following databases is supported?
A. Oracle
B. MySQL

C. IBM DB2
D. Microsoft SQLServerW Times New Roman ArialZ X
Answer: C

16.Which statement is correct in regards to the use of Cognos Business Intelligence (BI) under the IBM Case Manager license?
A. Unrestricted use of Cognos BI is allowed
B. Cognos BI can only be used to deliver Case Analyzer reports
C. Cognos BI can be used to deliver reports from any Case Manager data source
D. Cognos BI is not covered under the Case Manager license and must be purchased separately
Answer: D

17.Which two are allowed under the IBM Case Manager license agreement? (Choose two)
A. Use of the Lotus Widget Factory
B. Use of IBM Lotus Sametime Connect Client
C. Unrestricted use of IBM FileNet Business Process Manager
D. Use of the Lotus Mashup Program to integrate custom widgets with Case Manager data sources
E. Use of the Lotus Data Feed Program to deliver feeds from any data source, including non ECM data sources.
Answer: CD

18.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

19.Which tool is used to define the application server properties, define the Content Engine server properties, define LDAP provider accounts and properties, and to deploy the Case Manager API and Case Manager Builder to the application server?
A. Case Manager Client
B. FileNet Enterprise Manager
C. FileNet Deployment Manager
D. IBM Case Manager Administration Client
Answer: D

20.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