



**Vendor:** IBM

**Exam Code:** A2070-580

**Exam Name:** Assessment: IBM Case Manager V5.0

**Version:** DEMO

#### QUESTION 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**

#### QUESTION 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**

#### QUESTION 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: AB**

#### QUESTION 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:** AD

**QUESTION 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

**QUESTION 7**

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

**QUESTION 8**

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

**QUESTION 9**

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

**QUESTION 10**

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

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