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QUESTION & ANSWER

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Exam : **000-586**

Title : IBM Case Manager V5.1

Version : Demo

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

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

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

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

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

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

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

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

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

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

11.For IBM Case Manager, where should the database for the content engine target object store and the process engine on DB2 be located?
A. On separate databases on the same server
B. On separate databases on different servers
C. On the same database on a server with different userids
D. On the same database on a server with same userid and password
Answer: D

12.Which must be installed and configured with IBM Case Manager to enable IBM Sametime?
A. Only IBM Sametime client and Lotus Domino server
B. Only IBM Sametime proxy server and Lotus Domino server
C. Only Lotus Domino server, IBM Sametime client, and IBM Sametime proxy server

D. Only Lotus Domino server, IBM Sametime community server, and IBM Sametime proxy server
Answer: D

13.Business Analyst John Smith has a user ID and valid password configured with IBM Case Manager but has not been assigned to a project area. Which statement is true?
A. John Smith cannot login to Case Manager Builder.
B. John Smith can only work in the default project area.
C. John Smith can login to Case Manager Builder, but cannot create a solution.
D. John Smith can login to Case Manager Builder, but cannot deploy a solution.
Answer: C

14.What tool is used to import a solution package?
A. IBM Case Manager Builder
B. IBM FileNet Process Designer
C. IBM FileNet Enterprise Manager
D. IBM Case Manager Administration Client
Answer: D

15.There are two recommended methods used to copy a solution : Case Manager Builder and what other tool?
A. IBM Content Engine API
B. IBM FileNet Workplace XT
C. IBM FileNet Enterprise Manager
D. IBM Case Manager Administration Client
Answer: D

16.Where can you find the following collection of data for each solution: solution status, description, Process Engine connection definition, and Case Manager Client URL?
A. In the IBM Case Manger Builder.
B. In the Business Space configuration setting.
C. In the IBM Case Manager Solution List page.
D. In the IBM Case Manager Administration Client.
Answer: C

17.Typically, in a production environment, you do not give users permission to create and manage spaces and catalog entries in Business Space. What function is used to hide these features of the client user interface?
A. Set the Business Space configuration setting com.ibm.mashups.lockeddown to true.
B. Set the Business Space configuration setting com.ibm.mashups.manageSpaces to false.
C. Use FileNet Enterprise Manager to set LDAP security on the all users who should not have access.
D. Use the IBM Case Manager Administration Client to configure the security settings for Production groups and users.
Answer: A

18.When creating a new solution from a template, how long should the new solution name be?
A. Any length
B. Less than 58 characters
C. Less than 999 characters
D. Greater than 8 characters
Answer: B

19.Which tool is used to register External Data Services (EDS) with IBM Case Manager?
A. Workplace XT
B. Filenet Enterprise Manager
C. Filenet Deployment Manager
D. IBM Case Manager Administration Client
Answer: D

20.There are three levels of security when configuring a business space page. There are View and Edit access rights. What is the third security level that gives users "special permissions" for things like assigning access rights to groups of users.
A. Owner
B. Specialist
C. Super User
D. Administrator
Answer: A