



# C2070-586<sup>Q&As</sup>

IBM Case Manager V5.1

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#### QUESTION 1

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.

Correct Answer: C

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#### QUESTION 2

A production environment is locked down, giving permission to create or modify spaces only to administrator users. What Business Space setting is used to determine who is an administrator user?

- A. Administrative User Group.
- B. Solution Administrator setting.
- C. com.ibm.mashups.adminGroupName.
- D. The owner of the individual pages are the administrators.

Correct Answer: C

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#### QUESTION 3

Which application is used to modify the Case Monitor data stream objects when exposing a case property to a Cognos Real-time Monitoring dashboard?

- A. Case Manager Builder
- B. Process Configuration Console
- C. Cognos Real-time Monitoring Dashboard
- D. Cognos Real-time Monitoring Workbench

Correct Answer: D

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#### QUESTION 4

Which tool is used to create project areas?



- A. Workplace XT
- B. Case Manager Builder
- C. Filenet Deployment Manager
- D. IBM Case Manager Administration Client

Correct Answer: D

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#### QUESTION 5

What is the key difference 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.

Correct Answer: C

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