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QUESTION 1

What percentage of CIOs is making plans to focus on mobility?

- A. 84%
- B. 50%
- C. 27%
- D. 5%

Correct Answer: A

QUESTION 2

What is one way Case Manager supports dynamic case handling?

- A. Case workers can view and start new tasks for a case "on the fly".
- B. Case workers can close and reopen tasks as often as they want.
- C. Work is routed to case workers based on business rules.
- D. Case workers can create comments on cases, documents, and tasks whenever they need.

Correct Answer: A

QUESTION 3

What is IBM's market position in ECM?

- A. Number 1 with 13% market share
- B. Number 2 with 5% market share
- C. Number 3 with 3% market share
- D. Number 4 with 2% market share

Correct Answer: A

QUESTION 4

How does Case Manager uniquely provide the best solution platform that integrates with ECM?

- A. Case Manager provides special user interfaces to deal with documents
- B. Case Manager is built and based on the industry standard content management API called CMIS.



- C. Case Manager uses the IBM Content Navigator framework
- D. All of the above.

Correct Answer: C

QUESTION 5

What are the key characteristics of ICM target customers?

- A. Highly regulated industries
- B. Industries where the product is often document: Financial Service. Banking and Insurance
- C. Industries where a lot of responsibility is given to the decisions of individual knowledge workers
- D. All of the above

Correct Answer: D

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