

Case360 Developers Program

Suitable for:	Developers, designers, coders and programmers
Product:	Case360
Course length:	4 days instructor-led learning; 1 day computer-based training

Case360 Developers Program

Program Description

Students undertaking this training program gain an understanding of the components of Case360. They will extensively use the supplied interfaces for Designers, Administrators, and End-users. This course will also provide, through examples and labs, a complete understanding of techniques and tools needed to build a Case360 application.

Program Structure

- » Introduction to Case360 (1/2 day computer-based learning).
- » Case360 Developer Foundation (1/2 day computer-based learning).
- » Case360 Developer Essentials (4 days instructor-led training).

All students begin their education program with Introduction to Case360. This computer-based course provides students with a high-level overview of the capabilities of the Case360 software suite.

Following Introduction to Case360, students progress to Case360 Developer Foundation - a computer-based course that introduces key technical concepts prior to the Case360 Developer Essentials instructor-led class.

Learning Objectives

- » To introduce Persona-based case management.
- » To provide students with an overview of the tools built into the Case360 suite.
- » To provide students with an understanding of the fundamentals of the Case360 product.
- » To give students practical experience in creating Case360 components.
- » To give students the skills to build and deploy a Case360 application.

Prerequisites

- » Experience in a technical development role; experience in application programming.
- » Experience with Java is a significant advantage.
- » Familiarity with the case management requirements addressed by their Case360 system.

I. Introduction to Case360 Agenda

Introduction

- » The common challenges businesses face today
- » Case360 as case management solution

Product Overview

- » Overview
 - Document & Information Management
 - Case Processing
 - Case Management
- » Capture, content and storage
- » Understanding Casefolders
- » Case360 user interface tools
 - Case360 viewParts
 - Dashboard Web Parts

Builder Persona: Analyst

- » The role of the business analyst in the Builder persona
- » analystView
- » Pre-deployment simulation
- » analystView simulation capabilities

Builder Persona: Developer

- » Overview of Case360
 - Case management
 - Content management
 - Process management
 - Content brokers
- » Application development tools
 - Toolbox
 - Process designer

II. Case360 Developer Foundation Agenda

Introduction to Case360
» Product Overview
Case360 Capabilities
» Electronic Cases
» Content Management
» Document Management
» Capture
» Storage Options
» OCR Server
» Full Text Indexing
Data Management
» Reference Tables
» Relationships
Process Management
» Business Process <ul style="list-style-type: none">• Assignments, Deadlines, Escalation
» Scheduled Process <ul style="list-style-type: none">• Archiving, Re-evaluation & Life Cycle Management
Architecture
» Web Application Server
» Security Model
» Database
Integration
» Content Brokers
» Web Services
» JMS Functionality
» SOA Functionality
» Insight360
Business Application Design & Implementation
» Project Team Skills
» Iterative Development for Flexibility
» Typical Case360 Tasks

III. Case360 Developer Essentials Agenda

Technical Components

- » Case360 Architecture
 - Repositories
 - Shared Infrastructure
- » Case360 capabilities

Basic Solution Configuration

- » Common Requirements
 - Participants
 - Managers
- » Fields
 - Creating fields
- » Field Terminologies
- » Form data
- » Forms
 - Creating form data templates
- » Queries
 - Creating sub-queries
 - Query Pre-processor
- » Filestore
 - Document management
 - Creating Filestore Templates
- » Storage Controller and Data Managers
- » Casefolders
 - Structure
 - Casefolder Repository
 - Creating Casefolder Templates
- » Relations
 - Creating Relations
- » Processes
 - Process definition
 - Envelope structure
 - Process repository
 - Process templates

III. Case360 Developer Essentials Agenda (cont.)

Basic Solution Configuration (cont.)

- » Process Designer
 - Best Practices
 - Modeling processes with Process Designer
 - Defining Routing decisions
 - Validating processes
- » Security
 - Users
 - Roles
 - Access Control lists
 - Adding permissions to an object

Solution Maintenance

- » Deployments
 - Environments
 - Application Export/Import
- » System updates
- » Lifecycle management
 - Archiving
 - Migration
 - Process
 - Lifecycle management process templates

III. Case360 Developer Essentials Agenda (cont.)

Configuration & Customization

- » User interface Design
 - Standard layouts
 - Homepages
 - Casefolder
 - Queries
 - Menus
 - Further template customizations
- » Scripts
 - Business Rules and Process logic
 - Expression logic
 - AJAX call support
- » Events
 - Event handlers
- » Capture
 - Capture broker
 - Input descriptors
 - Output descriptors