



# C2070-982<sup>Q&As</sup>

IBM Case Foundation V5.2

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### QUESTION 1

When conducting a single server installation using the IBM Case Manager Platform Installation Tool, which one of the following directory service products is supported?

- A. Novell eDirectory
- B. Oracle Internet Directory
- C. Microsoft Active Directory
- D. IBM Tivoli Directory Server

Correct Answer: D

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### QUESTION 2

How can you model the directing of work to case workers? (Choose two)

- A. You associate roles with steps in the Step Editor
- B. You associate roles with Case Tasks in Case Builder
- C. You specify workgroups as a property of a Case Task
- D. You associate workgroups with steps in the Step Editor
- E. You can assign a specific user to a step in the Step Editor

Correct Answer: AD

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### QUESTION 3

How does IBM Case Manager provide a framework for handling business exceptions?

- A. When designing a Task, you must use the P8 Process Designer to define any exception handling by customizing the malfunction submap of the process definition
- B. Well defined process are expressed by process fragments defined for tasks within the case, and IBM Case Manager is used to define the set of tools used by case workers to manage exceptions
- C. The structured part of the business process must be implemented using a BPM tool such as IBM BPM which will call IBM Case Manager services to provide case management capabilities for exception handling
- D. When a process fragment requires exception handling by case workers, the Task raises an event that must be specified as a pre-condition into another task that will provide an explicit exception handling implementation

Correct Answer: B

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#### QUESTION 4

How are ILOG rules incorporated into a Case Manager Task Workflow?

- A. Using the ILOG Rules Studio Case Manager connector
- B. Using the ILOG custom component through component integrator
- C. Selecting and configuring the Case Builder Step Editor ILOG Rules step
- D. Importing the WSDL into Process Designer then configuring Web Service call

Correct Answer: D

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#### QUESTION 5

You are getting a "FNRPA0024E IBM Case Manager Builder cannot connect to the Process Engine" error message when logging into the Case Manager Builder page. What Process Engine log files can you check to see if Process Engine is up and running?

- A. Check the pe.log file located in the the Process Engine virtual server directory ( Process\_Engine\_installation\_directory/data/pesvr. Process\_Engine\_virtual\_server\_name)
- B. Check the pesvr.log file, which is located in the Process Engine virtual server directory (Process\_Engine\_installation\_directory/data/pesvr.Process\_Engine\_virtual\_server\_name)
- C. Check the pe.log file, which is located in the logs directory under the Process Engine virtual server directory (Process\_Engine\_installation\_directory/data/pesvr.Process\_Engine\_virtual\_server\_name/logs)
- D. Check the pesvr\_system.log file, which is located in the logs directory under the Process Engine virtual server directory ( Process\_Engine\_installation\_directory/data/pesvr.

Process\_Engine\_virtual\_server\_name/logs)

Correct Answer: D

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