IBM
Case Manager

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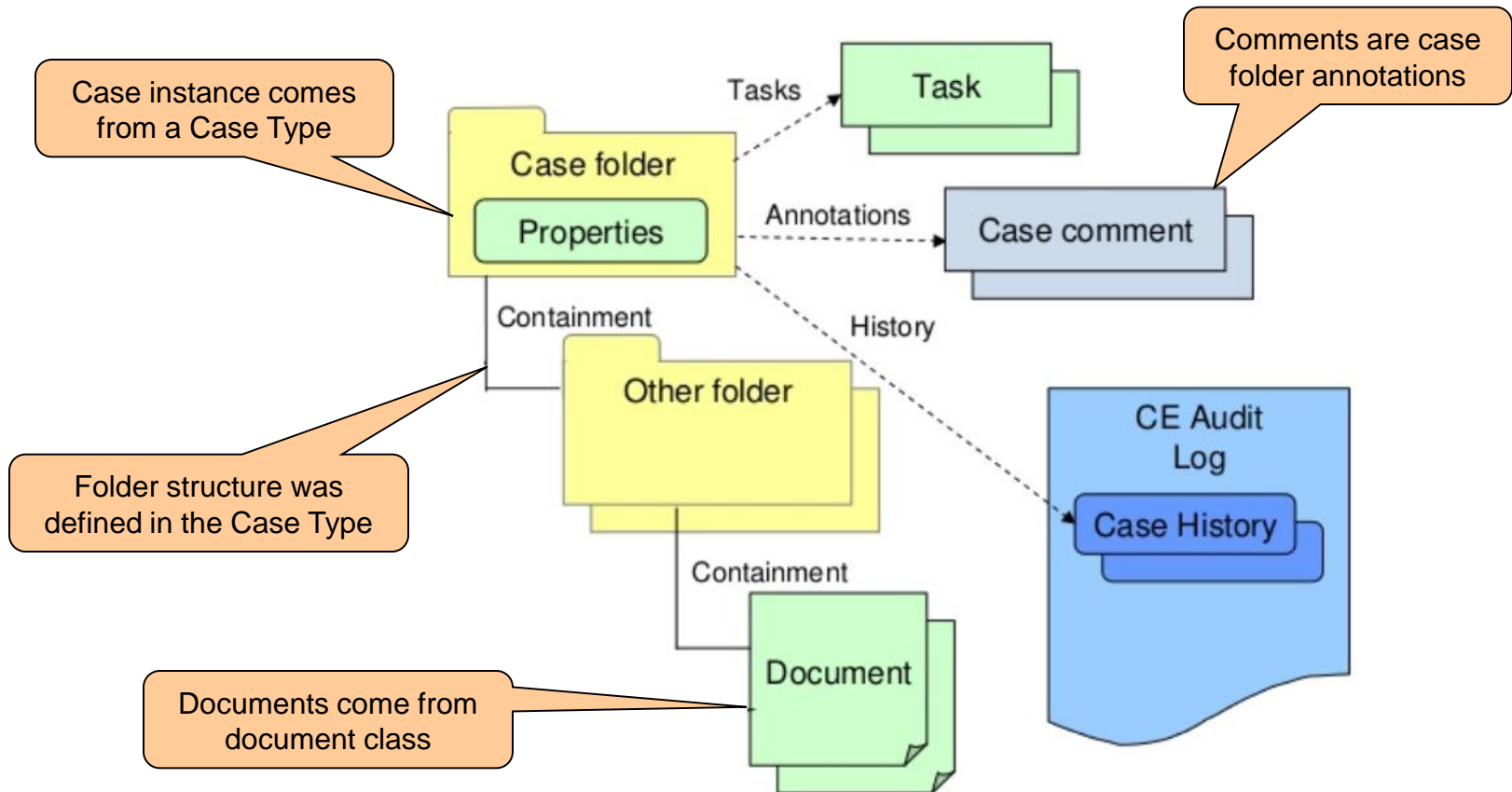
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IBM Case Manager
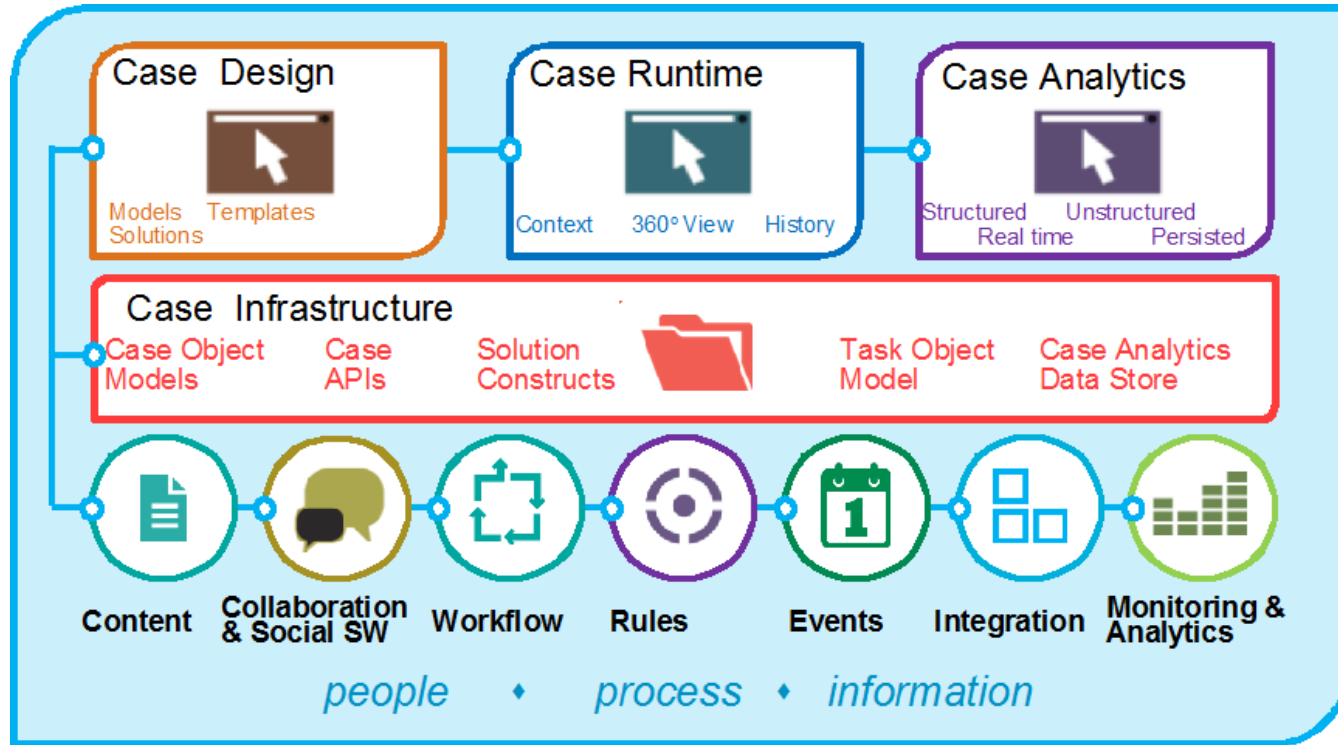
- Built on IBM FileNet P8 Content Manager and FileNet P8 Business Process Manager
- Includes Content Analytics, WebSphere ILOG jRules, Cognos RTM, Lotus Sametime and Mashups
- Deep integration to WebSphere Process Server for connectivity

Case storage

- Cases are persisted as content in folder structure (case object model)

- Case data lives long beyond any individual task or action in a case

- All content management functionality can be applied to the case and its content

Case instance comes from a Case Type

Comments are case folder annotations

Folder structure was defined in the Case Type

Documents come from document class

Tasks → Task

Case folder

Properties

Annotations → Case comment

Containment

Other folder

History

CE Audit Log

Case History

Containment

Document

Power of a task

A variety of events can trigger case tasks

Drive dynamic activities

Case Worker Actions

New Content

Case Updates

Uses structured process fragments

- Repeatability
  Tasks can be repeated at will
- Grouping
  Inclusive and exclusive
- Optional
  User directed launching or skipping
- Ad hoc
  User dealing with unknown
- Event driven
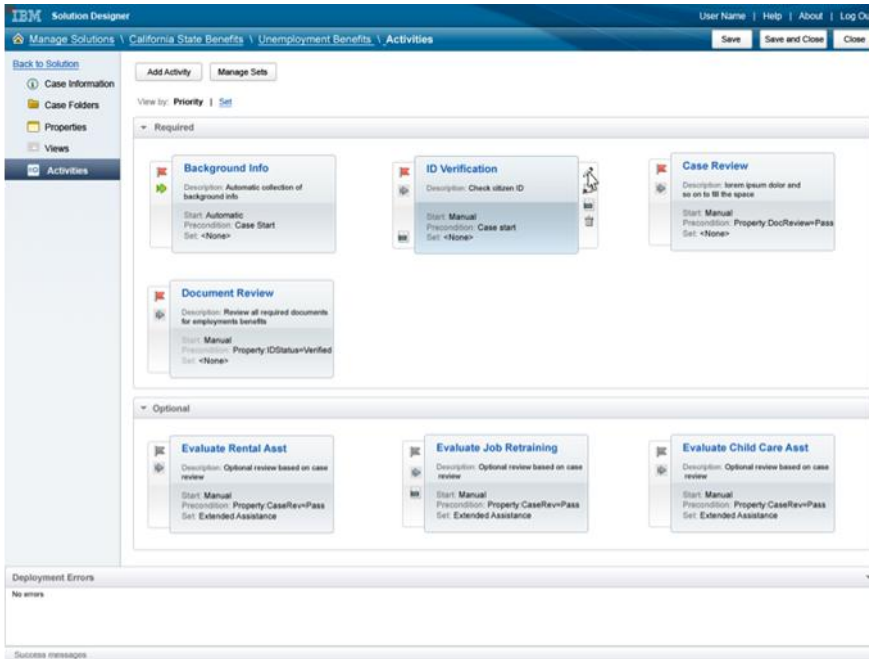 Tasks launched via events

Bottom line:
Task object model enables a great deal of flexibility to empower the knowledge worker productivity

Rapid solution design

- Easy to use, "Interview Mode" (wizard-driven)
  Case designer allows a business user to very quickly build a solution.

- Comprehensive across case assets
  Case designer can provide 360^0 view of case.

- Use templates for a fast start
  Represent industry best practices

- Significantly shortens time-to-value for case-style applications

Bottom line:
Deliver users the solution in a fraction of time of other approaches.

IBM Case Manager

# WHAT'S NEW

CM8 Integration

- ICM 5.1 provides direct integration with CM8
  - *CM8 documents stay in CM8; No federation required*
  - *P8 manages the case, case tasks, history,..*

- CM8 documents participate in a case
  - *CM8 content can initiate cases and launch tasks*
  - *CM8 content can be used natively in tasks*

- Transparent to the end-user
  (Business Analyst and Case Worker)
  - *CM8 content can be added to case folders, searched, viewed, and retrieved within the Case Manager client*
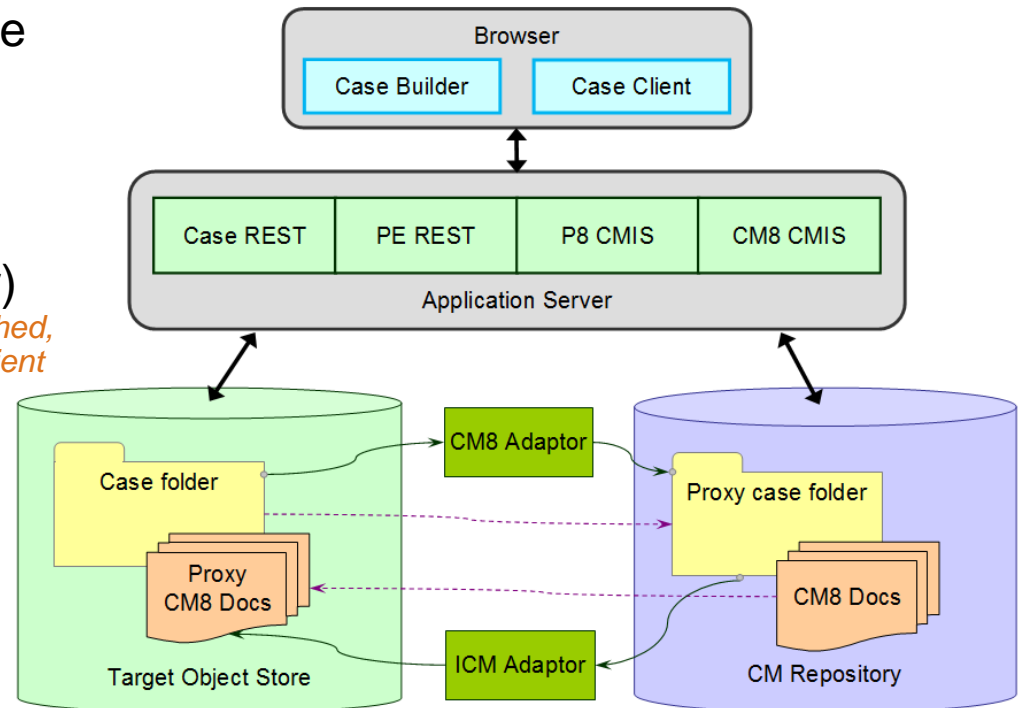
Data Integration Framework

EDS can be used to:

- Influence property values based on data from an external source

- Modify property attributes (for example minimum and maximum)

- Enforce dependencies between properties

- Provide choice lists from external systems
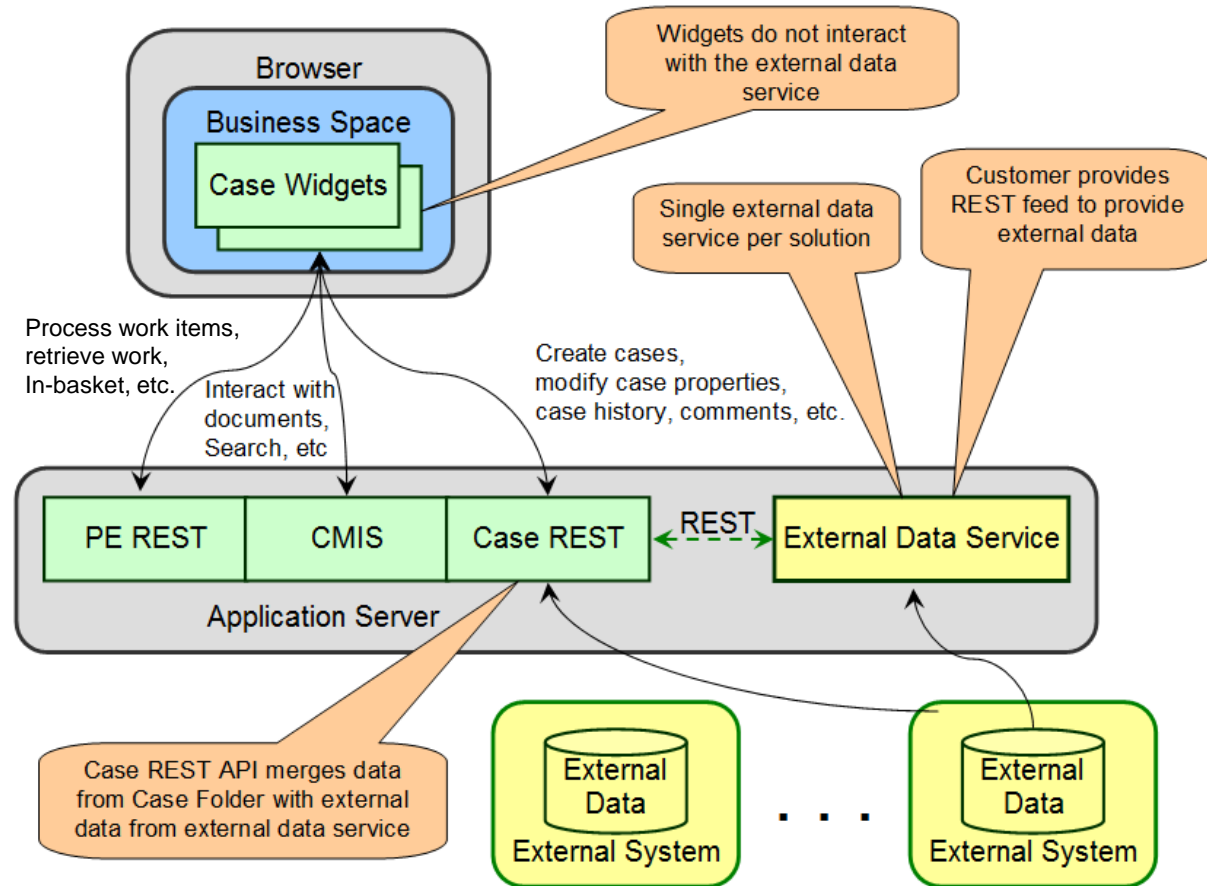
IBM Forms integration

Brings features:
- Wizarding
- Digital signatures
- Accessibility
- Back end connectivity

Can be used for:
- Adding Cases
- Adding Tasks
- Case Details
- Task assignment

Web Browser

Case Form Widget

IBM Form

ICM Server

Case Manager WAS Profile

IBM Forms Server - API
- Case Mgr Client
- Case Mgr Builder
- Bus. Space
- Workplace XT

IBM Forms Server

FileNet P8 AE / CE / PE
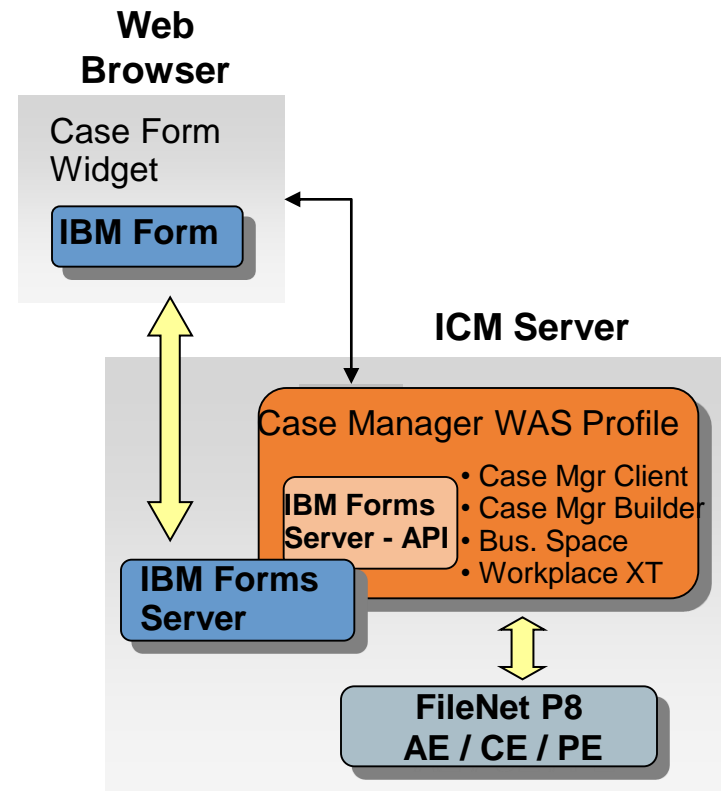
IBM BPM Integration

- **Case Builder can introspect a Process Center repository**
  - Locate processes to invoke as case tasks
  - Invoke specific Advanced processes for transactions or system integrations
- **Common inbox (iWidget)**
  - Integrated Inbox to work on cases and with processes
  - o Built-in integration with instant messaging (Lotus Sametime)
- **Ability to access ICM case instances from an IBM BPM business process**
  - A service type called IBM Case Manager Integration Service enables access to ICM cases at runtime
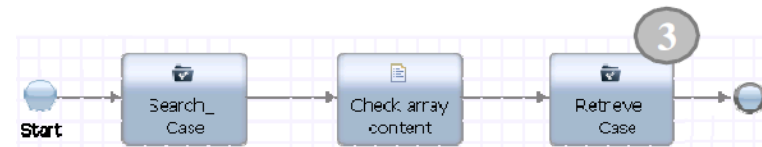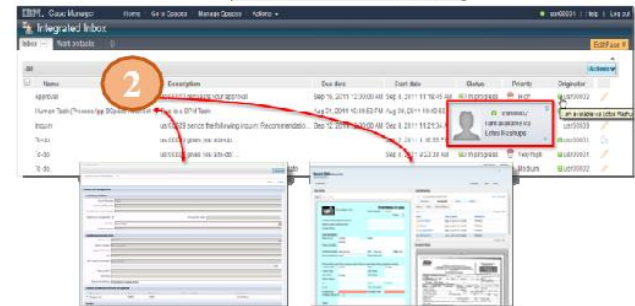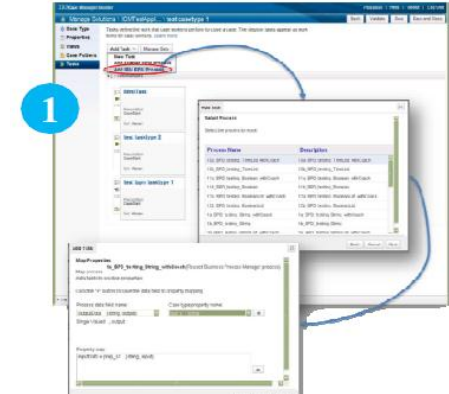
Other 5.1 and 5.1.1 features

- Slovak localization
- Design and Development enhacements
- Case splitting
- Case Java API
- Task enhancements
  - Repeatable tasks
  - Grouping tasks – with precondition
  - Start task programmatically
- Work visibility and distribution
  - Re-assign work in bulk
  - Select a user from a role when re-assigning work
- Process designer integration
- Drag&Drop file to Case documents or to attachment
- Enhanced document viewer

IBM Case Manager

USECASE SCENARIOS

IBM BPM and Case Manager

Process model

Case events

case infrastructure

User decisions

ECM
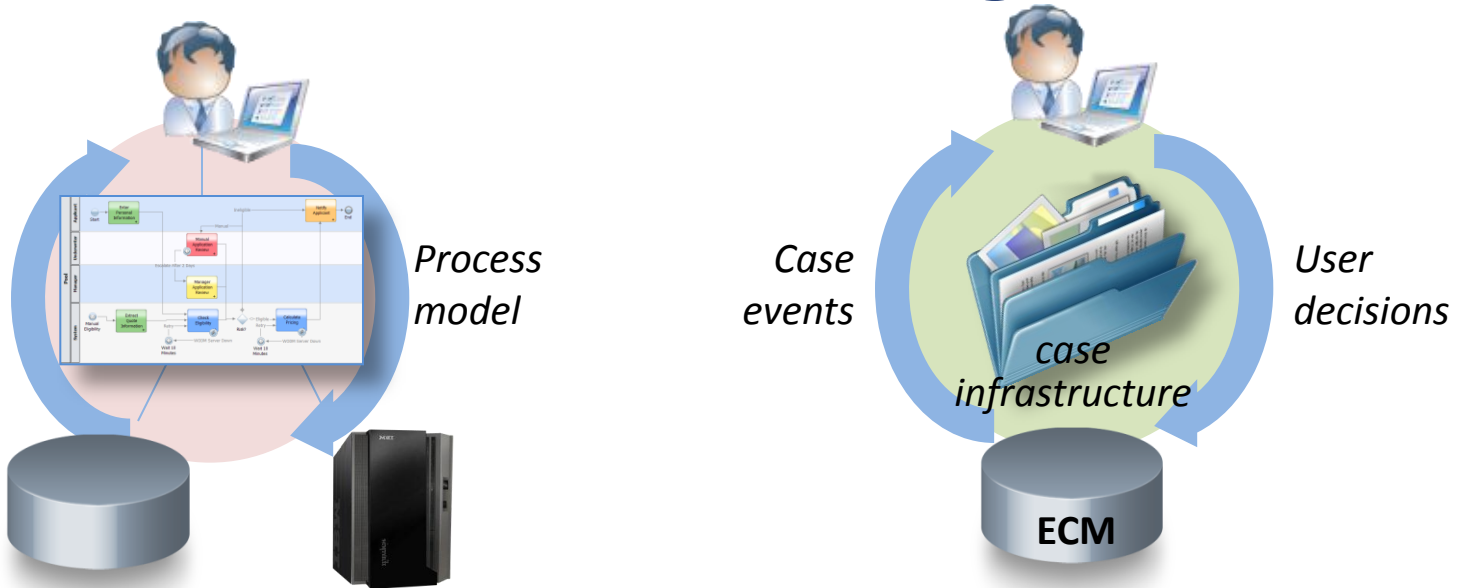
IBM Business Process Mgr		IBM Case Manager
Structured Flow – Repeatable	***Style***	Unstructured Flow – Flexible
Process Model Driven	***Control***	Knowledge Worker Driven
Loose Coupling – Data in Systems of Record	***Data***	Tight Coupling – A persistent case infrastructure built-upon an ECM Infrastructure

Solutions

- ICM-Powered solutions
  - Intelligent Investigation Manager
  - Patient Care and Insight
- Solution templates
  - Credit Card Dispute Management
  - Auto Claims Management
- Typical usecases

Intelligent Investigation Manager

I2 Fraud Intelligence Analysis

- Any data source
- Risk scorecard
- Cross channel analysis
- Multi-stakeholder investigation
- Role based briefing

- Visualize suspected fraud characteristics
- Detection and forensic analysis
- Risk scoring, alerting
- Search/ Mine structured & unstructured sources
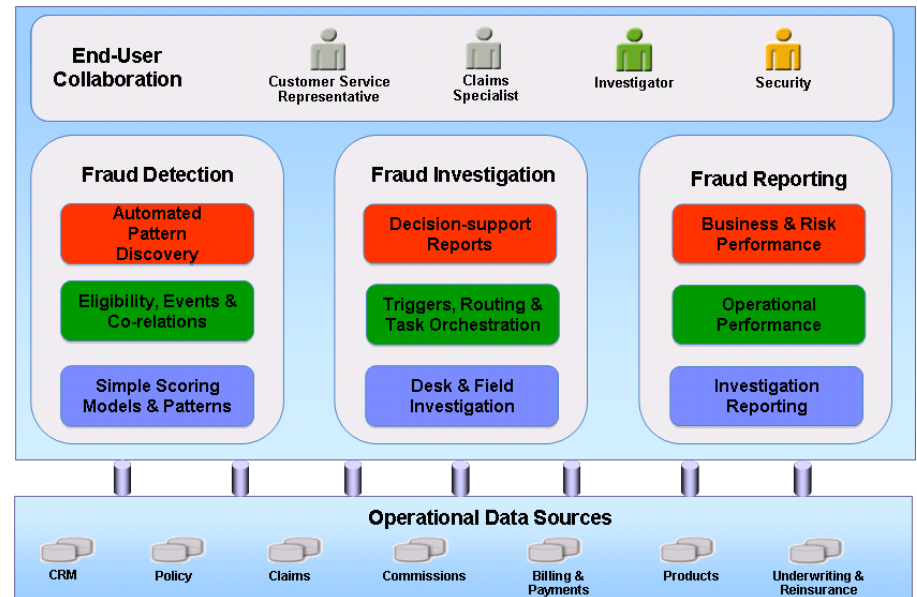- Intelligence enrichment/dissemination, reporting

IBM Case Manager

- Comprehensive case management
- Integrated collaboration and rules
- Real time and content analytics
- Dynamic task management

- Manage investigation lifecycles and related information
- Create structured and dynamic workflows and tasks
- Maintain case context and role based interface
- Leverage platform for multiple applications

End-User Collaboration

Customer Service Representative | Claims Specialist | Investigator | Security

Fraud Detection
- Automated Pattern Discovery
- Eligibility, Events & Co-relations
- Simple Scoring Models & Patterns

Fraud Investigation
- Decision-support Reports
- Triggers, Routing & Task Orchestration
- Desk & Field Investigation

Fraud Reporting
- Business & Risk Performance
- Operational Performance
- Investigation Reporting

Operational Data Sources

CRM | Policy | Claims | Commissions | Billing & Payments | Products | Underwriting & Reinsurance

Use cases

- Insurance underwriting
- Care coordination (possibly also disease management/payer related issues)
- Criminal history investigation (for child adoption, firearms purchase, etc. - we could be more specific depending upon client); related is also child welfare/HHS
- Complex service issues (disputes, complaints, incidents)
- Crisis (or incident) management
- Insurance broking
- Commercial lending
- DOT carrier certification/violation/audit
- Oil and gas transmittal management
- Legal order processing
- Wealth management
- Life claims mgt.
- Merger and acquisition
- Grant management
- Safety investigations (e.g., US BLM)
- Commercial fraud investigation (with i2)

Customer service issue

A customer calls and complains about a problem with a recently purchased product or service

(1) **(2)** **(3)**

Persisted, analyzed, reported   **Automatic and manually initiated tasks**

- **Information from the customer with notes by CSR**
- **Picture or description of non-working product**

Product warranty info

(4)

Determine if product is under warranty

Is there a history of complaints with the product?

Timer—how long has this taken to resolve?

Customer issue seen by CSR

Product/ Service complaint history

Real time indicators note # of critical issues and related business value

Find other products that are suitable or provide a refund

Coordinate internally with engineering and marketing to take the right steps

Customer history

- Enables the CSR to react appropriately to a multi-faceted problem and retain auditability and visibility of the path(s) taken to resolve, including driving ancillary tasks to prevent future problems.

- Manage the information and collaboration among various entities (internal and external) that result from issues, including escalations, outreach to customers and partners, etc.

Contact supplier to correct defects

Create communication and shipment to the customer

Useful links

- IBM Case Manager announcement letter
  http://www-01.ibm.com/common/ssi/ShowDoc.wss?docURL=/common/ssi/rep_ca/1/877/ENUSZP12-0381/index.html&lang=en&request_locale=en

- Infocenter IBM Case Manager - What's new
  http://pic.dhe.ibm.com/infocenter/casemgmt/v5r1m1/topic/com.ibm.casemgmt.installing.doc/acmov008.htm

- Developerworks community
  http://ibm.com/developerworks/groups/ecmappcenter

- Solution templates
  http://www.ibm.com/developerworks/views/data/libraryview.jsp?series_title_by=Use+industry+templates+for+advanced+case+management

- Learner Portal – Course nr. 220217
  http://eb90.elearn.ihost.com/wps/myportal/ibm

- Case Manager redbook
 http://www.redbooks.ibm.com/abstracts/sg247929.html
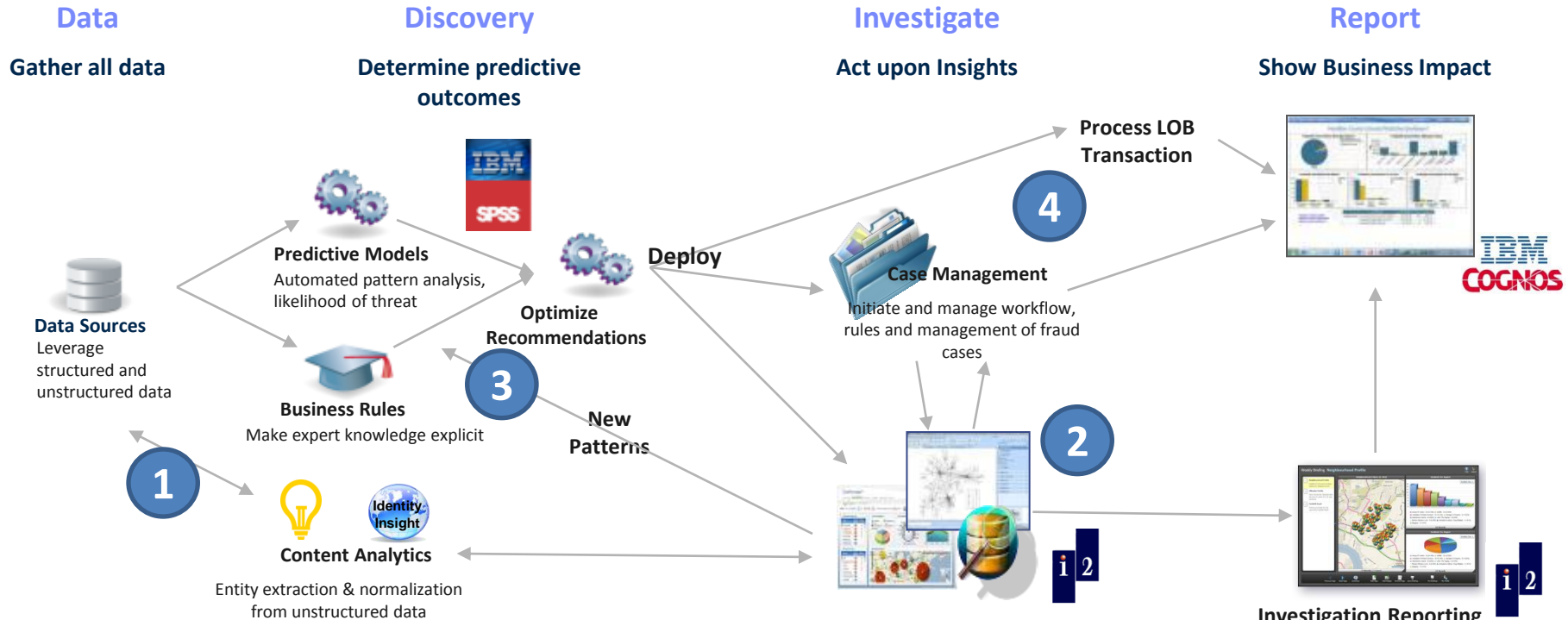
THANKS

IBM Case Manager

BACKUP SLIDES

Intelligent Investigation Manager

- ***Leverages capabilities of IBM Case Manager, IBM i2 Fraud Intelligence Analysis and IBM Content Analytics***
- *Efficiently **process cases** and **coordinate activity** across the investigative team*
- *Conduct **forensic analysis**, generating leads, visualizing the scope of the fraud and gathering evidence. **Capture results** directly into the case.*
- ***Discover** new entities, patterns and insights by searching through structured and unstructured content*
- ***Facilitate** the management of the case including the handoff to supervisors, litigators or other authorities*
- *Provide **transparency** into the effectiveness of the investigative process using integrated KPI reporting and analytics*
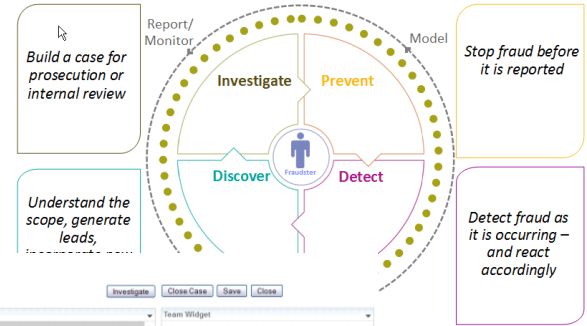
Intelligent Investigation Manager provides key capabilities for the IBM Anti-fraud signature solutions

Intelligent Investigation Manager

Data
Gather all data

Discovery
Determine predictive outcomes

Investigate
Act upon Insights

Report
Show Business Impact

Data Sources
Leverage structured and unstructured data

Predictive Models
Automated pattern analysis, likelihood of threat

Business Rules
Make expert knowledge explicit

Optimize Recommendations

Deploy

New Patterns

Content Analytics
Entity extraction & normalization from unstructured data

Identity Insight

Process LOB Transaction

Case Management
Initiate and manage workflow, rules and management of fraud cases

Visual and forensic analysis

Investigation Reporting and Documentation

- Visualize suspected fraud characteristics
- Detection and forensic analysis
- Risk scoring, alerting
- Create 'case ready' reports for negotiation or prosecution
- Improves efficiencies
  - KPIs – investigations, $ saved
  - As the investigation is occurring
  - After the investigation has completed

- Add more efficiency and transparency to the investigative process
- Provide coordination and management of overall investigation
  - Create and manage required or dynamic tasks for investigators and analysts
  - Integrate collaborative elements to
  - Provide and maintain investigation-related documents and data
  - Support ad-hoc work required during an investigation