



Marco Bonasoro

Case Management

IBM Enterprise Content Management

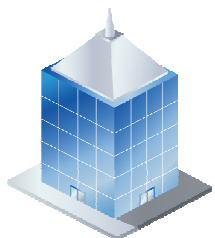
Contenuti al centro per decisioni più intelligenti





Ogni settore tratta “casi” specifici...

...tuttavia il concetto e definizione di “caso” variano sensibilmente

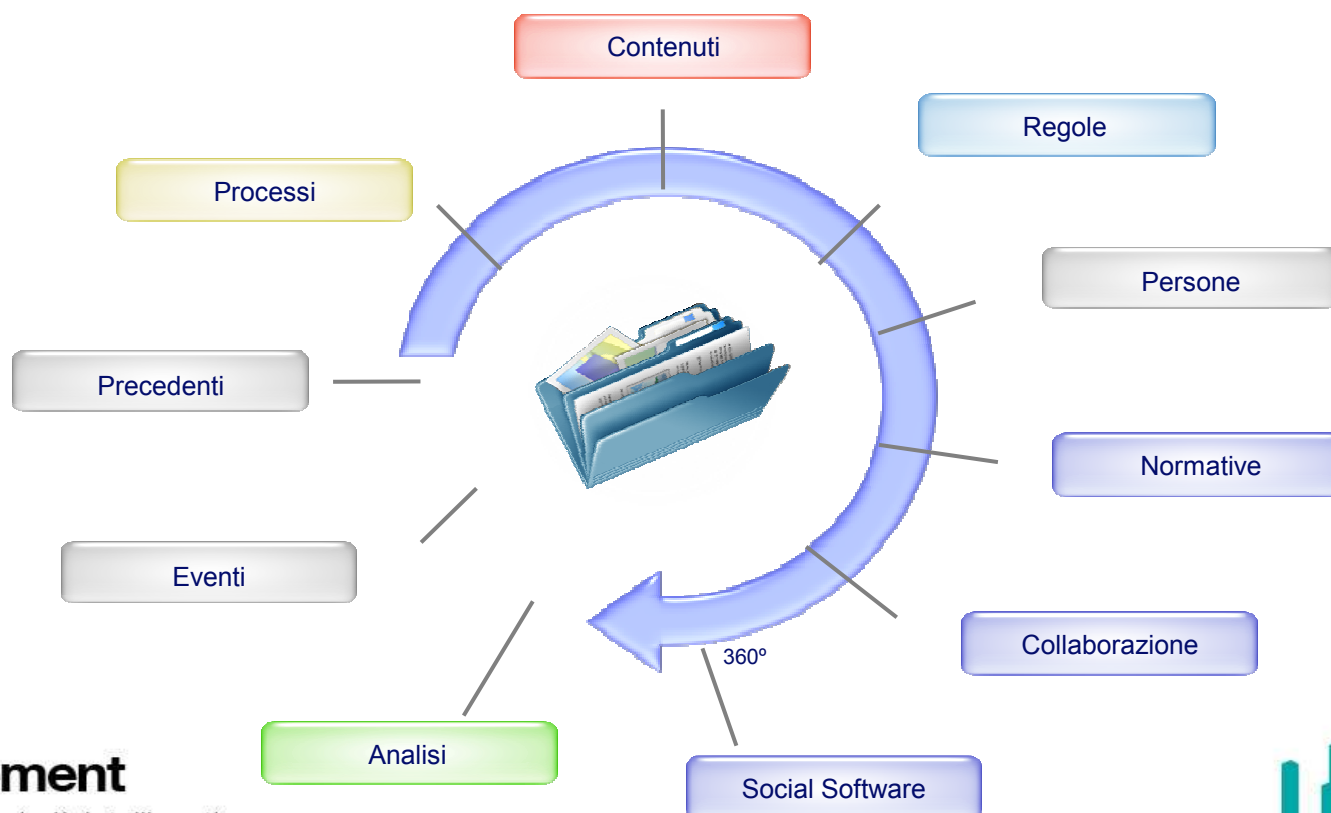


Assicurazioni	Banche	Retail	Sanitario	PA	Energia
<ul style="list-style-type: none">•Indennizzo•Polizza•Premio	<ul style="list-style-type: none">•Prestito•Mutuo•Conto•Carta di Credito•Investimento	<ul style="list-style-type: none">•Servizi al cliente•Introduzione nuovi prodotti	<ul style="list-style-type: none">•Cartella sanitaria	<ul style="list-style-type: none">•Contribuente•Concessione•Cittadino•Prestazione sociale	<ul style="list-style-type: none">•Permesso•Proprietà•Apprezzament o
Condivisi	Fattura, Contratto, Dipendente, Fornitore, Cliente, Progetto...				



Elementi di un caso

- Un caso dovrebbe contenere le informazioni, scambi messaggi, attività, regole, processi ed eventi necessari per il suo completamento...
- La cartella associata al caso accorpa tutte le risorse necessarie all'avanzamento del processo, che vengono gestite come un'insieme correlato di informazioni durante l'intero ciclo di vita del caso.



Pattern rilevati

- Il giudizio degli esperti è un fattore primario per l'esito della pratica → questo porta ad una necessità di consolidamento delle informazioni attraverso strumenti di collaboration
- Gli esperti (in base alla loro esperienza) sono anche coloro che rilevano la necessità di eseguire task aggiuntivi
- Il progresso delle attività spesso è attivato da eventi
- Componenti di analytics (ricerca di trend e pattern nei dati a disposizione) aumentano l'efficacia della soluzione



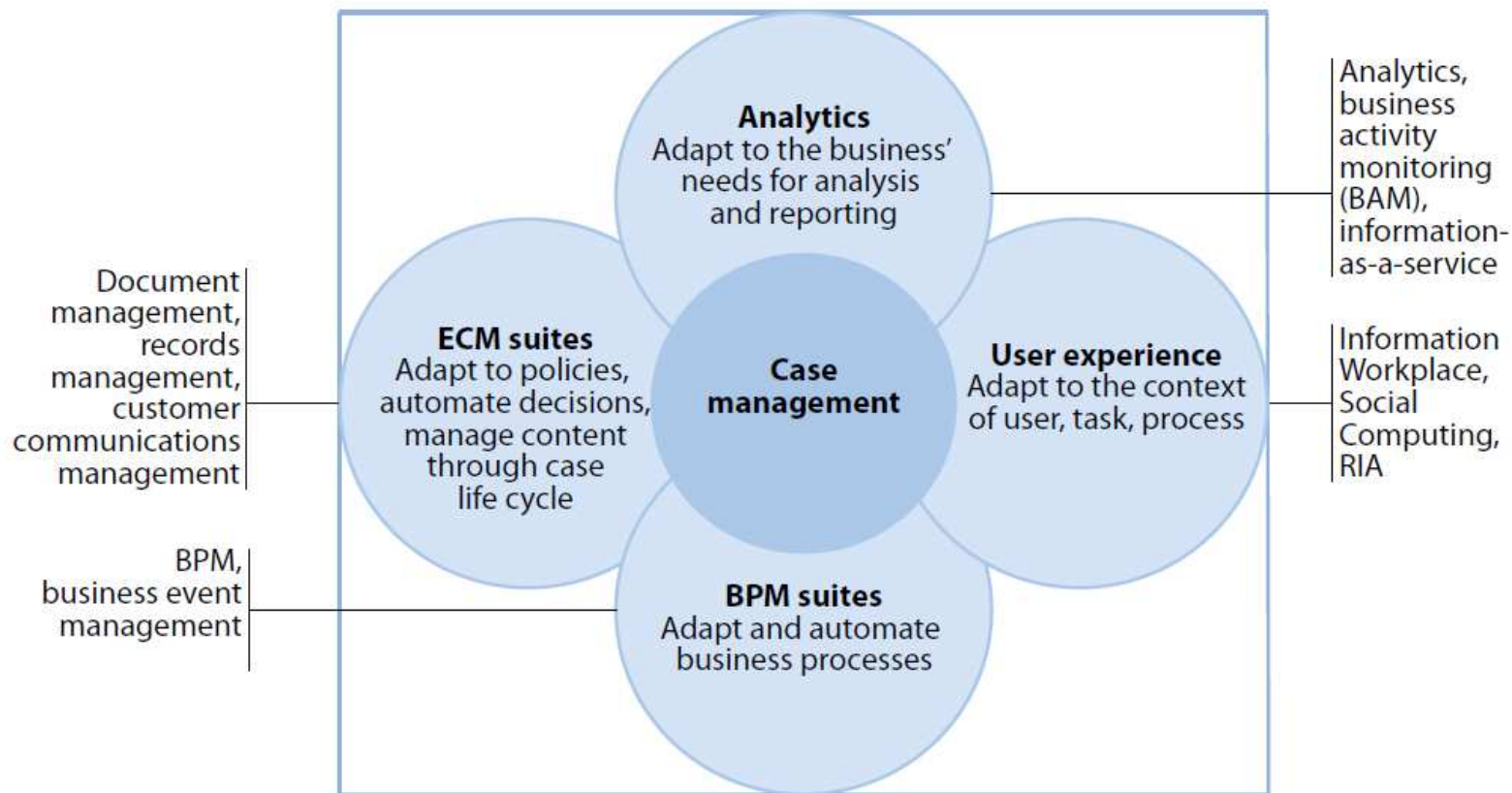
Applicazioni target

- Quelle imperniate su un oggetto complesso (“caso” o pratica) e con caratteristiche:
 - Knowledge-intensive
 - Non del tutto predicibili a priori
 - Team-based (multiple views)
- Per supportare tali applicazioni, una soluzione di Case Management richiede la disponibilità di alcuni servizi essenziali:
 - ECM
 - BPM
 - Collaboration
 - Analytics



Cosa dicono gli analisti

Figure 1 Case Management Combines ECM, BPMS, And Analytics With User Experience Advances



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Source: Forrester Research, Inc.



ECM: perché

- Complessità delle informazioni trattate
- Natura gerarchica
- Multi formato
- Necessità di ricerche (metadati)
- Oggetti pertinenti a casi multipli
- Security
- Retention
- Produzione non solo di esiti ma di ulteriori documenti



Collaboration: perché

- La risoluzione dei casi discende da un lavoro condiviso
- Vi sono attività di routine e altre di valutazione “intelligente”; i due gruppi di utenti devono scambiarsi informazioni e passarsi il testimone in maniera trasparente
- I thread di informazione devono venire a loro volta salvati e storicizzati per costituire un corpus di “precedenti”



BPM: perché

- BPM e ACM sono entrambi orientati alla soluzione di task ripetitivi, goal-oriented, tuttavia:
 - L'approccio del BPM è di formalizzare quali attività occorre svolgere, in quale ordine, da parte di chi;
 - L'ACM riconosce la natura solo parzialmente ripetibile dei processi di business, e cerca di mettere a disposizione del knowledge worker gli strumenti più adatti. Egli può decidere quali task sono necessari per lo specifico caso e quali no.



ACM non è BPM

- Non predicibile a priori al 100%
- C'è sempre una partecipazione umana
- I contenuti sono sempre alla base delle decisioni prese
- L'utente decide quale attività occorre per il completamento, non il sistema
- Le informazioni sul caso restano disponibili anche dopo il completamento (anzi, entrano a far parte del corpus di conoscenza)



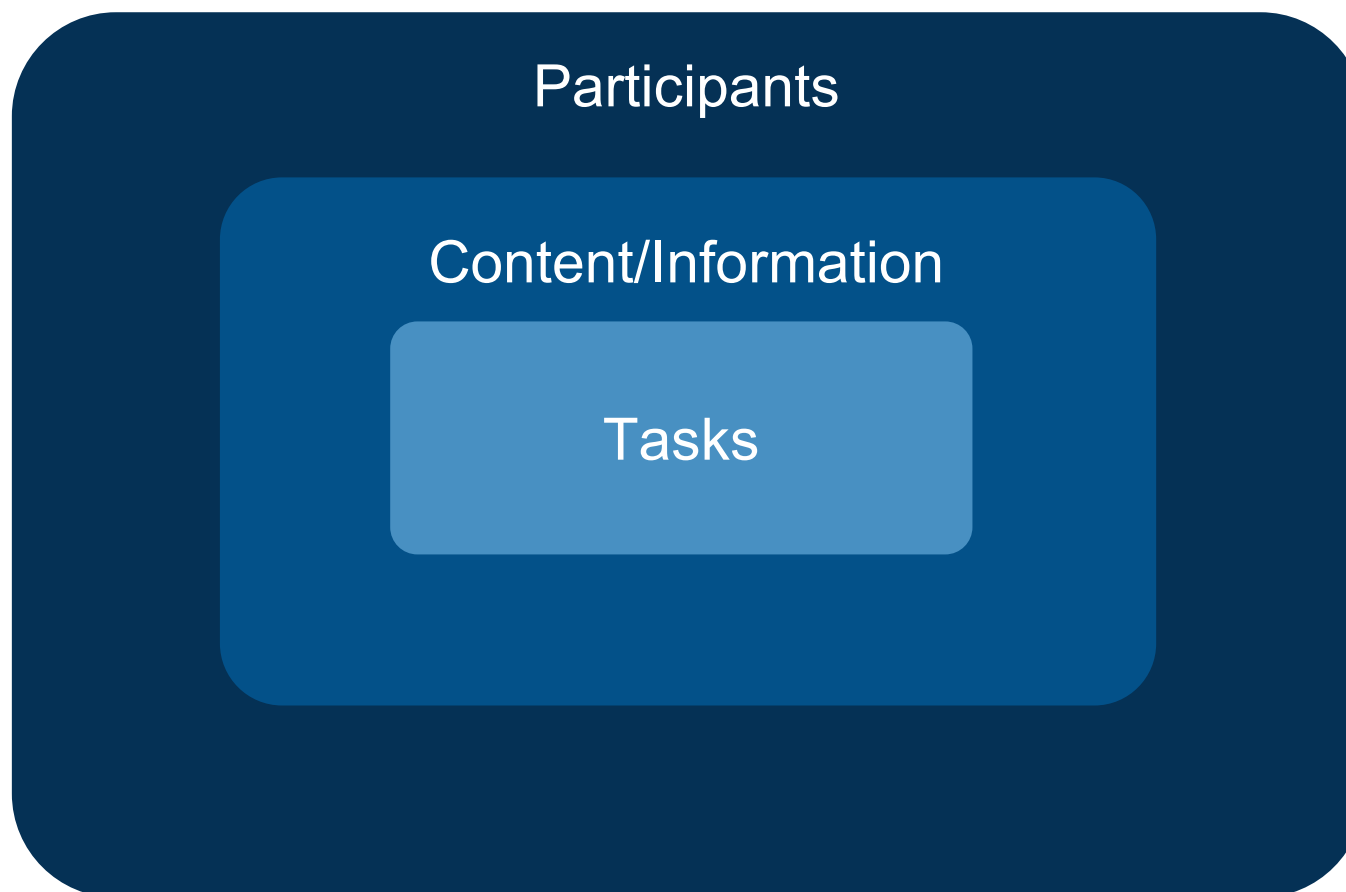
ACM non è BPM - 2

- La risoluzione di un caso viene modellata definendo quali strumenti occorrono: un singolo strumento può essere rappresentato con un frammento di processo (task)
- Un task definisce cosa va fatto, ma lascia all'utente (in certa misura) di decidere come farlo; un processo BPM invece definisce sia cosa fare che come farlo





BPM tradizionale



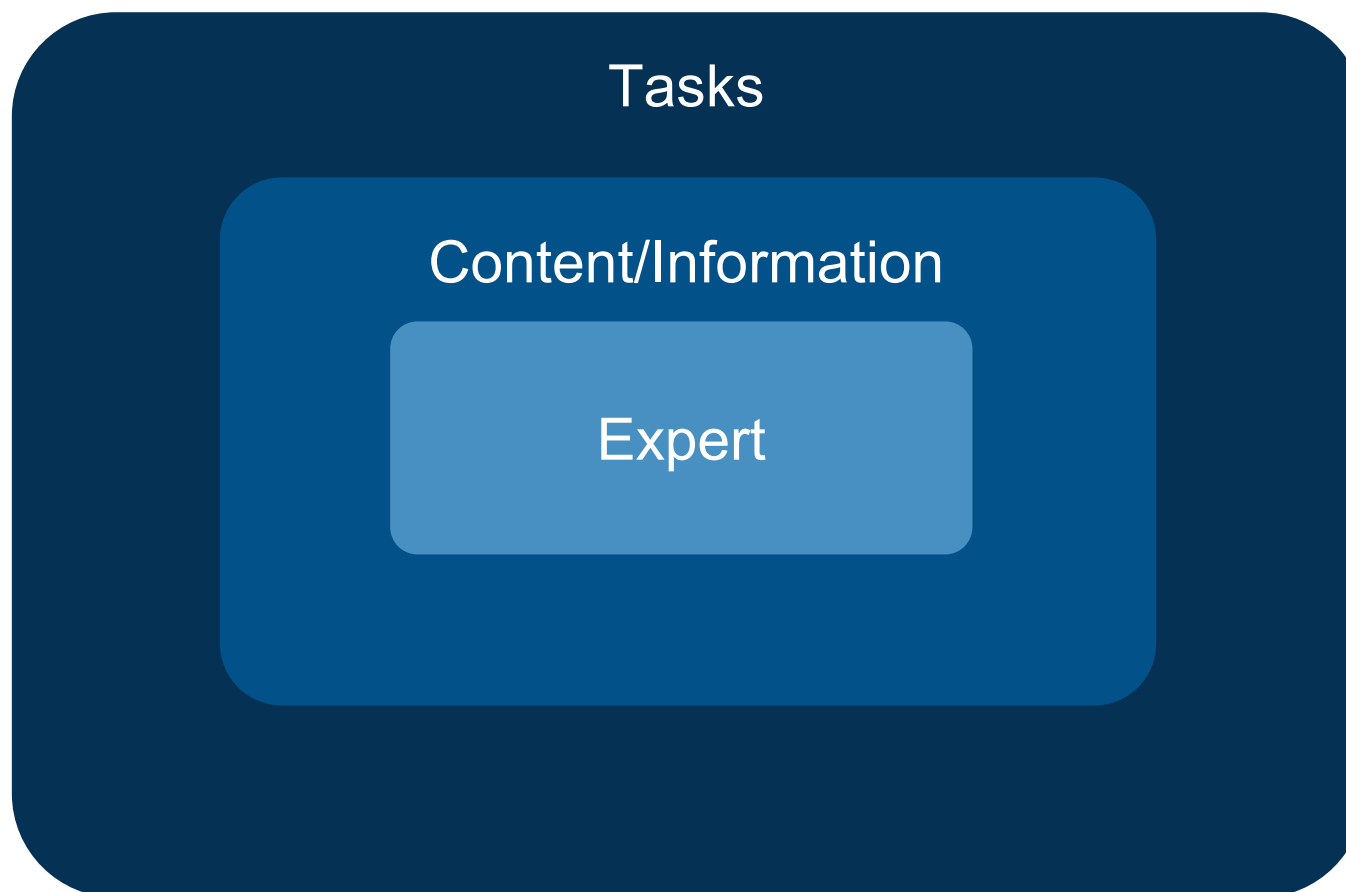
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Case Management



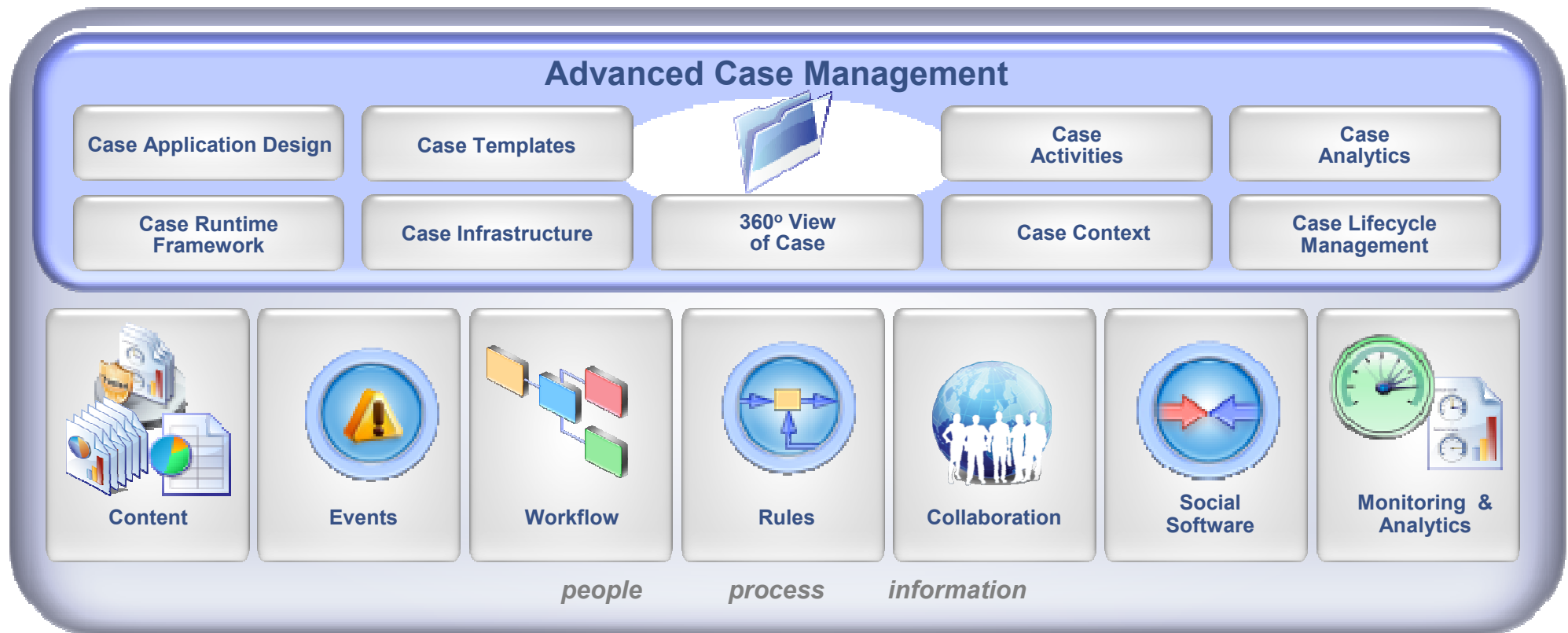
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La soluzione IBM

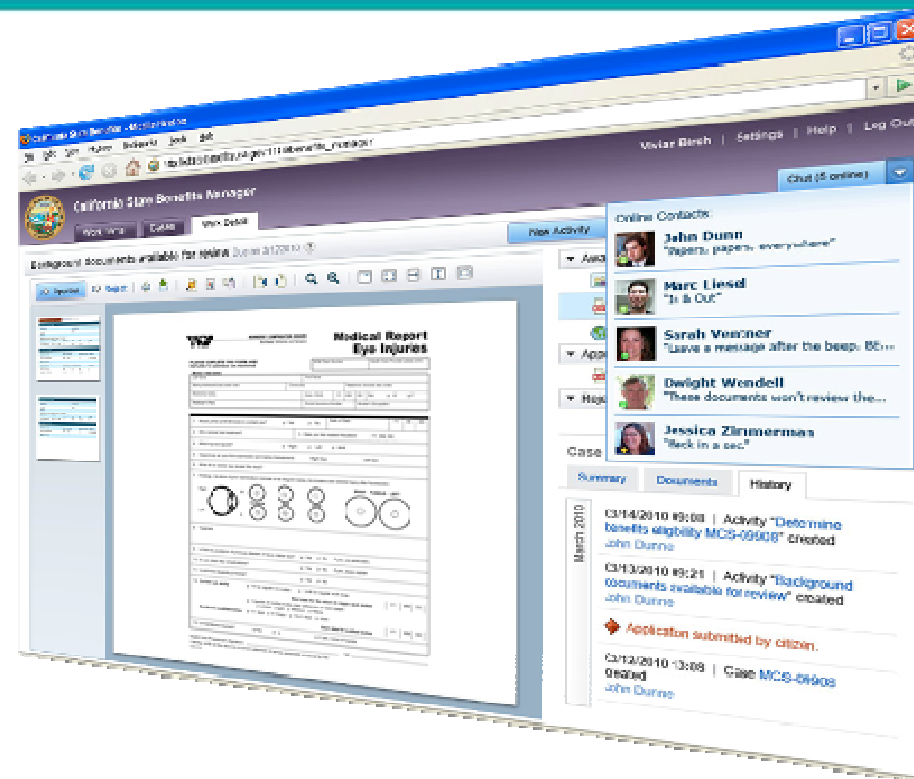
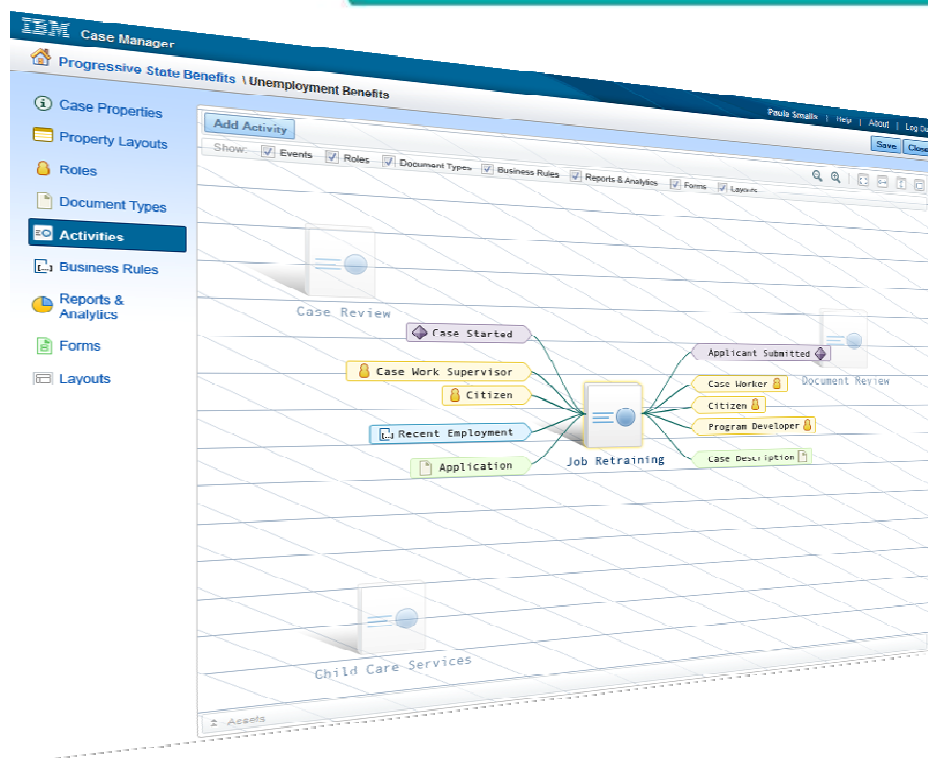


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Le due parti della soluzione



Progettazione del caso

- Tratta tutti i tipi di risorse
- Comprende modelli pre-configurati
- Riduce i tempi di sviluppo

Espletamento da parte dell'utente

- Completamente personalizzabile
- Aperta a plug-in
- Contestualizza le informazioni
- Supporta interazioni tra persone, processi e contenuti

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Solution Builder

IBM Case Manager

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 **Create a solution**

Select a template

Use interview

 **Unemployment Claims Proc...** Status: **Deployment successful**

Solution description...

Last modified by Paula Smalls on 21 October 2010

[Edit](#) | [Open Interview](#) | [Deploy](#) | [Test](#) | [Remove](#)

 **Recycling** Status: **Deployment successful**

Solution description...

Last modified by Paula Smalls on 21 October 2010

[Edit](#) | [Open Interview](#) | [Deploy](#) | [Test](#) | [Remove](#)

 **Law Enforcement** Status: **Deployment failed**

Solution description...

Last modified by Paula Smalls on 21 October 2010 **5 errors**

[Edit](#) | [Open Interview](#) | [Deploy](#) | [Test](#) | [Remove](#)

Si può partire da zero o da un template esistente

Manage Solutions \ California State Benefits

California State Benefits [Edit](#)[Save](#)[Back](#)

Case prefix: CAL

A solution includes one or more cases. Each case must have a name and at least one task. You assign solution roles to cases and tasks. [Learn more...](#)

[Case Types](#)[Properties](#)[Roles](#)[Document Types](#)[Add Case Type](#)**Unemployment Benefits** State of California

Created on 03/21/2010 by Paula Smalls | Last modified on 03/25/2010 by Paula Smalls



Una soluzione può trattare diversi tipi di pratica

Manage Solutions \ California State Benefits



California State Benefits [Edit](#)

[Save](#) [Close](#)

This is where the description goes
 Created by [Paula Smalls](#) on 21 October 2010

A solution includes one or more cases. Each case must have a name and at least one task. You assign solution roles to cases and tasks. [Learn more...](#)

- Case Types
- Properties
- Roles
- Document Types
- Personal Inbasket

[Add Property](#)

Name ^	Type	Description										
Case ID	Text	Uniqe identifier										
Case Type	Text	Case type										
<table border="1" style="width: 100%;"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> <th style="text-align: right;">OK</th> <th style="text-align: right;">Cancel</th> </tr> </thead> <tbody> <tr> <td>Citizen Name</td> <td>Text</td> <td>Citizen name</td> <td></td> <td></td> </tr> </tbody> </table>			Name	Type	Description	OK	Cancel	Citizen Name	Text	Citizen name		
Name	Type	Description	OK	Cancel								
Citizen Name	Text	Citizen name										
<p>▼ Advanced Values</p> <table border="1" style="width: 100%;"> <tr> <td>Value:</td> <td>Max length:</td> <td>Choice list:</td> <td></td> </tr> <tr> <td> <input checked="" type="radio"/> Single <input type="radio"/> Multiple <input checked="" type="checkbox"/> Reuse existing property outside ACM </td> <td> 256 </td> <td> <None> </td> <td> Open list editor </td> </tr> </table>			Value:	Max length:	Choice list:		<input checked="" type="radio"/> Single <input type="radio"/> Multiple <input checked="" type="checkbox"/> Reuse existing property outside ACM	256	<None>	Open list editor		
Value:	Max length:	Choice list:										
<input checked="" type="radio"/> Single <input type="radio"/> Multiple <input checked="" type="checkbox"/> Reuse existing property outside ACM	256	<None>	Open list editor									
Claimant ID	Text	Claimant ID										
Description	Number	Description of case										



Ogni pratica ha un insieme di dati/documenti allegati

Solution Designer

User Name | Help | About | Log Out

Manage Solutions \ Solution Name \ Case Name

Case Information
Case Folders
Properties
Views
Activities

Add Activity Add Set Add Comment Save Close

Group by: Priority | Set

No Set

ID Verification
Description: Check citizen ID
Start: Manual
Precondition: Case start
Set: <None>

Background Info
Description: Automatic collection of background info
Start: Automatic
Precondition: Case Start
Set: <None>

Case Review
Description: lorem ipsum dolor and so on to fill the space
Start: Manual
Precondition: Property.DocReview=Pass
Set: <None>

Evaluate Rental Asst
Description: Optional review based on case review
Start: Manual
Precondition: Property.CaseRev=Pass
Set: Extended Assistance

Evaluate Job Retraining
Description: Optional review based on case review
Start: Manual
Precondition: Property.CaseRev=Pass
Set: Extended Assistance

Evaluate Child Care Asst
Description: Optional review based on case review
Start: Manual
Precondition: Property.CaseRev=Pass
Set: Extended Assistance

Inclusive Set: Extended Assistance

General Preconditions

Name: ID Verification
Symbolic name: ID_ver
Description: Check citizen ID
Start mode:
 Automatic Manual User created
 Required
Set membership: <None>

OK Cancel

Deployment Errors
No errors

Success messages

L'esito può venire deciso attraverso uno o più task

IBM Polaris Paula Smalls | Help | About | Log Out

Step Editor: Create Custom Program

Manage Work Groups Manage Attachments Save Validate Close

Palette

- Role Swimlane
- Work group Swimlane
- Connector
- Role Step
- Role Step

Attributes

*Required

Name	Value
*Name	Build train...
*Description	The step for crea
Instruction	Design a ...
Deadline	1 week
Reminder	<None>
Delegation	Not allowed
Responses	<None>

Validation Errors

No errors

```
graph TD; LS[Launch Step] --> BTP[Build training program]; BTP --> AP1[Approve program]; BTP --> AP2[Approve program]; BTP --> AP3[Approve program]; AP1 --> AP[Archive Program]; AP2 --> AP; AP3 --> AP;
```

I task più complessi possono venire formalizzati attraverso ruoli e swim lanes



Client (basato su mashup)

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Attività filtrate per ruolo

The screenshot shows the IBM Case Manager interface. At the top, there is a navigation bar with 'Work', 'Cases', and 'New Page' tabs. The main content area is titled 'Candidate Selection' and includes a 'Filter' dropdown set to 'No filter is defined'. Below this, a table displays candidate information. The table has three columns: 'Last Name', 'First Name', and 'Ready for selection'. Two rows are visible: one for a candidate with last name '<new candidate>' and first name 'George', and another for 'Washington' with first name 'George'. The 'Ready for selection' column shows 'True' for the first candidate and 'False' for the second. The interface also includes buttons for 'Add Case', 'Manage Roles', 'Page Actions', and 'Edit Page', and a 'Role: Clerk' dropdown.

Last Name	First Name	Ready for selection
<new candidate>	George	True
Washington	George	False

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Assemblaggio rapido del front-end

The screenshot displays the IBM Case Manager interface for a candidate selection process. The main content area is titled "Check information" and includes a "Verify Information" link and a "View Instructions" link. Below this, there are buttons for "Comments", "Deny", "Request Information", "Complete", "Save", and "Close".

The interface is divided into several panels:

- Data:** Contains fields for "Last Name" (Washington), "First Name" (George), and "Phone Numbers" (949 494 9494; 714 327 3222). There is also an "Address" section and a "Hiring Information" section with a "Ready for selection" checkbox.
- Document Viewer:** Displays a document titled "George Washington" with a "Find" search bar. The document content includes:
 - Career Summary:** "As a dedicated patriot, American forefather and first president of the United States, led the American forces through the Revolution and oversaw the formation of the nation. Successfully gained independence for the American colonies and unified them under the new federal government. Led with fairness and integrity, demonstrating that a president could exercise executive authority without corruption. Maintained exemplary relationships with state governments and Congress."
 - Work Experience:** "President, 1789-1797 United States of America, Philadelphia, PA. Served two 4-year terms as president of the United States, winning the elections with unanimous votes. Sought to create a great united nation and lead the post-war recovery efforts. Highlights include:
 - Assisted Congress with the adoption of the Bill of Rights (the first 10 amendments to the Constitution) in 1791, guaranteeing the rights of the American people.
 - Organized the first United States Cabinet and the Executive Branch, building an infrastructure capable of supporting future presidents.
 - Issued the Proclamation of Neutrality, establishing the United States as a neutral nation in the conflict between Britain and France, and freeing the nation from unnecessary involvement in foreign conflicts.
 - Adopted measures to resolve the escalating debt crisis, such as support of a program that helped repay the states' Revolutionary War debts.
 - Suppressed the Whiskey Rebellion, an uprising by farmers who were displeased by the government's imposed excise on whiskey. Raised more than 12,000 troops to quell the uprising and convince people of the merit of the tax.
 - Signed the Treaty of San Lorenzo, opening the Mississippi River to American navigation.
 - Signed Jay's Treaty with Great Britain, forcing the British to

- Case Information:** Shows "Case ID: CS199_Candidate_00000100005" and tabs for "Summary", "Documents", and "History". It lists tasks completed on 11/17/2010:
- Select for Interviews (Task completed)
- Interview (Task completed)
- Hire (Task completed)
- Interview Notes (Folder created)
- Attachment:** Shows a "Resume" attachment titled "George Washington.pdf".

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Ricerca

Case List

Sort by: **Case ID** | Direction: **Ascending**

Items 1 - 5 | Previous | Next

- CS199_Candidate_000000100001**
Case Type: **Candidate** | Modified By: **Intgpeadmin** | Case State: **Working** | Date Modified: **11/17/10** ... [Show More](#)
Last Name: **Washington** | Case State: **Working**
- CS199_Candidate_000000100002**
Case Type: **Candidate** | Modified By: **Intgpeadmin** | Case State: **Working** | Date Modified: **11/17/10** ... [Show More](#)
Last Name: **Washington** | Case State: **Working**
- CS199_Candidate_000000100003**
Case Type: **Candidate** | Modified By: **Intgpeadmin** | Case State: **Working** | Date Modified: **11/17/10** ... [Show More](#)
Last Name: **Washington** | Case State: **Working**
- CS199_Candidate_000000100004**
Case Type: **Candidate** | Modified By: **Intgpeadmin** | Case State: **Working** | Date Modified: **11/17/10** ... [Show More](#)
Last Name: **Washington** | Case State: **Working**
- CS199_Candidate_000000100005**
Case Type: **Candidate** | Modified By: **Intgpeadmin** | Case State: **Working** | Date Modified: **11/17/10** ... [Show More](#)
Last Name: **Washington** | Case State: **Working**

Items 1 - 5 | Previous | Next

Case Information

Case ID: **CS199_Candidate_000000100001** | [Open Case Details](#)

Summary | [Documents](#)

Last Name: **Washington**

First Name: **George**

Phone Numbers: **None**

Ready for selection

Case ID: **CS199_Candidate_000000100001**

Case type: **Candidate**

Date modified: **11/17/2010 11:16 AM**

Modified by: **Intgpeadmin**

Date added: **11/17/2010 11:16 AM**

Added by: **Intgpeadmin**

Case state: **Working**

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Case Client - Demo

IBM Case Manager

The screenshot displays the IBM Case Manager interface for a specific case. The top navigation bar includes the IBM Case Manager logo, a dropdown menu for 'Candidate Selection', and user information for 'Intgpeadmin' with options for 'Actions', 'Help', and 'Log out'. Below this, a secondary navigation bar shows 'Work', 'Cases', 'Case Details' (selected), and 'New Page'. On the right side of this bar are 'Page Actions' and 'Edit Page' buttons.

The main content area is titled 'CS199_Candidate_000000100005' with a 'Date modified: 11/17/10 12:27 PM' and a status of 'Candidate | Candidate for interview and hiring'. It includes 'Comments' and 'Add Task' buttons, and a 'Close' button on the far right.

The interface is divided into three main panels:

- Case Information:** Contains tabs for 'Documents', 'Tasks', and 'History'. Under 'Documents', there are 'Add', 'View', and 'More Actions' buttons. The breadcrumb trail is 'Home > Example work'. A table lists documents with columns for 'Name', 'Date modified', and 'Modified by'.

Name	Date modified	Modified by
mount_ver...	Nov 17, 2010...	Intgpeadmin
IBM Case ...	Nov 17, 2010...	Intgpeadmin
- Document Viewer:** Displays a large image of a white, two-story building with a central steeple, surrounded by a green lawn and trees. Below the image is a toolbar with icons for zooming and navigation, and a page indicator showing 'Page 1 of 1...'. At the bottom of the viewer are icons for document management and a refresh button.
- Case Data:** Contains an 'Edit' button and fields for 'Last Name: Washington', 'First Name: George', and 'Phone Numbers: 949 494 9494; 714 327 3222'. It also has sections for 'Address' and 'Hiring Information' with checkboxes for 'Hire' and 'Ready for selection'.

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Strumenti di Analisi



• I responsabili delle aree di business ottengono visibilità sulla situazione e possono intraprendere eventuali correttivi

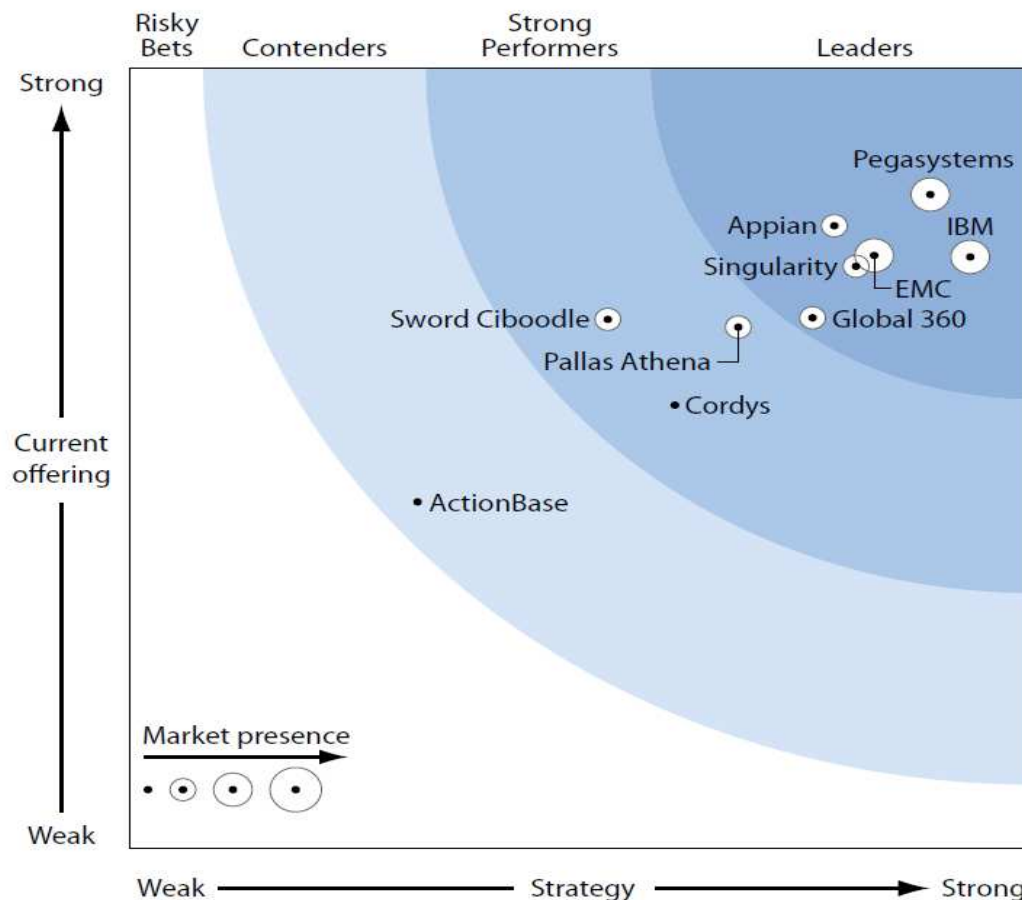
• Possono essere effettuate indagini per individuare trend e correlazioni prima che diventino evidenti





Una soluzione già leader

Forrester Wave™: Dynamic Case Management, Q1 '11



The Forrester Wave™
Smart data for smart decisions

Go online to download the Forrester Wave tool for more detailed product evaluations, feature comparisons, and customizable rankings.

Source: Forrester Research, Inc.

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Casi d'uso

Communications Sector	Distribution Sector	Financial Services Sector	Industrial Sector	Public Sector
Telco	Consumer Products	Banking	Chemicals & Petroleum	Government
Customer Service Customer Billing (e-Billing) Contracts Management	Contracts Management Customer Service Accounts payable	Commercial Lending Consumer Lending Customer Service ECM Reimplementation Master Content Mgt Paper Reduction	Asset and Plant Lifecycle Mgt Plant Availability Compliance Risk Management Licensing and permits	Information Governance Green Government Electronic Health Records Claims/ Legal Case Mgt Social Services benefits Compliance Customer Service Licensing and permits Grants Management
Media & Ent	Retail	Insurance	Electronics	Healthcare
Customer Service Risk Management Contracts Management Asset & Plant Lifecycle Mgt Customer Billing (e-Billing) Customer On Boarding	Contracts Management Customer Service HR On-boarding Accounts Payable New Product Intro	Compliance Claims/ Legal Case Mgt Risk Management Case Management Rate Case Management Agency Mgt Rate Case Submission	Asset & Plant Lifecycle Mgt DITA /Technical Publications	Compliance Electronic Health Records Claims/ Legal Case Mgt Claims Processing Member Enrollment
Energy & Utilities	T&T		Discrete Manufacturing	Cross Industry
Asset & Plant Lifecycle Mgt Regulatory Compliance Mgt e-Billing Rate Case Management Mobile Office Engineering and Technical Content Mgt	Customer Service Shipment Document Mgt Bills of Lading/ Manifests Case Management		Plant Availability Asset & Plant Lifecycle Mgt Supply Chain Mgt - -Case Management -Bills of Lading / Manifests -Contracts Management Risk Management Compliance	Human Resources Asset Lifecycle Management Collaborative Project Management Product or Services Information Mgt Contract Lifecycle Management Corporate Legal Customer Service and Case Management Electronic Bill Archiving and Presentment Accounts Payable and Invoice Processing Records Management

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