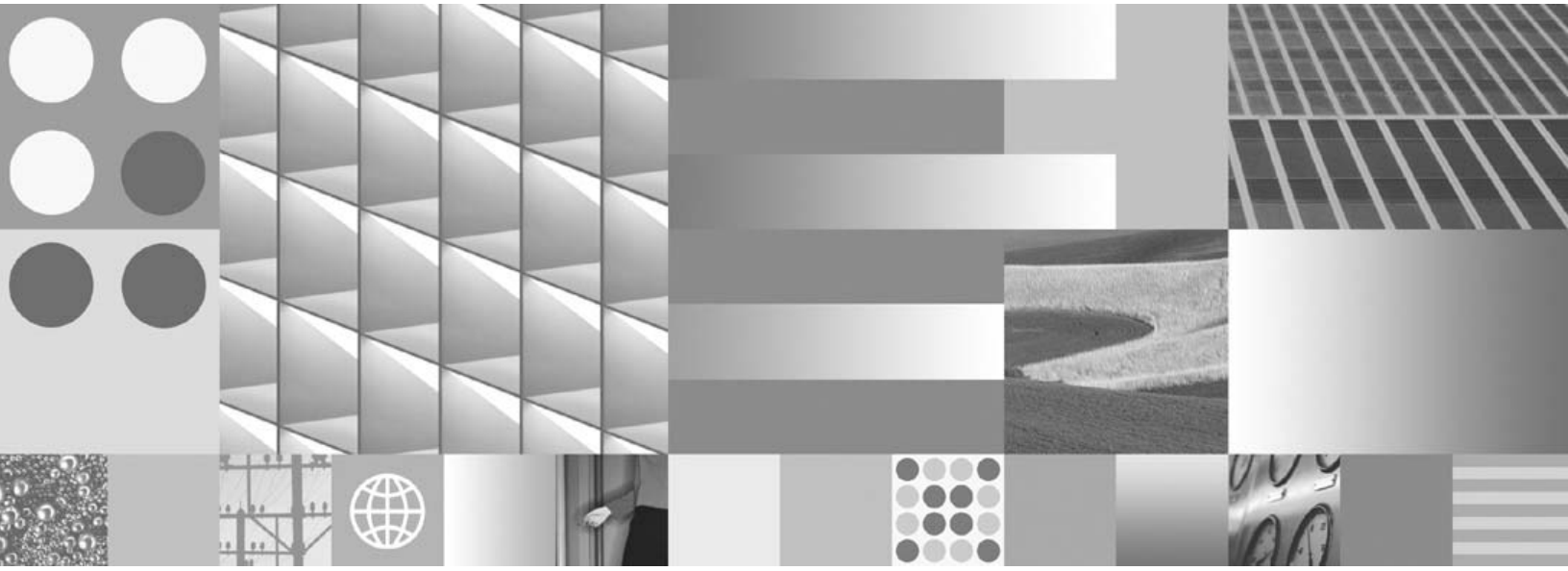
IBM FileNet Business Process Framework

Version 4.1

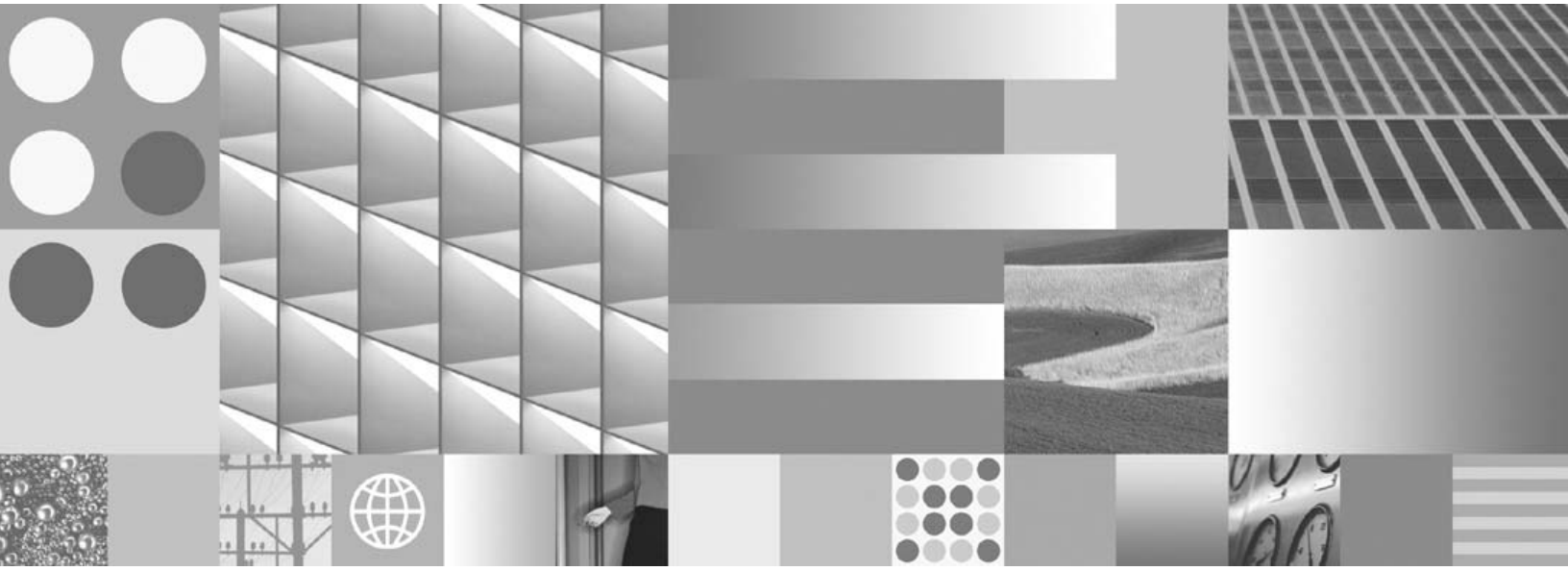


New Feature Addendum

GC31-5522-00

IBM FileNet Business Process Framework

Version 4.1



New Feature Addendum

GC31-5522-00

Note
Before using this information and the product it supports, read the information in "Notices" on page 31.

This edition applies to version 4.1 of IBM FileNet Business Process Framework (product number 5724-R75) and to all subsequent releases and modifications until otherwise indicated in new editions.

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Revision Log

Date	Revision
11/30/2007	Initial document posting.

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Overview

This document describes the features that have been added in the IBM® FileNet® Business Process Framework (BPF) 4.1 release. Typically, these features would be documented in the various BPF documents. However, to better focus on the new functionality and the steps you must take to implement it, the detailed documentation for the new features is provided in this addendum.

This document is written for the designer or developer of a BPF application.

These new features require that the Business Process Framework 4.1 software is installed and operational.

The following features are new in BPF 4.1. Each feature is described in detail later in this document.

- **Merge Case Tool**: This tool can be exposed on the toolbar of the BPF Web Application like existing tools such as Create Case and Add Document. The Merge Case tool enables users to merge two existing cases into a single case, and to determine the case information to be carried forward in the surviving case. For example, the Merge Case tool can be valuable when two cases are inadvertently created for the same business transaction. The Merge Case tool provides an interactive mechanism that enables the user to consolidate such cases.
- **Split Case Tool:** This tool can be exposed on the toolbar of the BPF Web Application like existing tools such as Create Case and Add Document. The Split Case tool enables users to split an existing case to create a new and separate case. The user can specify the case type of the new case and to determine the information to be included in the newly created split case. For example, the Split Case tool can be valuable when a user determines that case actually represents two business transactions, such as a Name Change and a Policy Change, that require different workflows to be performed. The Split Case tool provides an interactive mechanism that enables the user to split the case and identify the correct case type as appropriate for the workflows.
- **Reclassify Case Tool:** This tool can be exposed on the toolbar of the BPF Web Application like existing tools currently such as Create Case and Add Document. The Reclassify Case tool enables users to reclassify a case by changing the case type. For example, the Reclassify Case tool can be valuable when a case is created with the wrong case type for the business transaction such as the case for a boat loan being created using the case type for car loans. The Reclassify Case tool provides an interactive mechanism that enables the user to correct the case type and restart the case on the correct workflow process based on the new case type.
- **Multiple Object Store Support:** This feature provides an optional, advanced configuration for using BPF with multiple object stores. Single object store support is still provided, and is the simplest way to configure a BPF application. Multiple object store support enables you to store document objects in an object store other than the object store in which BPF case objects are stored. This feature enables you to store case objects in unique object stores based on the case type. In addition, this feature enables you to store audit log objects in a separate object store location, which might be advantageous because of the larger volume of audit log objects.

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Merge Case Tool

Overview

The Merge Case tool can be exposed on the toolbar of the BPF Web Application like existing tools such as Create Case and Add Document. The Merge Case tool enables users to merge two existing cases into a single case, and to determine the case information to be carried forward in the surviving case. For example, the Merge Case tool can be valuable when two cases are inadvertently created for the same business transaction. The Merge Case tool provides an interactive mechanism that enables the user to consolidate such cases.

The Merge Case tool can be configured only as an Inbasket tool, which means that this tool is available only when a case is open in the BPF Web Application.

The Merge operation can not be used on a case which has eForms data associated with it. (See the eForms Integration to BPF documentation for more information on this type of association).

When using the Merge Case tool, the user typically identifies and opens from the Inbasket the case that is to be carried forward. This case is called the survivor case. The survivor case receives information from the other case, which is called the discarded case.

After the merge process is complete, the survivor case remains active. The discarded case is no longer active and might be removed altogether, depending on configuration.

After the Merge Case tool is configured on the toolbar and operational in the BPF Web Application, it appears when a case is opened as shown in the following screen capture. (The presentation might vary based on how the Merge Case tool and the BPF Web Application layout are configured).

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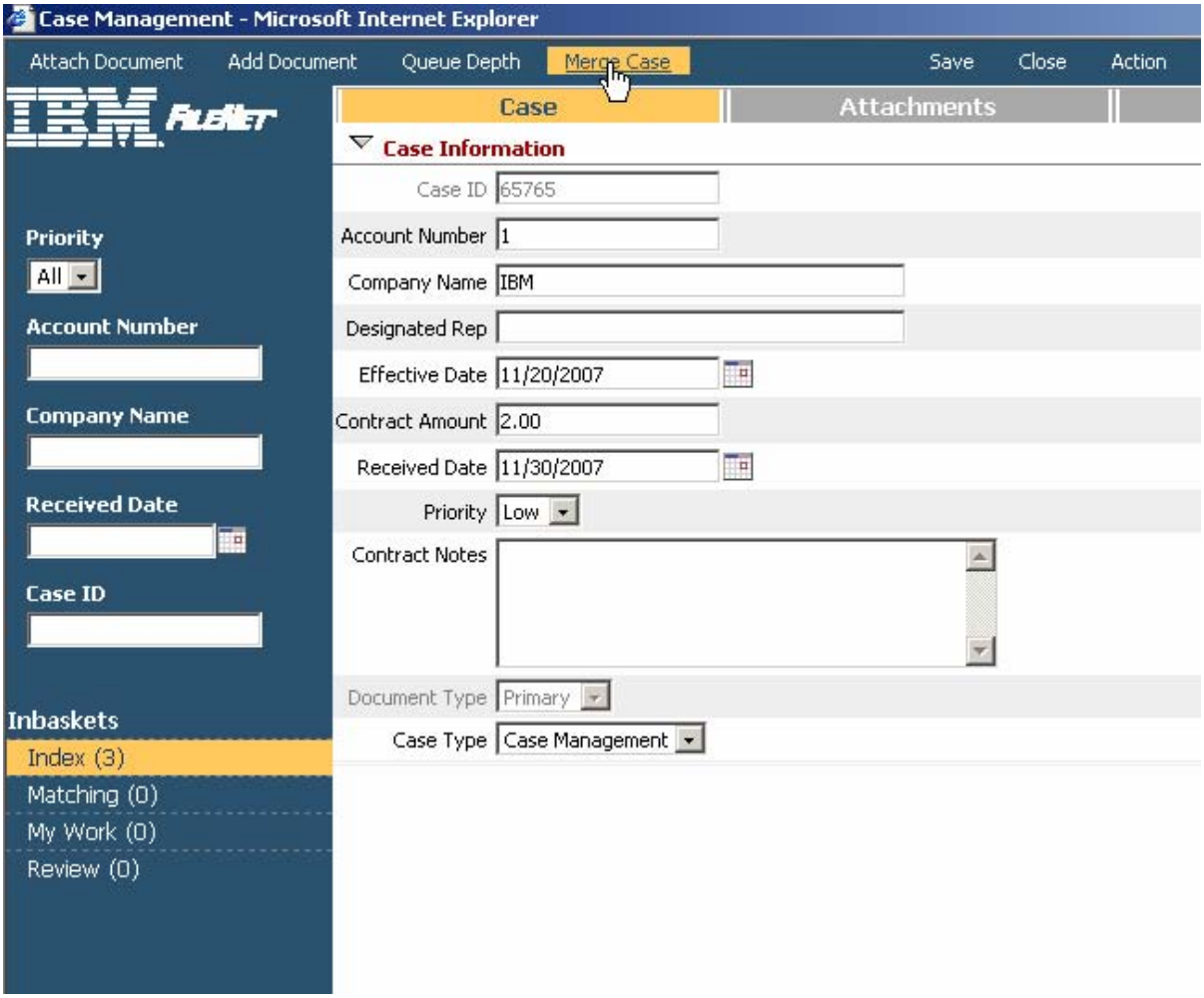
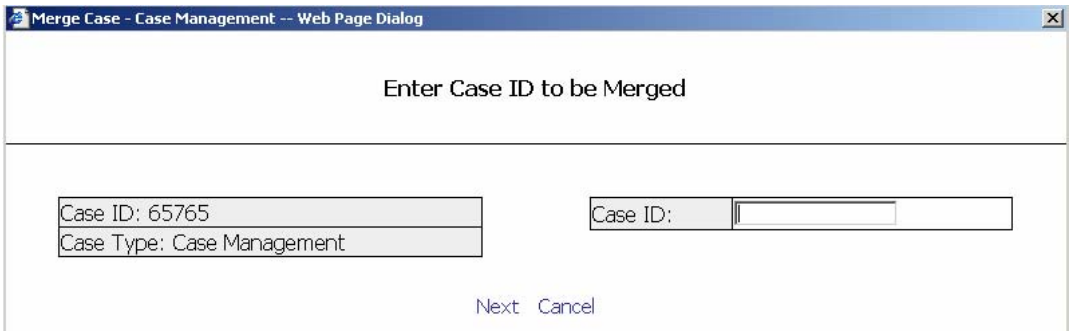


Runtime Usage

When the user selects the Merge Case tool in the BPF Web Application, the first page of the Merge Case dialog box is displayed as shown in the following screen capture:



Enter Case ID to be Merged

The Case ID and Case Type of the case currently open in the BPF Web Application are displayed. By default, the open case is assumed to be survivor case. However, the user can switch the survivor and discarded cases on a subsequent page of the dialog box. The user enters the Case ID of the case to be merged with the open case.

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NOTE The Merge Case tool does not include any search capability. If the case ID is not known, the user must use the Case Search capabilities of the BPF Web Application to determine the case ID before beginning the merge process.

The user then clicks **Next** to proceed with the merge process.

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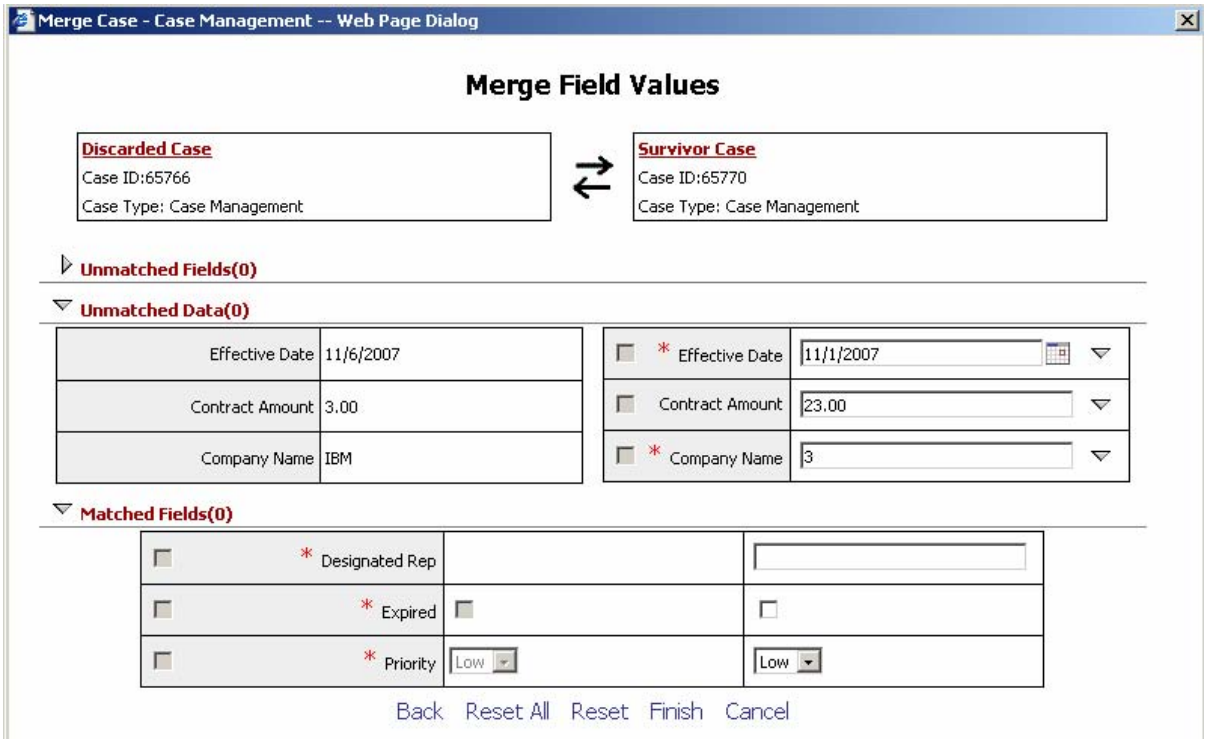
Select Survivor Case and Match Fields

After the user selects the case to be merged with the open case, the second page of the Merge Case dialog box is displayed as shown in the following screen capture. This page enables the user to determine the survivor case and the field values that are to survive after the two cases are merged.



Survivor Case

By default, the survivor case is the case that was open in the BPF Web Application when the user selected the Merge Case tool. However, the user can switch the survivor and discarded cases by clicking the button that appears between the survivor and discarded case information.

Application Fields

The case type of the survivor case determines the application fields that are applicable to the survivor case. If the user is merging cases with different case types, there can be differences in the fields and data values in the two cases. The user resolves these differences as part of the merge process.

The user interface divides the fields into the following three categories to simplify the merging of the field data:

- **Unmatched Fields**: This category identifies the application fields that are **not** common between the case types. The user needs to pay special attention to these fields to determine the data to be included in the survivor case.
- **Unmatched Data:** This category identifies the application fields that are common between the case types (that is, fields that have the same name), but that have different data values. The user should pay special attention to resolving why the values are different and to determining what data values should be included in the survivor case.
- **Matched Fields and Data:** This category identifies the application fields that are common between the case types (that is, fields that have the same field names) and that have the same data values. Typically, the user does not need to take action for these fields.

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The user can expand and collapse these categories to use screen territory more efficiently and to focus on specific problem areas.

Moving and Changing Data Values

It might be necessary for the user to cut and paste data from one field to another to obtain the correct information for the data fields.

To change the data in a survivor field, the user clicks the down arrow button to the right of that field. A list of the application fields from the discarded case is displayed. The user selects a field from this list to copy the value of that field into the survivor field.

The user can also possible to position the cursor in a survivor field and type a value if the correct value is not contained in the discarded case.

NOTE Any time that the data in a field is changed, field validation is performed to ensure that the data is valid for the field type.

If a field has been changed, the checkbox to the left of the field name is selected to visually remind the user that a change has been made.

Reset and Reset All Button

Along with the standard buttons Back, Finish, and Cancel, two additional buttons are available to reset the data field values to their original values. The user can reset an individual field by putting the cursor in the field and clicking Reset. The user can reset all fields by clicking Reset All.

Back Button

To return to the first page of the Merge Case dialog box, the user clicks Back.

Finish Button

The user clicks Finish to begin the merge process.

During the merge process, the system

- Validates the field values and ensures that required fields are filled. Appropriate error messages are displayed prompting the user for corrections if these conditions are not met.
- Moves all attached documents to the survivor case, removing any duplicates.
- Copies the existing audit log entries of the discarded case to the survivor case if specified in the configuration settings for the Merge Case tool. See Configuration for more information.
- Terminates any workflows that are associated with the discarded case.
- Retains or deletes the discarded case object based on configuration settings. See Configuration for more information.
- Writes entries for the merge event to the audit logs for the survivor case and, if the case is not deleted, updates the Bp8MergeCaseTo property in the discarded case.

After the merge successfully completes, either the Inbasket is refreshed and displayed to the user to select another case or the GetNext mode is refreshed to open the next available case.

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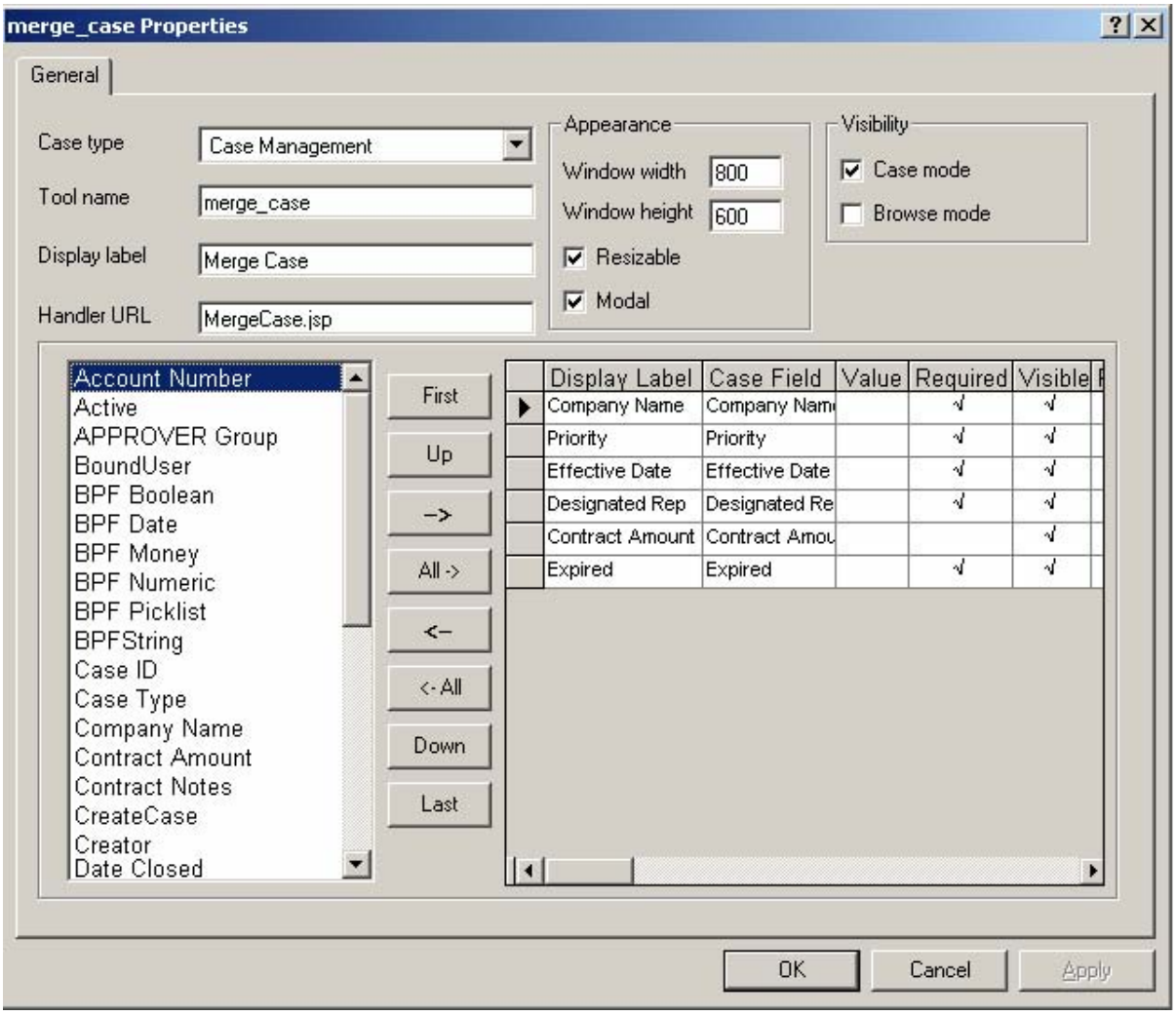
Configuration

There are two areas of configuration required to implement the Merge Case tool:

- Use the BPF Explorer configuration tool to configure the properties of the Merge Case tool. The Inbasket configuration then makes it available for a given Inbasket or role.
- Use the BPF Explorer to set the two application settings that govern the overall behavior of the Merge Case tool.

BPF Explorer

In BPF Explorer, all standard tools are found in the Tools configuration section. The Merge Case tool is a standard tool delivered in the BPF Base Manifest and BPF Case Management Manifest when BPF 4.1 is installed. Selecting the Merge Case tool in BPF Explorer displays the following dialog box:



In addition, you must perform the Inbasket Configuration in BPF Explorer to configure a tool with a specific Inbasket or role.

After you configure the tool for an Inbasket or a role, the tool appears as an option on the toolbar when a case is opened in that Inbasket or for that role.

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See the *IBM FileNet Business Process Framework Explorer Handbook* for information about the standard use of the Tools Configuration and Inbasket Configuration. These procedures are the same for the Merge Case tool.

Application Settings

The following Application Settings in BPF Explorer control the general behavior of the Merge Case tool:

- **Copy Audit Log Entries - Applicable for merge and split (Default: true):** This option is used by both the Merge Case tool and Split Case tool. If enabled, all audit log entries from the discarded case object are copied to the survivor case object during a merge. If disabled, the audit log entries of the discarded case are not copied to the survivor case. By default, this option is enabled.
- **Delete discarded Case Object – Applicable for merge (Default: false):** This option is used exclusively by the Merge Case tool. If disabled, the discarded case object is not be deleted by the merge process. If enabled, the discarded case object is deleted from the object store by the merge process. By default, this option is disabled.

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Split Case Tool

Overview

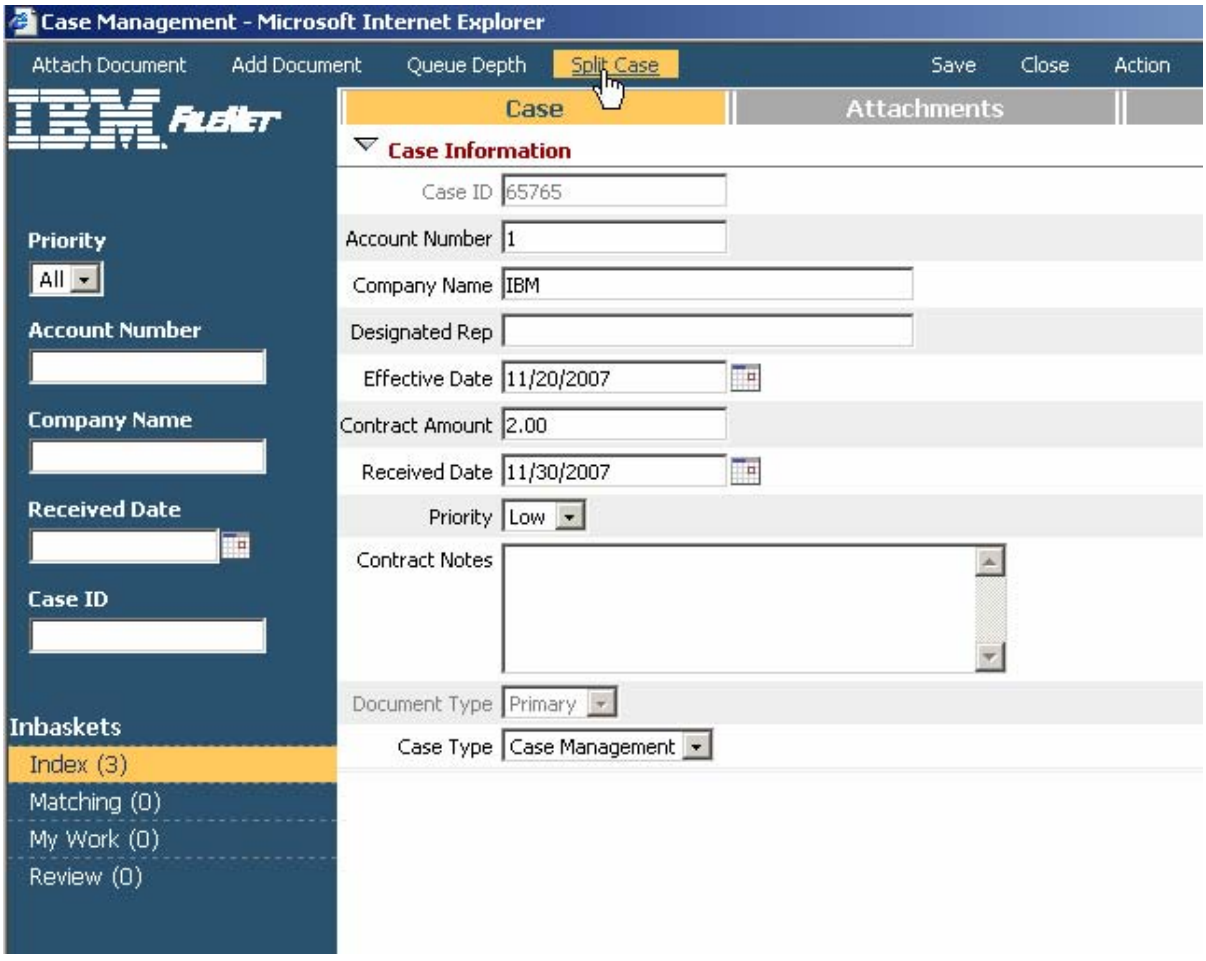
The Split Case tool can be exposed on the toolbar of the BPF Web Application like existing tools such as Create Case and Add Document. The Split Case tool enables users to split an existing case to create a new and separate case. The user can specify the case type of the new case and to determine the information to be included in the newly created split case. For example, the Split Case tool can be valuable when a user determines that case actually represents two business transactions, such as a Name Change and a Policy Change, that require different workflows to be performed. The Split Case tool provides an interactive mechanism that enables the user to split the case and identify the correct case type as appropriate for the workflows.

The Split Case tool can be configured only as an Inbasket tool, which means that this tool available only when a case is open in the BPF Web Application.

The Split operation can not be used on a case which has eForms data associated with it. (See the eForms Integration to BPF documentation for more information on this type of association).

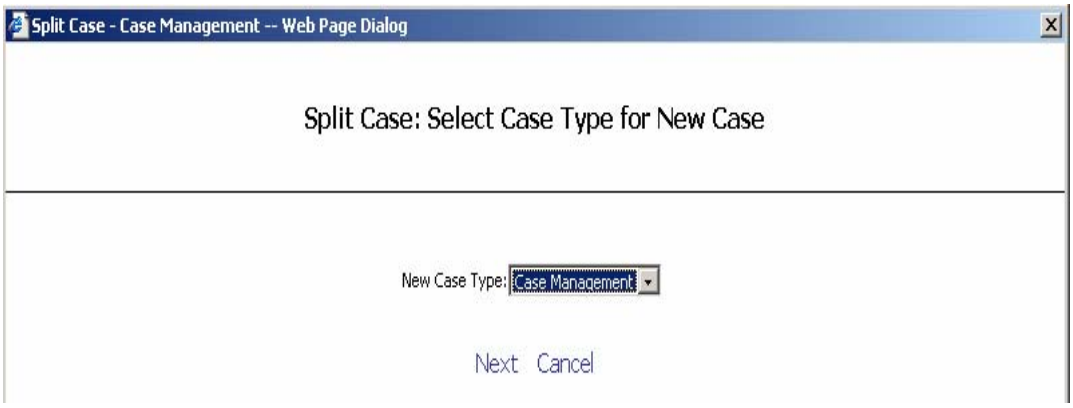
When using the Split Case tool, the user typically identifies and opens from the Inbasket the case that is to be split.

After the Split Case tool is configured on the toolbar and operational in the BPF Web Application, it appears when a case is opened as shown in the following screen capture. (The presentation might vary based on how the Split Case tool is configured).



Runtime Usage

When the user selects the Split Case tool in the BPF Web Application, the first page of the Split Case dialog box is displayed as shown in the following screen capture:



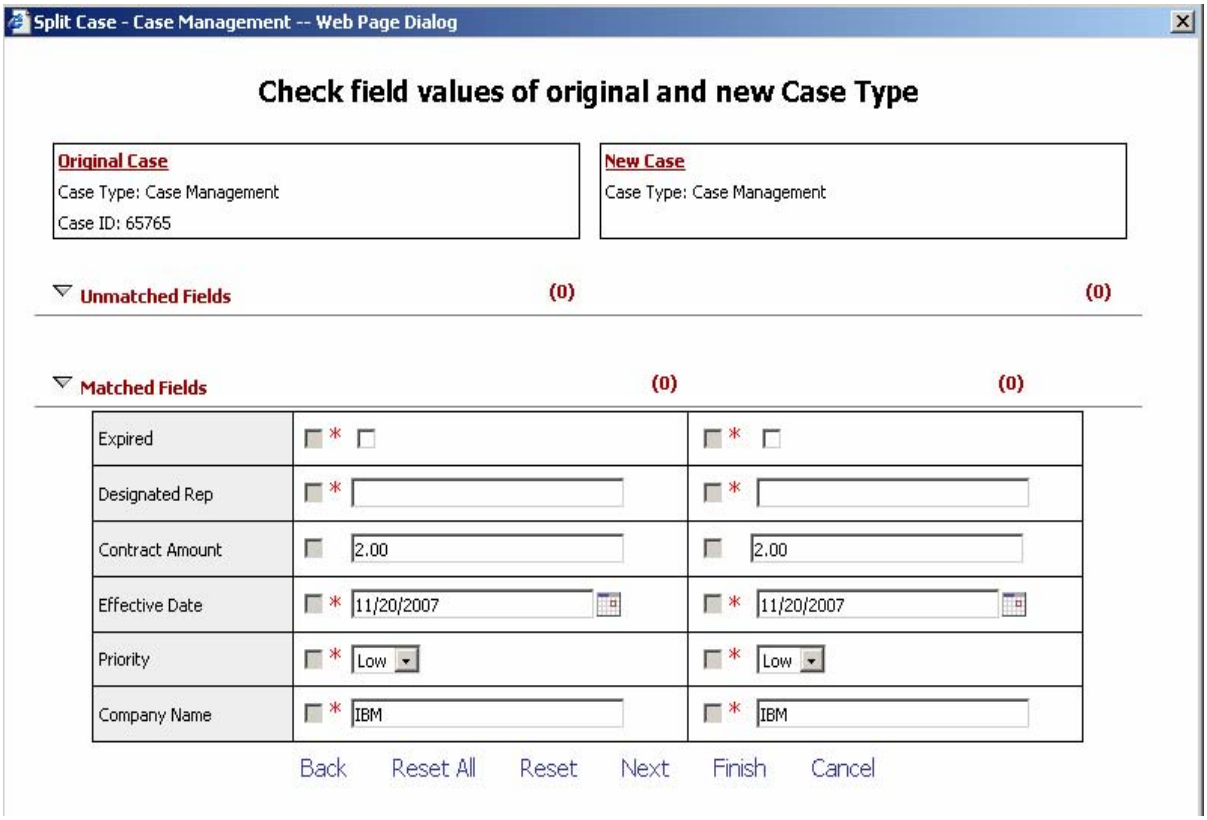
Select Case Type for New Case

The first input the user must provide is the case type for the new case. The system does not assume that the new case is of the same case type as the original case.

After a valid Case Type is selected, the user clicks Next to proceed with the split process.

Check field values of original and new Case Type

After the user selects the case type for the new case, the second page of the Split Case dialog box appears as shown in the following screen capture. This page enables the user to determine the field values for both the original and new case objects.



Application Fields

If the user specifies a different case type for the new case, there may be application field differences between the cases. As a result, the user might need to enter or copy data entered or copied into fields before the Split Case tool creates the new case. The user can also update the application field values for the original case.

The user interface divides the fields into the following categories to simplify the creation of the field data values:

- **Unmatched Fields:** This category identifies the application fields that are **not** common between the case types. The user must determine the data to be entered or copied into the new case fields as the data cannot be automatically copied from matching fields.
- **Matched Fields:** This category identifies the application fields that are common between the case types (that is, the fields have the same names). The data values from the original case are automatically copied to the new case. Typically, the user does not need to take action on these fields.

The user can expand and collapse these categories to use screen territory more efficiently and to focus on specific problem areas.

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Moving and Changing Data Values

It might be necessary for the user to cut and paste data from one field to another in order to obtain the correct information for the new case data fields.

To change the data in the new case field, the user selects the down arrow button to the right of that field. A list of the application fields from the original case is displayed. The user selects a field from this list to copy the value of that field into the new case field.

The user can also position the cursor in a new case field and type a value if the correct value is not contained in the original case.

NOTE Any time that the data in a field is changed, field validation is performed to ensure that the data is valid for the field type.

If a field has been changed, the checkbox to the left of the field name is selected to visually remind the user that a change has been made.

Reset and Reset All Buttons

Along with the standard buttons Finish and Cancel, two additional buttons are available to reset changed field values to their original values. The user can reset an individual field by putting the cursor in that field and clicking Reset. The user can reset all fields by clicking Reset All.

Back and Next Buttons

To return to the first page of the Split Case dialog box, the user clicks Back. To continue to the next page, the user clicks Next.

Finish Button

If the user clicks Finish before selecting the attachments to be copied or moved to the new case, a confirmation dialog box is displayed with the following message:

> Finishing split here will copy all the attachments from original Case to new Case. You can select specific attachments by clicking “No” here and navigating to next screen using Next button click.

If the user clicks Yes, the split process begins.

During the split process, the system

- Validates the field values and ensures that required fields are filled. Appropriate error messages are displayed prompting to the user for corrections if these conditions are not met.
- Copies all appropriate attached documents to the new case.
- Copies the existing audit log entries of the original case to the new case if specified in the configuration settings for the Split Case tool. See Configuration section for more information.
- Creates a work object and launches a workflow for the new case based on case type.
- Writes entries for the split event to the audit logs for the original case and the new case.

After the split successfully completes, the user interface control returns to the case that was open at the time the split was initiated.

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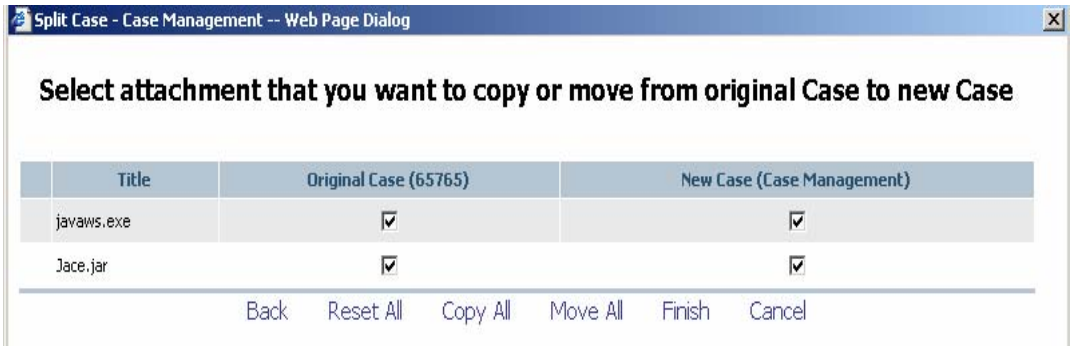
Select attachments that you want to copy or move from original Case to new Case

If the user chooses to specify the disposition of attachments between the cases, the third page of the Split Case dialog box appears as shown in the following screen capture. This page enables the user to select the disposition of the attachments indicate whether attachments in the original case are to be copied or moved to the new case or are to remain only in the original case.



Back Button

To return to the second page of the Split Case dialog box, the user clicks Back.

Reset All Button

The user clicks Reset All to clear all checkboxes.

Copy All and Move All Buttons

The user clicks Copy All to select all documents for both the original case and the new case. This action results in the documents being copied to the new case.

The user clicks Move all to select all documents for the new case and to clear all documents for the original case. This action results in the documents being moved from the original case to the new case.

Finish Button

The user clicks Finish to begin the split process.

During the split process, the system

- Validates the field values and ensures that required fields are filled. Appropriate error messages are displayed prompting the user for corrections if these conditions are not met.
- Copies and moves the attached documents to the new case as specified by the user.
- Copies the audit log entries for the original case to the audit log for the new case if specified in the configuration settings for the Split Case tool. See Configuration for more information.
- Creates a work object and launches a workflow object for the new case based on case type.
- Writes entries for the split event in the audit logs for the original case and the new case.

Once the split successfully completes, the user interface control returns to the case that was open at the time the split was initiated.

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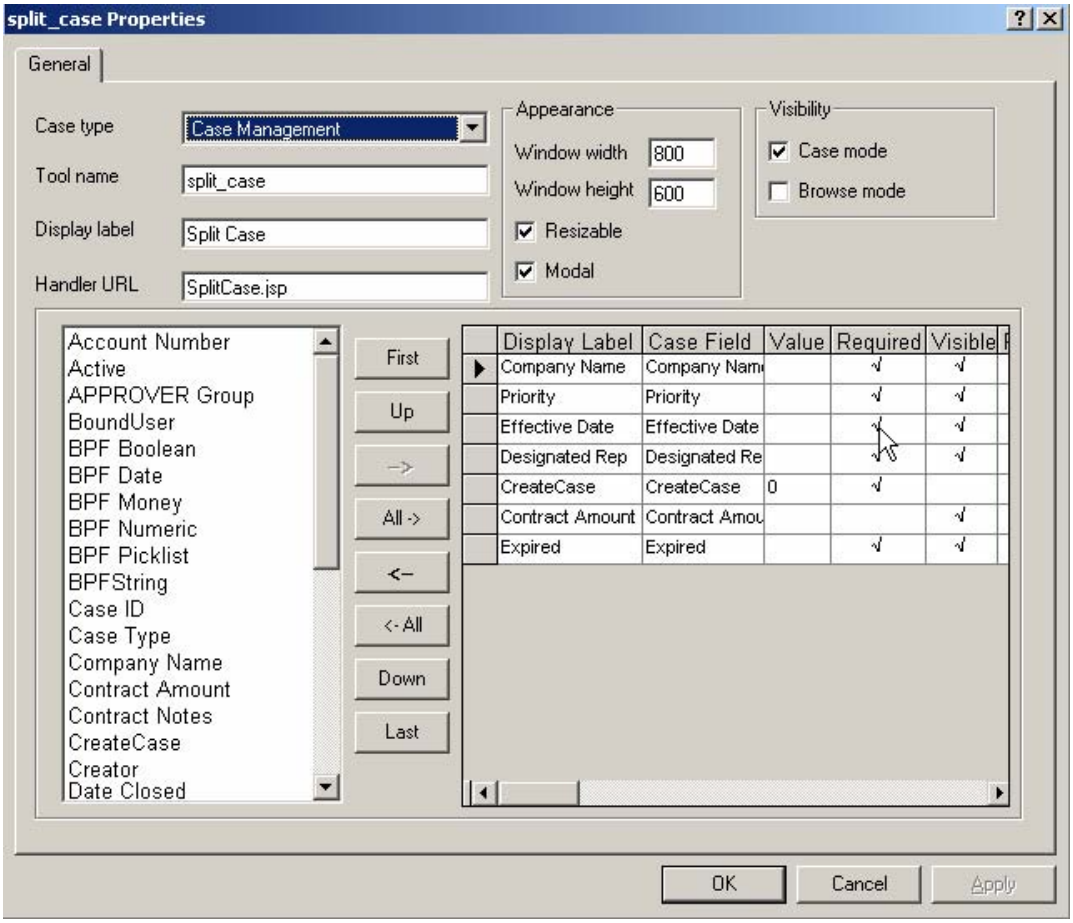
Configuration

There are two areas of configuration required to implement the Split Case tool:

- Use the BPF Explorer configuration tool to configure the properties Split Case tool. The Inbasket configuration then makes the tool available for a given Inbasket or role.
- Use the BPF Explorer to set the application setting that governs the overall behavior of the Split Case tool.

BPF Explorer

In BPF Explorer, all standard tools are found in the Tools configuration section. The Split Case tool is a standard tool delivered in the BPF Base Manifest and BPF Case Management Manifest when BPF 4.1 is installed. Selecting the Split Case tool in BPF Explorer displays the following dialog box:



In addition, you must perform the Inbasket Configuration in BPF Explorer to configure a tool with a specific Inbasket or role.

After you configure the tool for an Inbasket or role, the tool appears as an option on the toolbar when a case is opened in that Inbasket or for that role.

See the *IBM FileNet Business Process Framework Explorer Handbook* for information about the standard use of the Tools Configuration and Inbasket Configuration. These procedures are the same for the Split Case tool.

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Application Settings

The following Application Settings in BPF Explorer control the general behavior of the Split Case tool:

- **Copy Audit Log Entries - Applicable for merge and split (Default: true):** This option is used by both the Merge Case tool and Split Case tool. If enabled, all audit log entries from the original case object are copied to the new case object during the split. If disabled, the audit log entries of the original case are not copied to the new case. By default, this option is enabled.

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Reclassify Case Tool

Overview

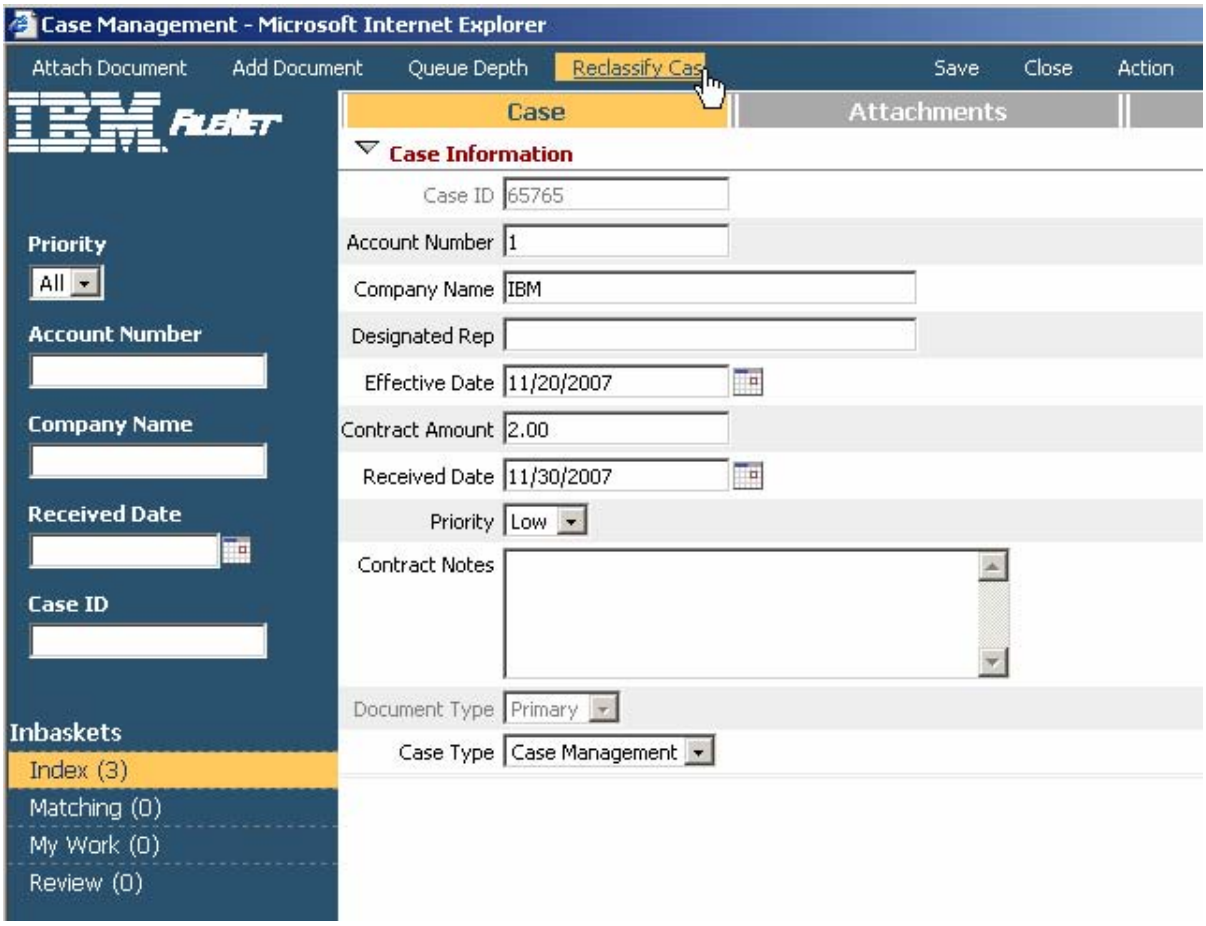
The Reclassify Case tool provides an optional, advanced configuration for using BPF with multiple object stores. Single object store support is still provided, and is the simplest way to configure a BPF application. Multiple object store support enables you to store document objects in an object store other than the object store in which BPF case objects are stored. This feature enables you to store case objects in unique object stores based on the case type. In addition, this feature enables you to store audit log objects in a separate object store location, which might be advantageous because of the larger volume of audit log objects.

The Reclassify Case tool can be configured only as an Inbasket Tool, which means that this tool is available only when a case is open in the BPF Web Application.

When using the Reclassify Case tool, the user typically identifies and opens from the Inbasket the case that is to be reclassified.

The Reclassify operation can not be used on a case which has eForms data associated with it. (See the eForms Integration to BPF documentation for more information on this type of association).

After the Reclassify Case tool is configured on the toolbar and operational in the BPF Web Application, it appears when a case is open as shown in the following screen capture. (The presentation might vary based on how the Reclassify Case tool is configured).



Runtime Usage

When the user selects the Reclassify Case tool in the BPF Web Application, the first page of the Reclassify Case dialog box is displayed as shown in the following screen capture.

Case Type Selection

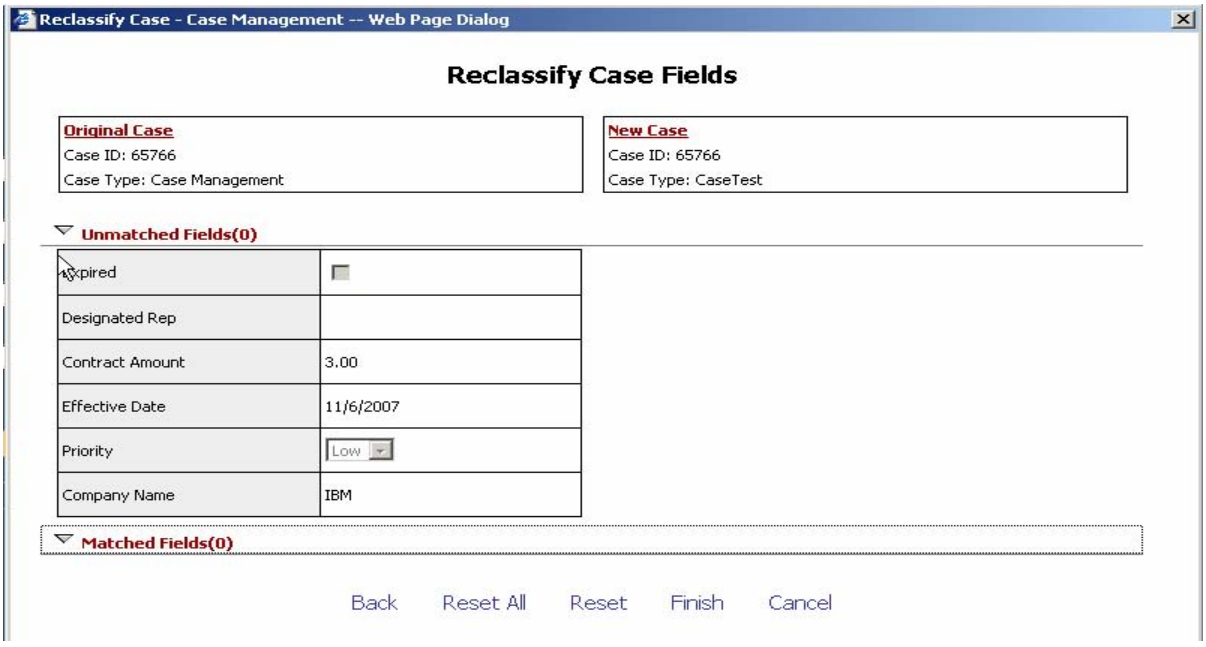
The first input the user must provide is the case type to which the open case is to be reclassified.

After a valid Case Type is selected, the user clicks Next to proceed with the reclassify process.

Reclassify Case Fields

After the user selects the new case type, the second page of the Reclassify Case dialog box appears as shown in the following screen capture. This page enables the user to determine the field values to be used in the reclassified case object.

NOTE The Case ID is not changed by the Reclassify Case tool.



Application Fields

During a reclassify case operation, the user changes the case type. If the new case type has different application fields than the old case type, the user can enter or copy data into these fields as part of the reclassify process.

The user interface divides the fields into the following categories to simplify the creation of the field data values:

- **Unmatched Fields:** This category identifies the application fields that are **not** common between the case types. The user must determine the data to be entered or copied into the new case fields as the data cannot be automatically copied from matching fields.
- **Matched Fields:** This category identifies the application fields that are common between the case types (that is, the fields have the same names). The data values from the old case are automatically copied to the new case. Typically, the user does not need to take action on these fields.

The user can expand and collapse these categories to use screen territory more efficiently and to focus on specific problem areas.

Moving and Changing Data Values

It might be necessary for the user to cut and paste data from one field to another in order to obtain the correct information for the new case data fields.

To change the data in the new case field, the user selects the down arrow button to the right of that field. A list of the application fields from the old case is displayed. The user selects a field from this list to copy the value of that field into the new case field.

The user can also position the cursor in a new case field and type a new value if the correct value is not contained in the old case.

NOTE Any time that the data in a field is changed, field validation is performed to ensure that the data is valid for the field type.

If a field has been changed, the checkbox to the left of the field name is selected to visually remind the user that a change has been made.

The user cannot change original case field values during the Reclassify Case process. These values must be changed in the BPF Web Application user interface after the reclassification is complete.

Back Buttons

To return to the first page of the Reclassify Case dialog box, the user clicks Back.

Reset and Reset All Buttons

Along with the standard buttons Finish and Cancel, two additional buttons are available to reset changed field values to their original values. The user can reset an individual field by putting the cursor in the field and clicking Reset. The user can reset all fields by clicking Reset All.

Finish Button

The user clicks Finish to begin the reclassify process.

During the reclassify process, the system

- Validates the field values and ensures that required fields are filled. Appropriate error messages are displayed prompting the user for corrections if these conditions are not met.
- Retains the attached documents in the case as appropriate for the new case type.

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- Retains the audit log entries of the case, adding a log entry for the reclassify event.
- Creates a work object and launches a workflow for the new case based on case type.
- Retains the same Case ID as the original case.

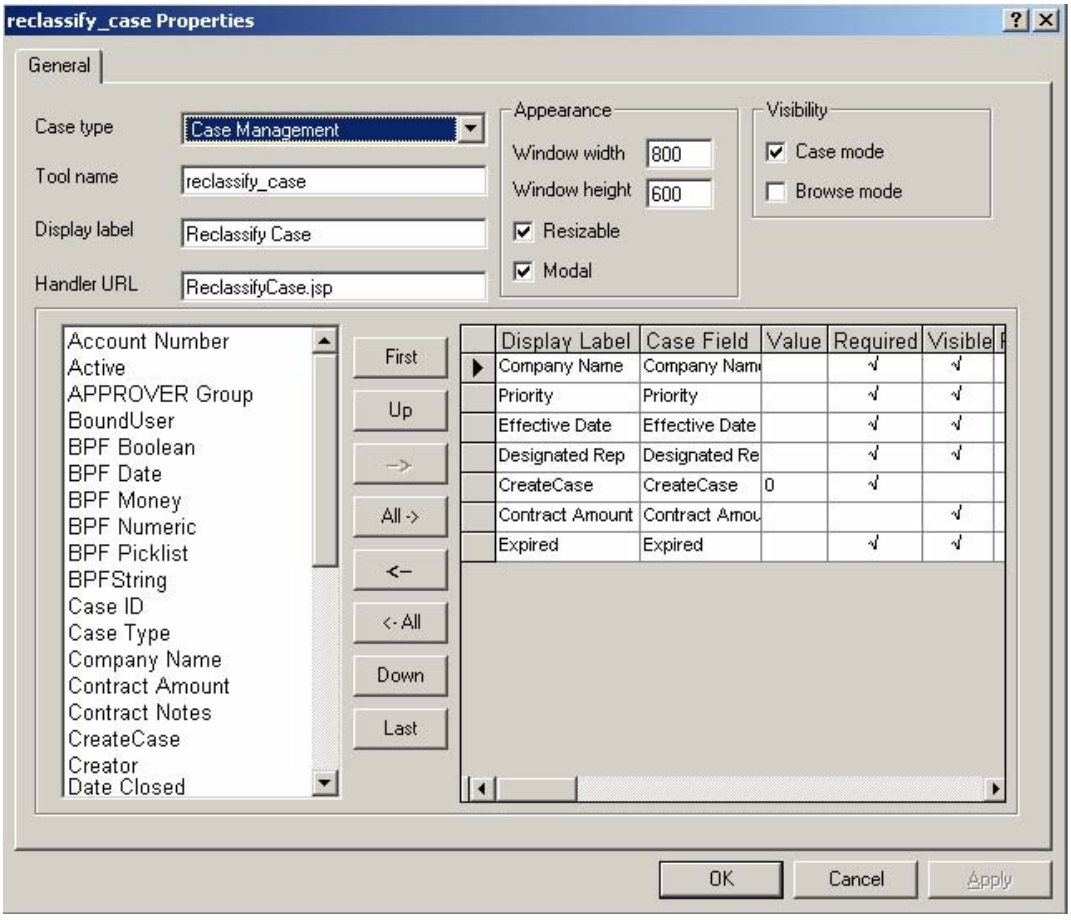
After the reclassification successfully completes, the user interface control returns to the reclassified case in the BPF Web Application.

Configuration

Use the BPF Explorer configuration tool to configure the properties of the Reclassify Case tool. The Inbasket configuration then makes the tool available for a given Inbasket or role.

BPF Explorer

In BPF Explorer, all standard tools are found in the Tools configuration section. The Reclassify Case tool is a standard tool delivered in the BPF Base Manifest and BPF Case Management Manifest when BPF 4.1 is installed. Selecting the Reclassify Case tool in BPF Explorer displays the following dialog box:



In addition, you must perform the Inbasket Configuration in BPF Explorer to configure a tool with a specific Inbasket or role.

After you configure the tool for an Inbasket or role, the tool appears as an option on the toolbar when a case is opened in that Inbasket or for that role.

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See the *IBM FileNet Business Process Framework Explorer Handbook* for information about the standard use of the Tools Configuration and Inbasket Configuration. These procedures are the same for the new Reclassify Case tool.

Multiple Object Store Support

Overview

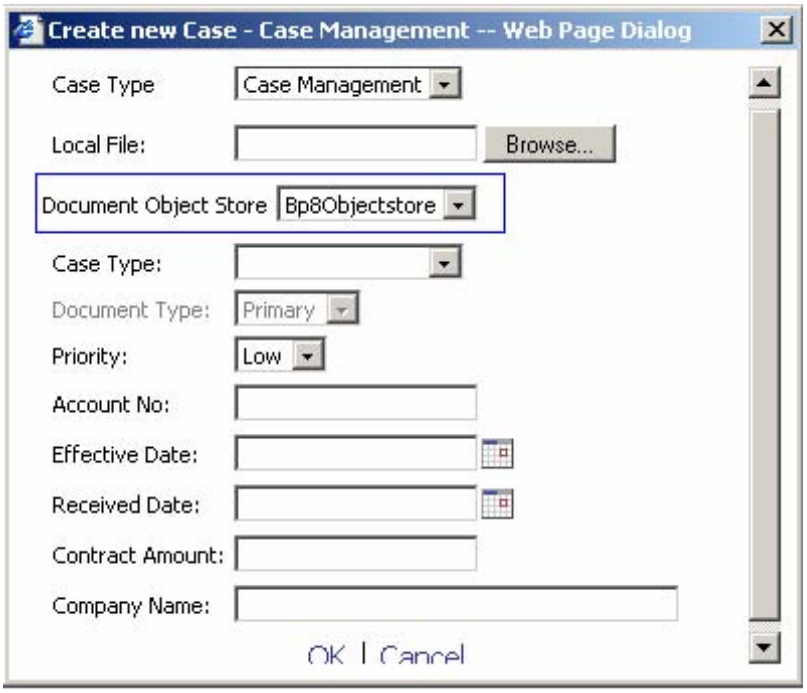
Multiple object store support provides an optional, advanced configuration for using BPF with multiple object stores. Single object store support is still provided, and is the simplest way to configure a BPF application. Multiple object store support enables you to store document objects in an object store other than the object store in which BPF case objects are stored. This feature enables you to store case objects in unique object stores based on the case type. In addition, this feature enables you to store audit log objects in a separate object store location, which might be advantageous because of the larger volume of audit log objects.

Runtime Usage

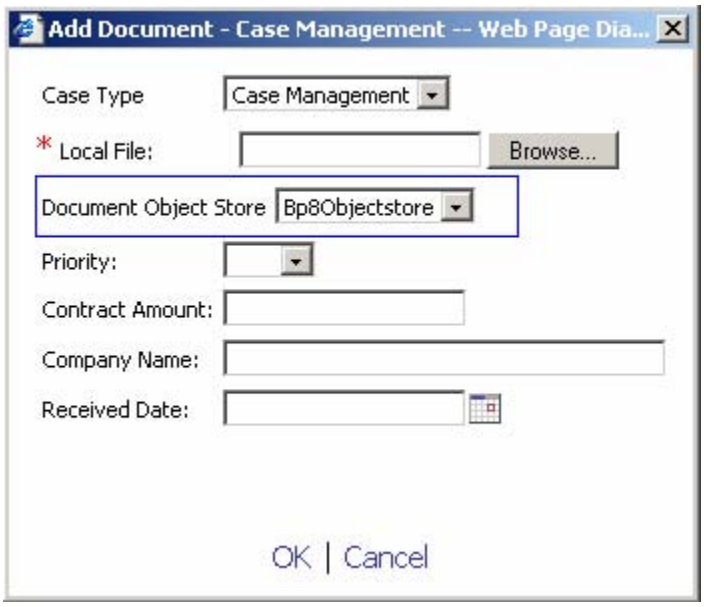
Typically, users are not exposed to the location of objects stored within the Content Engine object store, as the location is determined by the configuration. To support use of multiple object stores, the Create Case and Add Document tools have been enhanced to enable the user to specify the storage location for attached documents. Thus case attachments no longer need to reside in the same object store as the case object.

The default value for the document object store field is determined by the selected case type, and is obtained from the case type configuration. If no object store is configured for a case type, the system uses value specified for the system-wide configuration setting Default Content Engine Object Store Name.

Create Case Tool



Add Document Tool



Configuration

BPF Explorer, Application, and System-wide settings

The system-wide setting **Default Content Engine Object Store Name** is still used to store a default Content Engine Object Store name. This setting is used when an object store is not entered in the case type definition. This behavior is the same for both multiple and single object store support.

A new system-wide setting **Bootstrap Content Engine Object Store Name** specifies the object store to be used

- By the BPF Web Application to obtain access role and Workplace preference information
- By the Bp8Setting object to increment and assign the Bp8CaseID for new case creation
- To store BPF application preference file and user preference information

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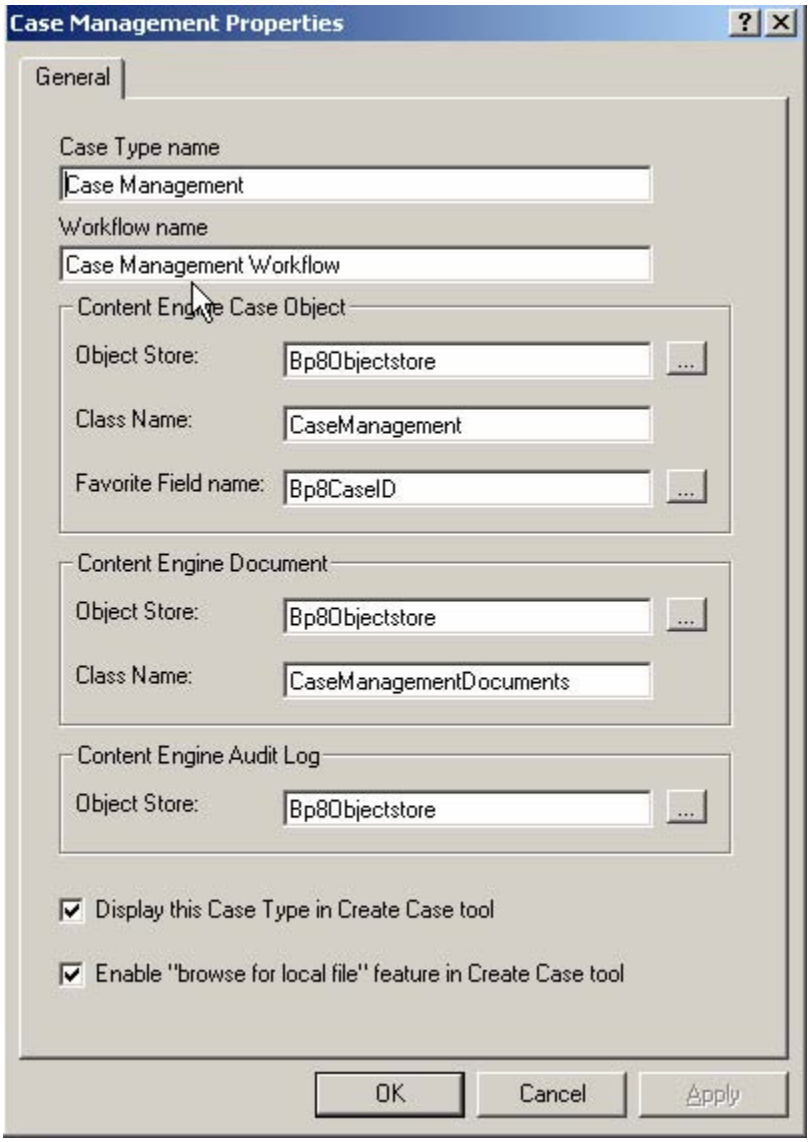
BPF Explorer and Case Type Configuration

The Case Type configuration has been enhanced to enable you to specify object store references for the case object, documents, and audit log entries.



Case Type properties	Description
Case Type name	Type the name of the case type. When assigning the case type name, ensure that it is unique. Once the case type is created, do not modify the name. Modifying the name can have a negative impact on the runtime execution as many BPF features reference the field by this name.
Workflow name	Enter the name of the workflow process to be attached to a case object when created.

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Case Type properties	Description
Content Engine Case Object:	
Object Store:	Select the object store name in which new case objects of this case type are to be stored. If left empty, the object store specified for the **Default Content Engine Object Store** configuration setting is used. **…[button]** – Allows the user to lookup and select a valid CE object store name from the Content Engine Enterprise Manager interface.
Class Name:	Enter the Content Engine custom object class name that contains the class definition for new case objects for this case type. This class must be defined in the object store referenced above.
Favorite Field name:	Enter a single case field to be displayed in the status bar area when a case is opened. This data, which appears for every tab, is useful when the case has multiple tabs and the field provides information that enables the user to identify the case. **…[button]** – Allows the user to lookup and select a valid Content Engine property from the Content Engine Enterprise Manager interface.
Content Engine Document:	
Object Store:	Select the Object Store name to be the default object store for all attached documents for this case type. If left empty, the value of the Default Content Engine Object Store configuration setting is used. **…[button]** – Allows the user to lookup and select a valid Content Engine object store name from the Content Engine Enterprise Manager interface.
Class Name:	Enter the Content Engine document class name that contains the attached document for this case type. This class must be defined in the object store referenced above.
Content Engine Audit Log:	
Object Store:	Select the Object Store name to be used as the object store in which audit log entries for this case type are stored. If left empty, the value of the Default Content Engine Object Store configuration setting is used. **…[button]** – Allows the user to lookup and select a valid Content Engine object store name from the Content Engine Enterprise Manager interface.
Display this Case Type in Create Case tool	Select this option to display the case type name when the user invokes the Create Case tool in the BPF Web Application. (The user cannot modify the read-only case type name.)

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Case Type properties	Description
Enable feature “browse for local file” in Create Case tool	Select this option to provide a browse button on the Create Case dialog box that enables users to select a local file to be attached to the new case.

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