



IBM Case Manager V5.2 provides significantly enhanced case client and user experience while providing simplified and streamlined deployment

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At a glance

IBM® Case Manager V5.2 includes capabilities organizations can use to drive more successful, optimized case outcomes. With the extended capabilities of Case Manager V5.2, you get greater case centrality along with a new case client in a greatly streamlined and simplified environment.

Overview

IBM Case Manager V5.2:

- Case Visualizer widget provides case workers with a highly graphical holistic view of a case.
- Ad-hoc tasking capability allows case workers to dynamically define a sequence of actions that need to be performed on a case using an intuitive natural language editor.
- New IBM Content Navigator case client provides improved usability and more consistency across other Enterprise Content Management applications.
- Enhanced Case Manager Builder provides a new page layout designer, data layout designer, and multiuser editing.
- Integrated business rules allows for easier development and use of business rules from within the Case Manager Builder environment.
- Significantly simplified deployment and administration of the platform.
- Includes charge metric updates and support for IBM Content Foundation V5.2.

Key prerequisites

For details, refer to the [Technical information](#) section.

Planned availability date

September 13, 2013: Electronic availability

October 11, 2013: Media availability

Description

IBM Case Manager V5.2 capabilities

New IBM Content Navigator case client

- By building the new case client on the IBM Content Navigator framework, end users benefit from an application that has improved usability and consistency across other enterprise content management applications and can be combined with other Content Navigator features when their work requires frequent access to both cases and general content management.
- Solution designers are still provided the same level of solution page configuration and customization to adjust and extend the solution's user interface when needed.
- Solution developers benefit from a single unified development model that allows new reuse and customization of existing case and content UI components.

Adaptive case management

- Case management differs from pure business process management in its ability to empower end-user decision making when driving a case to completion. The solution must provide them with the visibility into the current state of the case and of the tasks that are being performed. The case worker must also be able to initiate new ad hoc tasks while within the application when the solution has not formally defined the actions that are needed to advance the case.
 - Case Visualizer widget provides case workers with a single overview of the state of the case, and the tasks and steps that are being performed and by whom. It also provides a visual history of when certain case events occurred and what was done.
 - Using the new ad hoc task feature, an authorized case worker can now define a sequence of actions that need to be performed on a case using an intuitive natural language like editor. The user is then able to reuse these ad hoc tasks on other cases within the solution. This capability helps users continue to work in context of the case where case history and audit events can be maintained.

Enhanced solution development

- Even though IBM Case Manager has made the job of defining a case solution much faster and easier than ever before, it is often performed by a team with skills including data definition, task design, UI layouts and advanced customization and coding. You gain efficient use of resources and faster return on investment with addition tools that make these steps easier and allow actions to be executed in parallel.
 - A new page layout designer is now built into IBM Case Manager Builder, removing extra tools and deployment steps. Solution designers can start with the standard set of case solution pages that are automatically included with every new solution and extend them to provide different layouts for each role.
 - An integrated case data layout designer allows more efficient presentation of case data in scenarios where the advanced design capabilities of forms are not required. It supports data views that can include columns, sections, and even pagination into separate tabs. The designer also includes a table layout container that provides a new way to group multivalued properties into related rows of data.
 - UI component objects and APIs allow you to customize the existing Case Manager UI in new ways that were not previously possible.
 - Multiuser access to the Case Manager Builder helps remove the current bottleneck of the solution design being locked by a single user. The following areas can be concurrently edited and updated:
 - Tasks and their underlying workflow
 - Solution pages

- Rules
- Case properties, roles, in-baskets
- Case operations is a new set of IBM FileNet® P8 process engine components that allow the configuration of process steps that can perform actions on cases and case artifacts without having to write any code.

Integrated rules

- Case Manager integrates the Business Rules Embedded component of IBM Operational Decision Manager to author and execute rules during the processing of case tasks. This provides a very powerful way to separate highly dynamic business data and decision factors from the more static task flows that depend on them. Tighter integration of the business rules component adds value to the overall Case Manager development experience and replaces the ILOG® JRules V7.1 capabilities included in IBM Case Manager V5.1.
 - Direct integration of rules into IBM Case Manager Builder makes it easier for the business analyst to author and utilize rules without the need for learning and using separate tools.
 - Rule authors have direct access to case properties whose values are used within the rules.
 - A new task step component makes adding rule steps to a task workflow even easier. This capability compliments the more general ability to call other enterprise rules via web services from within a task workflow.
 - Separate installation and administration of the rules environment is no longer required.
 - Integrated business rules have the ability to be exported, which may then be imported into IBM Operational Decision Manager.
- Case Manager supports integration with a separately licensed IBM Operational Decision Manager V8.5 for customers requiring:
 - Full business rules management capability.
 - Transition of existing JRules projects from previous releases of IBM Case Manager.

Case document handling

- By leveraging IBM Content Navigator framework and UI components in Case Manager, end users benefit from additional capabilities and consistency with other enterprise content management (ECM) interfaces.
- Supports drag and drop of multiple documents from your computer desktop case folders or work attachments.
- Includes a streamlined user interface that reduces the complexity and number of clicks needed to add documents into a case.
- Additional information is available for all case documents including versions, where filed, and security settings and permissions.
- Includes an advanced document viewer that supports additional capabilities such as side-by-side compare and direct access to document properties while viewing the document.
- Standard support for integration with external data services allows you to add more intelligence and validation when users are entering document property values.

Solution management and administration improvements

- A new security wizard guides one through the deployment process to simplify setting of security and other case aspects.
- Streamlined deployment due to consolidated infrastructure
 - Use of new IBM FileNet P8 V5.2 platform (IBM Case Foundation installation simplification), which now combines the previous separate Content Engine and Process Engine into a single Java™ Platform, Enterprise Edition component.
 - Removal of requirement for Business Space client since Case Client now Content Navigator based.

- Remove requirement for the separate installation of ILOG due to integrated rules design and execution components.
- New web-based case administration client
 - Built right into the Content Navigator client and configurable an available option as part of a user's Content Navigator desktop view

Platforms

- Take your case solutions on the road with Case Manager mobile application
 - Supports the capabilities of the web-based Case Client in a tablet friendly way that is part of the IBM Content Navigator mobile application
- Case Manager V5.2 includes and requires the recently updated and enhanced Case Foundation V5.2 platform.
- Supports side-by-side installation with an existing Case Manager V5.1.1 installation where they both share a common Case Foundation V5.2 base. This allows existing Case Manager V5.1.1 solutions to be moved to Case Manager 5.2 when you are ready to take advantage the new capabilities of Case Manager V5.2.
- IBM WebSphere® Application Server V8 and V8.5 support.
- Support for Case Manager on Oracle WebLogic*
 - *Excludes bundled IBM products that do not support WebLogic.

Additional improvements and consumability

- Performance, usability, and accessibility improvements for several Case Manager Builder components including:
 - New step editor
 - New page designer
 - New data layout designer
 - New rules designer
- Case work item processing improvements that help ensure task workers have the information they need at their fingertips.
 - Case workers can now filter their work lists on multiple values at once for a specific in-basket column (A or B).
 - A standard filter option is not always available to hide work already locked by another user.
- In-basket column values are immediately synchronized with case property values to ensure they are always displaying the most current data.

Case Manager includes charge metric updates and support for IBM Content Foundation V5.2.

- Case Manager now supports IBM Content Foundation V5.2.
- Case Manager is now available with the External Population Resource Value Unit (XPOP RVU) pricing metric. This replaces the eXternal User Value Unit (XUVU) pricing metric, which was previously offered.

IBM Case Manager adds XPOP RVU is a more cost effective way to license Case Manager to external populations greater than 100,000 eligible participants.

The resources for the purpose of RVU calculation are Eligible Participants. Each individual or entity eligible to participate in any service delivery program managed or tracked by the program is an Eligible Participant. Licensee must obtain sufficient entitlements to cover all Eligible Participants. Existing customers with XUVU licenses will be automatically migrated to XPOP RVU licenses at Subscription and Support renewal, reinstatement, or new license purchase.

IBM FileNet Business Process Manager components withdrawn from Case Foundation V5.2

IBM Business Process Framework component has been withdrawn from the Case Foundation V5.2 bundle. For the withdrawal of service for Business Process Framework, refer to Withdrawal Announcement [913-025](#), dated March 12, 2013 .

If you are utilizing Business Process Framework, you can continue to do so, and also continue to obtain technical support following the enhanced support policy of minimum five years base support plus three years (fee-based extension) from the general availability date of IBM FileNet Business Process Manager V5.1. To ease the transition, IBM will continue to certify Business Process Framework with future releases of IBM Case Foundation until the Business Process Framework end-of-service date is reached. Refer to the IBM Software Support Lifecycle website for more information.

The recommended path forward, if you are a Business Process Framework customer who wishes to create new case-style solutions, is through Case Manager. Case Manager is critical for design and delivery of case-style solutions and is the future direction for case-based applications from IBM . Should you want to transition existing Business Process Framework applications, there are a number of assets available to assist.

- A Business Process Framework to IBM Case Manager Transition Guide is available at https://www.ibm.com/developerworks/mydeveloperworks/groups/service/html/communityview?communityUuid=e8206aad-10e2-4c49-b00c-fee572815374#fullpageWidgetId=Wf2c4e43b120c_4ac7_80ae_2695b8e6d46d&file=50fd5161-81a6-4f2c-837d-4853e8425c2c
- IBM ECM Lab Services has prepackaged service offerings available to assist in the assessment and sizing of IBM Business Process Framework to IBM Case Manager transition efforts.

Contact your IBM representative for more details.

IBM Enterprise Content Management (ECM) Widgets component, along with IBM Mashup Center, are withdrawn in IBM Case Foundation V5.2. If you currently use ECM Widgets, the recommended path forward is to either transition to the IBM Content Navigator platform or to Case Manager. If you utilize ECM Widgets, you can continue to do so, and also continue to obtain technical support following the enhanced support policy of minimum five years base support plus three years (fee-based extension) from the general availability date of IBM FileNet Business Process Manager V5.1. ECM Widgets V4.5.2.x, delivered with IBM FileNet Business Process Manager V5.1, will also be supported under IBM Case Foundation V5.2. Refer to the information below to assist you in transitioning your ECM Widgets applications.

- A paper on guidance for developing ECM Widgets solutions in Content Navigator can be found at https://www.ibm.com/developerworks/mydeveloperworks/groups/service/html/communityview?communityUuid=e8206aad-10e2-4c49-b00c-fee572815374#fullpageWidgetId=Wf2c4e43b120c_4ac7_80ae_2695b8e6d46d&file=18d04563-2932-47d7-a559-cc19f6925dc5
- IBM ECM Lab Services has prepackaged service offerings available to assist in the assessment and transitioning of ECM Widgets applications.

Contact your IBM representative for more details.

Case Manager V5.2 includes the following components:

- IBM Case Manager Builder
- IBM Case Manager Client
- IBM Case Manager API
- IBM Case Manager Administration Client
- IBM Case Foundation
- IBM FileNet Content Manager

- Bundled IBM software components with limited use license terms:
 - IBM Lotus® Sametime® Entry V8.5.2
 - IBM Content Analytics with Enterprise Search V3.0
 - IBM Operational Decision Manager V8.5 Business Rules Embedded
 - IBM Cognos® Real-time Monitoring V10.2
 - IBM Forms Server Classic V8.0.1
 - IBM Forms Server Designer V8.0.1
 - IBM Forms Server Viewer V8.0.1
 - IBM DB2® Workgroup Server Edition V10.1
 - IBM WebSphere Application Server Base V8.5

Accessibility by people with disabilities

A US Section 508 Voluntary Product Accessibility Template (VPAT) can be requested via the IBM Web site

http://www.ibm.com/able/product_accessibility/index.html

Section 508 of the US Rehabilitation Act

IBM Case Manager is capable as of October 11, 2013, when used in accordance with IBM's associated documentation, of satisfying the applicable requirements of Section 508 of the Rehabilitation Act, provided that any assistive technology used with the product properly interoperates with it. A US Section 508 Voluntary Product Accessibility Template (VPAT), containing details on the products accessibility compliance, can be requested on the following website

http://www.ibm.com/able/product_accessibility/index.html

Program number

Program number	VRM	Program name
5725-A15	5.2.0	IBM Case Manager

Offering Information

Product information is available via the Offering Information website

<http://www.ibm.com/common/ssi>

Also, visit the Passport Advantage® website

<http://www.ibm.com/software/passportadvantage>

Publications

No publications are shipped with this product.

The IBM Publications Center

<http://www.ibm.com/shop/publications/order>

The Publications Center is a worldwide central repository for IBM product publications and marketing material with a catalog of 70,000 items. Extensive search facilities are provided. Payment options for orders are via credit card (in the U.S.) or customer number for 20 countries. A large number of publications

are available online in various file formats, and they can all be downloaded by all countries.

Technical information

Specified operating environment

Hardware requirements

IBM Case Manager supports a breadth of hardware platforms.

For the most current and complete information about hardware requirements for IBM Case Manager visit

<https://www.ibm.com/support/docview.wss?rs=86&uid=swg27038470>

Software requirements

For the most current and complete information about software requirements for IBM Case Manager visit

<https://www.ibm.com/support/docview.wss?rs=86&uid=swg27038470>

Also visit the IBM Case Manager support page at

http://www.ibm.com/support/entry/portal/Software/Information_Management/Case_Manager

The program's specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a readme file, or other information published by IBM, such as an announcement letter. Documentation and other program content may be supplied only in the English language.

Planning information

Customer responsibilities

Software Subscription and Support (also referred to as Software Maintenance) is included with licenses purchased through Passport Advantage and Passport Advantage Express®. Product upgrades and technical support are provided by the Software Subscription and Support (also referred to as Software Maintenance) offering as described in the Agreements. Product upgrades provide the latest versions and releases to entitled software, and technical support provides voice and electronic access to IBM support organizations, worldwide.

IBM includes one year of Software Subscription and Support (also referred to as Software Maintenance) with each program license acquired. The initial period of Software Subscription and Support (also referred to as Software Maintenance) can be extended by the purchase of a renewal option, if available.

Packaging

- IBM Case Manager V5.2 Quick Start Guide Multilingual DVD
- IBM Case Manager V5.2 AIX® Multilingual DVD
- IBM Case Manager V5.2 Windows™ Multilingual DVD
- IBM Case Manager V5.2 Solaris Multilingual DVD
- IBM Case Manager V5.2 Red Hat Linux™ Multilingual DVD
- IBM Case Manager V5.2 Linux on System z® Multilingual DVD
- IBM Case Manager V5.2 Client Installer AIX Multilingual DVD
- IBM Case Manager V5.2 Client Installer Windows Multilingual DVD
- IBM Case Manager V5.2 Client Installer Solaris Multilingual DVD
- IBM Case Manager V5.2 Client Installer Red Hat Linux Multilingual DVD

IBM Case Manager V5.2 Client Installer Linux on System z Multilingual DVD
 IBM Case Manager Platform Installation Tool V5.2 Multilingual AIX , Windows ,
 Solaris, Red Hat Linux DVD

Security, auditability, and control

The security functions of IBM Case Manager use the security and auditability features of the host software.

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Ordering information

This product is only available via Passport Advantage . It is not available as shrinkwrap.

Product information

Licensed function title	Product group	Product category
IBM Case Manager Authorized	Case	Case Manager
IBM Case Manager Employee	Case	Case Manager
IBM Case Manager External Population	Case	Case Manager
IBM Case Manager Add-On for FNCM Authorized	Case	Case Manager
IBM Case Manager Add-On for FNCM Employee	Case	Case Manager
IBM Case Manager Add-On for FNCM External Population	Case	Case Manager
IBM Case Manager Add-On for Case Foundation Authorized	Case	Case Manager
IBM Case Manager Add-On for Case Foundation Employee	Case	Case Manager
IBM Case Manager Add-On for Case Foundation External Population	Case	Case Manager
IBM Case Manager Add-On for Content Foundation Authorized	Case	Case Manager
IBM Case Manager Add-On for Content Foundation Employee	Case	Case Manager
IBM Case Manager Add-On for Content Foundation External Population	Case	Case Manager
IBM Case Manager Add-On for Content Manager Enterprise Edition Authorized	Case	Case Manager
IBM Case Manager Add-On for Content Manager Enterprise Edition Employee	Case	Case Manager
IBM Case Manager Add-On for Content Manager Enterprise Edition External Population	Case	Case Manager
IBM Case Manager Add-On for PIE Authorized	Case	Case Manager
IBM Case Manager Add-On for PIE Employee	Case	Case Manager
IBM Case Manager Add-On for PIE External Population	Case	Case Manager
Program name	PID number	Charge unit description
IBM Case Manager Authorized	5725-A15	Per User Value Unit
IBM Case Manager Authorized	5725-A15	Per User Value Unit for Linux

IBM Case Manager Employee	5725-A15	on System z Per User Value Unit
IBM Case Manager Employee	5725-A15	Per User Value Unit for Linux on System z
IBM Case Manager External Population	5725-A15	PA per Resource Value Unit
IBM Case Manager External Population	5725-A15	PA per Resource Value Unit for Linux on System z
IBM Case Manager Add-On for FNCM Authorized	5725-A15	Per User Value Unit
IBM Case Manager Add-On for FNCM Authorized	5725-A15	Per User Value Unit for Linux on System z
IBM Case Manager Add-On for FNCM Employee	5725-A15	Per User Value Unit
IBM Case Manager Add-On for FNCM Employee	5725-A15	Per User Value Unit for Linux on System z
IBM Case Manager Add-On for FNCM External Population	5725-A15	PA per Resource Value Unit
IBM Case Manager Add-On for FNCM External Population	5725-A15	PA per Resource Value Unit for Linux on System z
IBM Case Manager Add-On for Case Foundation Authorized	5725-A15	Per User Value Unit
IBM Case Manager Add-On for Case Foundation Authorized	5725-A15	Per User Value Unit for Linux on System z
IBM Case Manager Add-On for Case Foundation Employee	5725-A15	Per User Value Unit
IBM Case Manager Add-On for Case Foundation Employee	5725-A15	Per User Value Unit for Linux on System z
IBM Case Manager Add-On for Case Foundation External Population	5725-A15	PA per Resource Value Unit
IBM Case Manager Add-On for Case Foundation External Population	5725-A15	PA per Resource Value Unit for Linux on System z
IBM Case Manager Add-On for Content Foundation Authorized	5725-A15	Per User Value Unit
IBM Case Manager Add-On for Content Foundation Authorized	5725-A15	Per User Value Unit for Linux on System z
IBM Case Manager Add-On for Content Foundation Employee	5725-A15	Per User Value Unit
IBM Case Manager Add-On for Content Foundation Employee	5725-A15	Per User Value Unit for Linux on System z
IBM Case Manager Add-On for Content Foundation External Population	5725-A15	PA per Resource Value Unit
IBM Case Manager Add-On for Content Foundation External Population	5725-A15	PA per Resource Value Unit for Linux on System z
IBM Case Manager Add-On for Content Manager Enterprise Edition Authorized	5725-A15	Per User Value Unit for Linux on System z
IBM Case Manager Add-On for Content Manager Enterprise Edition Authorized	5725-A15	Per User Value Unit
IBM Case Manager Add-On for Content Manager Enterprise Edition Employee	5725-A15	Per User Value Unit for Linux on System z
IBM Case Manager Add-On for Content Manager Enterprise Edition Employee	5725-A15	Per User Value Unit
IBM Case Manager Add-On for Content Manager Enterprise Edition External Population	5725-A15	Per User Value Unit for Linux on System z

IBM Case Manager Add-On for Content Manager Enterprise Edition External Population	5725-A15	Per Resource Value Unit
IBM Case Manager Add-On for PIE Authorized	5725-A15	Per User Value Unit
IBM Case Manager Add-On for PIE Authorized	5725-A15	Per User Value Unit for Linux on System z
IBM Case Manager Add-On for PIE Employee	5725-A15	Per User Value Unit
IBM Case Manager Add-On for PIE Employee	5725-A15	Per User Value Unit for Linux on System z
IBM Case Manager Add-On for PIE External Population	5725-A15	PA per Resource Value Unit
IBM Case Manager Add-On for PIE External Population	5725-A15	PA per Resource Value Unit for Linux on System z

Charge metrics definitions

User Value Unit (UVU)

UVU is the metric by which this program is licensed. UVU entitlements are based on the number of users for the given program. A Proof of Entitlement (PoE) must be obtained for the appropriate number of UVUs required for your environment as defined by the specific program terms. The UVU entitlements are specific to the program and may not be exchanged, interchanged, or aggregated with UVU entitlements of another software program. UVU licensing offers you price benefits for customers by enabling a lower cost of incremental growth of resources. To understand these benefits of UVU licensing, and to determine how many UVUs to obtain for the program, contact your IBM representative.

Resource Value Unit (RVU)

RVU is the unit of measure by which this program is licensed. RVU entitlements are based on the quantity of a specific designated measurement for the given program. A PoE must be obtained for the appropriate number of RVUs required for your environment as defined by the specific program terms. The RVU entitlements are specific to the program and may include, but are not limited to the following: Client Devices, data source records, messages, and servers, and may not be exchanged, interchanged, or aggregated with RVU entitlements of another program. To understand these benefits of RVU licensing, and to determine how many RVUs to obtain for the program, contact your IBM representative.

Passport Advantage program licenses

IBM Case Manager

Part description	Part number
IBM Case Manager Authorized	
IBM Case Manager Auth User Value Unit Annual SW S&S Rnw1	E0AR9LL
IBM Case Manager Auth User Value Unit Lic + SW S&S 12 Mo	DOGR0LL
IBM Case Manager Auth User Value Unit SW S&S Reinstate 12 Mo	DOGR1LL

IBM Case Manager

Part description	Part number
IBM Case Manager Employee	
IBM Case Manager Emp User Value Unit Annual SW S&S Rnw1	E0ARPLL
IBM Case Manager Emp User Value Unit Lic + SW S&S 12 Mo	DOGRZLL
IBM Case Manager Emp User Value Unit SW S&S Reinstate	DOGS0LL

12 Mo

IBM Case Manager

Part description	Part number
IBM Case Manager External Population	
IBM Case Mgr External Pop Resource VU SW S&S Reinstate 12 Mo	D11GPLL
IBM Case Mgr External Population Resource VU Annual SW S&S Rnw1	E0IDELL
IBM Case Mgr External Population Resource VU Lic + SW S&S 12 Mo	D11GNLL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for FNCM Authorized	
IBM Case Mgr A0 for FN Content Mgr Auth UVU SW S&S Reinstate 12 Mo	D0JIYLL
IBM Case Mgr A0 for FN Content Mgr Auth UVU Annual SW S&S Rnw1	E0C4TLL
IBM Case Mgr A0 for FN Content Mgr Auth UVU Lic + SW S&S 12 Mo	D0JIXLL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for FNCM Employee	
IBM Case Mgr A0 for FN Content Mgr Employ UVU SW S&S Reinstate 12 Mo	D0JJ0LL
IBM Case Mgr A0 for FN Content Mgr Employ UVU Annual SW S&S Rnw1	E0C4ULL
IBM Case Mgr A0 for FN Content Mgr Employ UVU Lic + SW S&S 12 Mo	D0JIZLL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for FNCM External Population	
IBM Case Mgr A0 for FN Content Mgr Ext Pop Resource VU SW S&S Reinstate 12 Mo	D11L0LL
IBM Case Mgr A0 for FN Content Mgr Ext Pop Resource VU Annual SW S&S Rnw1	E0IFGLL
IBM Case Mgr A0 for FN Content Mgr Ext Pop Resource VU Lic + SW S&S 12 Mo	D11KZLL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for IBM Case Foundation Authorized	
IBM Case Mgr A0 for Case Fdtn Authorized UVU Annual SW S&S Rnw1	E0BNCLL
IBM Case Mgr A0 for Case Fdtn Authorized UVU Lic + SW S&S 12 Mo	D0IE9LL
IBM Case Mgr A0 for Case Fdtn Authorized UVU SW S&S Reinstate 12Mo	D0IEALL

IBM Case Manager

Part description	Part number
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IBM Case Manager Add-On for IBM Case Foundation Employee	
IBM Case Mgr AO for Case Fdtn Employee UVU Annual SW S&S Rnw1	E0BNELL
IBM Case Mgr AO for Case Fdtn Employee UVU Lic + SW S&S 12 Mo	D0IEDLL
IBM Case Mgr AO for Case Fdtn Employee UVU SW S&S Reinstate 12Mo	D0IEELL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for IBM Case Foundation External Population	
IBM Case Mgr AO for Case Fdtn Ext Pop Resource VU Annual SW S&S Rnw1	E0IDILL
IBM Case Mgr AO for Case Fdtn Ext Pop Resource VU Lic + SW S&S 12 Mo	D11GXLL
IBM Case Mgr AO for Case Fdtn Ext Pop Resource VU SW S&S Reinstate 12Mo	D11GYLL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for Content Foundation Authorized	
IBM Case Mgr AddOn for Content Fdtn AUVU Annual SW S&S Rnw1	E0ID6LL
IBM Case Mgr AddOn for Content Fdtn AUVU Lic + SW S&S 12 Mo	D11G7LL
IBM Case Mgr AddOn for Content Fdtn AUVU SW S&S Reinstate 12 Mo	D11G8LL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for Content Foundation Employee	
IBM Case Mgr AddOn for Content Fdtn EUVU Annual SW S&S Rn	E0IDALL
IBM Case Mgr AddOn for Content Fdtn EUVU Lic + SW S&S 12 Mo	D11GFLL
IBM Case Mgr AddOn for Content Fdtn EUVU SW S&S Reinstate 12 Mo	D11GGLL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for Content Foundation External Population	
IBM Case Mgr AddOn for Content Fdtn Ext Pop Resource VU SW S&S Reinstate 12Mo	D11GKLL
IBM Case Mgr AddOn for Content Fdtn Ext Pop Resource VU Annual SW S&S Rnw1	E0IDCLL
IBM Case Mgr AddOn for Content Fdtn Ext Pop Resource VU Lic+SW S&S 12Mo	D11GJLL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for Content Manager Enterprise Edition Authorized	
IBM Case Mgr Add-On Content Mgr EnterpriseEd AUVU Annual SW S&S Rnw1	E0C4ILL

IBM Case Mgr Add-On Content Mgr EnterpriseEd AUVU Lic + SW S&S 12 Mo	D0JIDLL
IBM Case Mgr Add-On Content Mgr EnterpriseEd AUVU SW S&S Reinstate 12 Mo	D0JIELL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for Content Manager Enterprise Edition Employee	
IBM Case Mgr Add-On for Content Mgr EnterpriseEd Emp UVU Annual SW S&S Rnw1	E0C4MLL
IBM Case Mgr Add-On for Content Mgr EnterpriseEd Emp UVU Lic + SW S&S 12 Mo	D0JIMLL
IBM Case Mgr Add-On for Content Mgr EnterpriseEd Emp UVU SW S&S Reinstate 12 Mo	D0JINLL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for CMEE External Population	
IBM Case Mgr AO for Content Mgr EnterpriseEd External Pop Resource VU SW S&S Reinstate 12 Mo	D11KWLL
IBM Case Mgr AO for Content Mgr EnterpriseEd External Population Resource VU Annual SW S&S Rnw1	E0IFELL
IBM Case Mgr AO for Content Mgr EnterpriseEd External Population Resource VU Lic + SW S&S 12 Mo	D11KVLL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for PIE Authorized	
IBM Case Mgr AO for PIE Authorized UVU Annual SW S&S Rnw1	E0BN6LL
IBM Case Mgr AO for PIE Authorized UVU Lic + SW S&S 12 Mo	D0IDXLL
IBM Case Mgr AO for PIE Authorized UVU Unit SW S&S Reinstate 12 Mo	D0IDYLL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for PIE Employee	
IBM Case Mgr AO for PIE Employee UVU Annual SW S&S Rnw1	E0BN8LL
IBM Case Mgr AO for PIE Employee UVU Lic + SW S&S 12 Mo	D0IE1LL
IBM Case Mgr AO for PIE Employee UVU Unit SW S&S Reinstate 12 Mo	D0IE2LL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for PIE External Population	
IBM Case Mgr AO for PIE Ext Pop Resource VU Annual SW S&S Rnw1	E0IEPLL
IBM Case Mgr AO for PIE Ext Pop Resource VU Lic + SW S&S 12 Mo	D11JILL
IBM Case Mgr AO for PIE Ext Pop Resource VU Unit SW S&S Reinstate 12 Mo	D11JLL

Passport Advantage trade-up licenses

IBM Case Manager

Precursor product	Trade-up product	Trade-up part number
IBM Case Manager Authorized EMC Documentum	IBM Case Manager Auth UVU TradeUp from EMC Documentum Lic+SW S&S 12Mo	D0NMJLL

IBM Case Manager

Precursor product	Trade-up product	Trade-up part number
IBM Case Manager Employee EMC Documentum	IBM Case Manager Emp UVU TradeUp from EMC Documentum Lic+SW S&S 12Mo	D0NMKLL

IBM Case Manager

Precursor product	Trade-up product	Trade-up part number
IBM Case Manager External Population EMC Documentum	IBM Case Manager Ext POP Resource VU Trade Up from EMC Documentum, Lic + SW S&S 12 Mo	D11TJLL

Passport Advantage supply

Program name/description	Part number
IBM Case Manager V5.2.0 IBM Case Manager V5.2 Multipatform Multilingual Media Pack	BQ03EML

Passport Advantage customer: Media pack entitlement details

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Cross-platform products

Cross-platform products for use on System z

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Cross-platform product for use on System z IFL engines or zEnterprise® BladeCenter® Extension

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IBM Case Manager

Part description	Part number
IBM Case Manager Authorized	
IBM Case Manager Auth UVU Linux on System z Annual SW S&S Rnw1	E0ARALL
IBM Case Manager Auth UVU Linux on System z Lic + SW S&S 12 Mo	D0GR3LL
IBM Case Manager Auth UVU Linux on System z SW S&S Reinstate 12 Mo	D0GR4LL

IBM Case Manager

Part description	Part number
IBM Case Manager Employee	
IBM Case Manager Emp User Value Unit Linux System z Annual SW S&S Rnw1	E0ARQLL
IBM Case Manager Emp User Value Unit Linux System z Lic + SW S&S 12 Mo	D0GS1LL
IBM Case Manager Emp User Value Unit Linux System z SW S&S Reinstate 12 Mo	D0GS2LL

IBM Case Manager

Part description	Part number
IBM Case Manager External Population	
IBM Case Manager ExtPop RVU Linux on System z SW S&S Reinstate 12 Mo	D11GTLL
IBM Case Manager ExtPop RVU Linux on System z Annual SW S&S Rnw1	E0IDGLL
IBM Case Manager ExtPop RVU Linux on System z Lic + SW S&S 12 Mo	D11GSLL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for FNCM Authorized	
IBM Case Mgr AO for FNCM Auth UVU Lnx on Sys z Annual SW S&S Rnw1	E0C8JLL
IBM Case Mgr AO for FNCM Auth UVU Lnx on Sys z Lic + SW S&S 12 Mo	D0JV7LL
IBM Case Mgr AO for FNCM Auth UVU Lnx on z SW S&S Reinstate 12 Mo	D0JV8LL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for FNCM Employee	
IBM Case Mgr AO for FNCM Emp UVU Lnx on Sys z Annual SW S&S Rnw1	E0C8KLL
IBM Case Mgr AO for FNCM Emp UVU Lnx on Sys z Lic + SW S&S 12 Mo	D0JV9LL

IBM Case Mgr AO for FNCM Emp UVU Lnx on z SW S&S
Reinstate 12 Mo D0JVALL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for FNCM External Population	
IBM Case Mgr AO for FNCM Ext Pop RVU Lnx on Sys z Annual SW S&S Rnw1	E0IFHLL
IBM Case Mgr AO for FNCM Ext Pop RVU Lnx on Sys z Lic + SW S&S 12 Mo	D11L1LL
IBM Case Mgr AO for FNCM Ext Pop RVU Lnx on z SW S&S Reinstate 12 Mo	D11L2LL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for Content Manager Enterprise Edition Authorized	
IBM Case Mgr Add-On Cont Mgr EnterprEd AUVU Lnx Sys z Annual SW S&S Rnm1	E0C8FLL
IBM Case Mgr Add-On Cont Mgr EnterprEd AUVU Lnx Sys z Lic + SW S&S 12 Mo	D0JUZZL
IBM Case Mgr Add-On Cont Mgr EnterprEd AUVU Lnx Sys z SW S&S Reinstate 12 Mo	D0JV0LL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for Content Manager Enterprise Edition Employee	
IBM Case Mgr Add-On Cont Mgr EntprEd Emp UVU Lnx Sys z Annual SW S&S Rnw1	E0C8HLL
IBM Case Mgr Add-On Cont Mgr EntprEd Emp UVU Lnx Sys z Lic + SW S&S 12 Mo	D0JV2LL
IBM Case Mgr Add-On Cont Mgr EntprEd Emp UVU Lnx Sys z SW S&S Reinstate 12 Mo	D0JV4LL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for CMEE External Population	
IBM Case Mgr AO for CMEE External Population RVU Lnx Sys z Lic+SW S&S 12 Mo	D11KXLL
IBM Case Mgr AO for CMEE External Population RVU Lnx Sys z Annual SW S&S Rn	E0IFFLL
IBM Case Mgr AO for CMEE External Population RVU Lnx Sys z SW S&S Reinstate 12 Mo	D11KYLL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for IBM Case Foundation Authorized	
IBM Case Mgr AO for Case Fdtn Auth UVU Lnx on Sys z SW S&S Reinstate 12 Mo	D0I3CLL
IBM Case Mgr AO for Case Fdtn Auth UVU Lnx on Sys z Annual SW S&S Rn	E0BNDLL
IBM Case Mgr AO for Case Fdtn Auth UVU Lnx on Sys z Lic + SW S&S 12 Mo	D0IEBLL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for IBM Case Foundation Employee	
IBM Case Mgr AO for Case Fdtn Emp UVU Lnx on Sys z SW S&S Reinstate 12 Mo	D0IEGLL
IBM Case Mgr AO for Case Fdtn Emp UVU Lnx on Sys z Annual SW S&S Rn	E0BNFLL
IBM Case Mgr AO for Case Fdtn Emp UVU Lnx on Sys z Lic + SW S&S 12 Mo	D0IEFLL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for IBM Case Foundation External Population	
IBM Case Mgr AO for Case Fdtn EP RVU Lnx on Sys z SW S&S Reinstate 12 Mo	D11H4LL
IBM Case Mgr AO for Case Fdtn EP Resource VU Lnx on Sys z Annual SW S&S Rn	E0IDL3LL
IBM Case Mgr AO for Case Fdtn EP Resource VU Lnx on Sys z Lic + SW S&S 12 Mo	D11H3LL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for Content Foundation Authorized	
IBM Case Mgr AddOn for Content Fdtn AUVU Lnx Sys z Annual SW S&S Rnw1	E0ID9LL
IBM Case Mgr AddOn for Content Fdtn AUVU Lnx Sys z Lic + SW S&S 12 Mo	D11GDLL
IBM Case Mgr AddOn for Content Fdtn AUVU Lnx Sys z SW S&S Reinstat 12 Mo	D11GELL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for Content Foundation Employee	
IBM Case Mgr AddOn for Content Fdtn EUVU Lnx Sys z Annual SW S&S R	E0IDBLL
IBM Case Mgr AddOn for Content Fdtn EUVU Lnx Sys z Lic + SW S&S 12 Mo	D11GHLL
IBM Case Mgr AddOn for Content Fdtn EUVU Lnx Sys z SW S&S Reinstat 12 Mo	D11GILL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for Content Foundation External Population	
IBM Case Mgr AO for Ctnt Fdtn Ext Pop RVU Lnx Sys z Lic + SW S&S 12 Mo	D11GLLL
IBM Case Mgr AO for Ctnt Fdtn Ext Pop RVU Lnx Sys z Annual SW S&S Rn	E0IDDLL
IBM Case Mgr AO for Ctnt Fdtn Ext Pop RVU Lnx Sys z SWS&S Reinstate 12 Mo	D11GMLL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for PIE Authorized	

IBM Case Mgr A0 for PIE Authorized UVU Lnx on Sys z Annual SW S&S Rnw1	E0BN7LL
IBM Case Mgr A0 for PIE Authorized UVU Lnx on Sys z Lic + SW S&S 12 Mo	D0IDZLL
IBM Case Mgr A0 for PIE Authorized UVU Lnx Sys z SW S&S Reinstate 12 Mo	D0IE0LL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for PIE Employee	
IBM Case Mgr A0 for PIE Employee UVU Lnx on Sys z Annual SW S&S Rnw1	E0BN9LL
IBM Case Mgr A0 for PIE Employee UVU Lnx on Sys z Lic + SW S&S 12 Mo	D0IE3LL
IBM Case Mgr A0 for PIE Employee UVU Lnx on Sys z SW S&S Reinstate 12 Mo	D0IE4LL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for PIE External Population	
IBM Case Mgr A0 for PIE Ext Pop Resource VU Lnx on Sys z Annual SW S&S Rnw1	E0IEQLL
IBM Case Mgr A0 for PIE Ext Pop Resource VU Lnx on Sys z Lic + SW S&S 12 Mo	D11JKLL
IBM Case Mgr A0 for PIE Ext Pop Resource VU Lnx on Sys z SW S&S Reinstate12Mo	D11JLLL

Trade-up licenses for cross-platform products

IBM Case Manager

Precursor product	Trade-up product	Part number
IBM Case Manager Authorized EMC Documentum	IBM Case Manager Auth UVU Lnx Sys z TradeUp frm EMC Documentum Lic + SW S&S 12 Mo	D0NJMLL

IBM Case Manager

Precursor product	Trade-up product	Part number
IBM Case Manager Employee EMC Documentum	IBM Case Mgr Emp UVU Lnx Sys z Trade Up from EMC Documentum Lic+SW S&S 12 Mo	D0NJNLL

IBM Case Manager

Precursor product	Trade-up product	Part number
IBM Case Manager External Population EMC Documentum	IBM Case Mgr Ext Pop RVU Lnx Sys z TU from EMC Doc Lic+SW S&S 12 Mo	D11GULL

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Program name	Program number	Form number
IBM Case Manager	5725-A15	L-LSAS-97BUJV

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