Article abstract: The current article discusses about the integration of two products Cognos RTM and Case Manager to help in building real time dash boards with the properties exposed from Case Manager. This article would help the technical people in building the real time Dashboards for business users. The readers of the article should have the understanding of Case Manger and Cognos RTM.

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IBM Cognos Real-time Monitoring 10.0 and IBM Case Manager Integration 5.0

Case management is built around the concept of processing a case, a 360 degree view of information and coordinated tasks, by knowledge workers or case workers. A case typically has a “subject”, similar to the subject of a sentence or a narrative. IBM FileNet Case Monitor (previously known as IBM FileNet Process Monitor) integrated with IBM case manager allows us to communicate with Cognos Real Time Monitoring and provides view of data that are specific to Case Manager. The current article focuses on the steps to be carried out from Case Monitor to export case properties and how import the same on the Cognos RTM and create dashboard objects. Before we start using IBM Case Monitor we need to also install IBM Case Analyzer on the IBM Case Manager by using FileNet Process Task Manager to configure the IBM Case Analyzer settings. Case Monitor interact with Case Analyzer to fetch case properties.

IBM Case Monitor objects, when imported to Cognos Real time, would be customized or used as, to provide various metrics like the number of active cases, tasks, work items, and workflows:

- The number of active cases and tasks in each state
- The average processing time for active work items and workflows
- The average time that tasks spend in each state
- The average idle time for active work items

Going forward we would discuss on how Case monitor objects are exposed and import the same object to Cognos RTM for further creating dashboard objects.

The following diagram (fig-1) show the steps at high level that need to be carried out to integrate the two products. The step 5 is required if we are using RTM dashboard objects in a different applications and is currently not covered in the document.
The following are the steps that need to be carried out to integrate the two products; installation and configurations of Case Manager are currently not included in this document.

**Configure Case Analyser**

Enable the Process Events for Content Engine option.

Note: The installation instruction are not scope of this document, please refer to link for the configurations.

**Import the IBM FileNet Case Monitor project**

For installation without any customization in the metadata database, follow the instruction to install Case Monitor objects and projects.

1. Configure the data source on the Cognos RTM for a particular application type such as IBM WebSphere Application server or Jboss Application server. The JNDI name for the data source should be `com.ibm.filenet.bam.padatasource`.

2. Import the Case Monitor Project
   i. Log in to Cognos RTM work bench
   ii. Click admin console and then Click import/Export
   iii. In the Metadata Import/Export dialog, click the Operation drop-down list and select Import Metadata from a JAR File (upload). Fig-2
i. Browse and select the caseMonotior.jar copied from the case analyzer server to import objects.
ii. The default path of caseMonotor.jar on the Case Analyser is C:\Program Files\IBM\FileNet\Case Analyzer Engine\Case Monitor, if the installed with default location on windows.
   i. Click Ok to complete the installation

2. Enable the JDBC agent by navigating to <IBM FileNet Case Monitor>\Common folder and select CADB_JDBC_Agent, click enable. From the workbench. fig-2

Customize Cognos Real Time for data fields for reporting

The following steps shows how we can create a lookup table and a dimension in RTM to be used in the dashboard objects.

1. Open IBM® Cognos® Real-time Monitoring Workbench and select the XXXX folder.
2. Click Activities and click Create New > Lookup Table.
3. Select JDBC (Java Database Connectivity) for the type of lookup table source. Click Continue. Fig-4
4. Select an agent from the JDBC Connection list.
5. Enter the following query in Query:

```
select * from D_DMDataField_<dimension>where <dimension> is the name of the dimension you have exposed on Case Analyzer. Click Continue. As shown in Fig-5
```

6. Enter the name and description of the new lookup table.
7. The properties like dimension, can be selected from the field information tab, in the Data Caching tab the properties like Cache data for this lookup table, clear the Enable prefetch option etc can be set. As shown in Fig-6
8. Click save the look-up table to save.
9. A dimension can be created by clicking on the Activities ->
click Create New > Dimension. Browse to the look-up to create in
the previous steps to create a new dimension.

Log-in to my real time dashboard and you can create a dashboard
objects and dashboard using the dimensions created in the previous
section.