Tivoli Process Automation Engine 7.5 Workflow Design and Implementation

TR223G

Delivery Type: Classroom
Duration: 3 days

Overview

IBM Maximo Asset Management 7.5 provides functions you can use to automate work processes related to any application and record type. This 3-day course provides solid, general concepts for you to start developing your own workflow processes. Through hands-on lab exercises, you gain experience with all related development and security applications. If your workflow processes are developed by consultants, this course can facilitate working with those consultants to obtain the optimal value from the product. This course is not intended to teach you how to redesign your business processes. However, a workflow implementation methodology is used throughout the course and can act as a guide for your workflow implementations.

Pre-Requisites

Students should have:
Maximo 7.5 Fundamentals (TR571GB) or equivalent experience.

Objectives

✓ List the benefits of using workflow to automate the business process for service requests, work orders, purchase requisitions, and purchase orders
✓ Create a new workflow process by adding nodes and using the Workflow Designer application to connect them
✓ Use security functions to create data that is needed for assignments, notifications, and application access
✓ Develop escalations to reassign tasks and to automatically initiate workflow processes
✓ Configure additional information and records to be used with workflow processes, such as notifications, roles, and actions
✓ Start a workflow process on a work order and on a service request
✓ View in-progress workflows
✓ Use the Workflow Inbox to access and perform task assignments
✓ Stop processes and reassign tasks using the Workflow Administration application
✓ Migrate workflow processes using the Migration Manager

Target Audience

This intermediate-level course is for:

- ✓ Workflow implementation team members
- ✓ Workflow managers for Service Desk or IBM Tivoli Asset Management for IT operations
- ✓ Evaluators of IBM Maximo Asset Manager Workflow for use in their organizations
- ✓ IBM Maximo Asset Manager administrators