

## COURSE ABSTRACT

# Merative Cúram 8.X Technical Overview

CUR089

**Course Description**

This course provides learners with a high-level technical understanding of Merative Cúram.

Cúram provides a feature-rich development environment that allows organizations to implement solutions for health and human services organizations. A good understanding of the Cúram development environment, its technologies, and associated concepts is essential for all technical roles involved with Cúram. In addition, knowledge of the Cúram development environment provides learners with a foundation for specific Cúram technical training. This course describes the technologies that provide the business features for end-to-end case handling. It also describes considerations when implementing solutions, from understanding out-of-the-box artifacts to configuration, customization, deployment, and support.

Learners will explore end-user features during the exercises before investigating the technologies that provide these features. In this way, learners develop an end-to-end view of how the product is used and will be able to relate the underlying technologies to the business features.

**General Information**

**Delivery Method:** Classroom/Instructor-Led Training (ILT) and self-paced with lab.

**Audience:** This introduction-level course is aimed at anyone who requires a technical overview of Cúram, including developers, architects, project executives, database administrators, testers, system administrators (technical), and other technical personnel. Business Analysts may also find this course useful.

**Topics:** The course covers the following topics:

- The high-level architecture of Cúram.
- Systems of Engagement.
- Managing cases.
- Business and technical services.
- Implementing Cúram solutions.

- Learning Objectives:** After completing the course, learners should be able to:
- Define the Cúram modules and Platform components.
  - Briefly describe the runtime architecture.
  - Outline the technologies that support systems of engagement and the benefit delivery lifecycle.
  - Describe the underlying business and technical services.
  - List the features of the Cúram Application Development Environment (ADE).
  - Describe how organizations configure and customize Cúram.
  - List considerations for test, migration, and deployment.
  - Outline the release, upgrade, and support processes.
  - Access information about the product and product training.

**Prerequisites:** Learners must have a basic understanding of n-tier application development and associated architectures, including web development technologies. It is recommended that learners complete the following short (and free) functional course before taking this course:

- *Introduction to the Merative Cúram Platform 8.X: Functional Overview*

**Duration:** 16 hours self-paced or 2 days instructor-led.

**Skill Level:** Basic

**Version:** This course was initially developed for Cúram 8.1.2. The course covers core concepts that do not change much from version to version. Relevant new features that are introduced since the course was first published are included in the Addendum to the course.

#### Notes

- Many of the topics introduced in this course are expanded in the specific Developer courses, such as ADE, Rules, and Workflow courses. However, this course also covers additional topics that are not covered in the specialized courses.
- The course duration gives learners an estimate of how much time they need to allocate to the course. The course duration does not specify the actual time required to complete the course, which varies by learner. The course agenda shows the schedule for a classroom (ILT) delivery. Additional time is allowed for daily reviews and exercise reviews. Learners taking this course in a self-paced environment should allow more time to complete exercises.

## Course Agenda

### Unit 1 – Introduction to Cúram

#### Lesson 1 – Course Introduction

Duration: 10 minutes

Learning objectives: After completing this lesson, learners should be able to:

- List the course objectives.
- Outline the course format and resources.

#### Lesson 2 – Cúram Overview

Duration: 15 minutes

Learning objectives: After completing this lesson, learners should be able to:

- State the purpose of Cúram.
- Outline the needs-to-outcomes approach.
- Identify the high-level Cúram components
- List Cúram features that support the benefit lifecycle.
- Outline how Cúram-based solutions are implemented.
- Give examples of how Cúram is used by customers.

#### Exercise 1 – View Examples of How Cúram is Used

Duration: 15 minutes

#### Lesson 3 – Runtime Architecture

Duration: 15 minutes

Learning objectives: After completing this lesson, learners should be able to:

- Briefly describe the Cúram runtime architecture.

#### Exercise 2 – Start the Cúram Application

Duration: 15 minutes

### Unit 2 – Systems of Engagement

#### Lesson 1 – Users and User Portals

Duration: 15 minutes

Learning objectives: After completing this lesson, learners should be able to:

- List the types of users and why they use Cúram.
- Briefly outline the purpose of the Cúram user portals.

#### Exercise 3 – Start the Citizen Portal

Duration: 15 minutes

## Lesson 2 – User Interface Features and Technologies

**Duration: 20 minutes**

Learning objectives: After completing this lesson, learners should be able to:

- Briefly describe the mechanisms for gathering data.
- List the features provided by Cúram user interfaces (UIs).
- Outline the design systems that Cúram uses to create applications.
- Outline how the Cúram UI supports accessibility and localization.
- Use the Cúram user interface and identify the artifacts that are used to generate the worker UI.
- View Cúram Web Design System components.

## Exercise 4 – Explore User Interface Features and Technologies

**Duration: 30 minutes**

## Lesson 3 – The Common Data Store and Intelligent Evidence Gathering

**Duration: 15 minutes**

Learning objectives: After completing this lesson, learners should be able to:

- State the purpose of Intelligent Evidence Gathering (IEG).
- List key IEG features and components.
- State the purpose of the Cúram Datastore.
- Outline the steps for developing IEG scripts.
- View and run an IEG Script and Datastore Schema.

## Exercise 5 – Explore IEG Scripts and Datastore Schemas

**Duration: 35 minutes**

## Lesson 4 – Citizen Engagement and Universal Access

**Duration: 20 minutes**

Learning objectives: After completing this lesson, learners should be able to:

- List the requirements for citizen portals.
- Describe the features provided by Cúram Universal Access.
- Outline how Universal Access can be configured and customized to meet project needs.
- Outline the deployment options for Cúram Universal Access.
- Use the UA Web App to perform an online application.

## Exercise 6 – Explore the Citizen Portal

**Duration: 25 minutes**

## Lesson 5 – Application Intake

**Duration: 20 minutes**

Learning objectives: After completing this lesson, learners should be able to:

- State the purpose of Cúram Common Intake.
- List the steps of the intake process.

- Outline the purpose of the Cúram Data Mapping Engine.
- List the artifacts for configuring Screening to Authorization.
- Explore application cases.

### **Exercise 7 – Explore Application Cases**

**Duration: 20 minutes**

## **Unit 3 – Managing Cases**

### **Lesson 1 – Cases and Programs**

**Duration: 15 minutes**

Learning objectives: After completing this lesson, learners should be able to:

- Describe the relationship between products, cases, evidence, and rules.
- List the steps for delivering benefits by using cases.
- List high-level requirements for building a product.
- Explore case configuration.

### **Exercise 8 – Explore Integrated Cases and Product Delivery Cases**

**Duration: 15 minutes**

### **Lesson 2 – Evidence**

**Duration: 25 minutes**

Learning objectives: After completing this lesson, learners should be able to:

- List the features that Cúram provides for managing the evidence lifecycle.
- State the purpose of the Verification Engine.
- Distinguish between dynamic and non-dynamic evidence types.
- Access the Dynamic Evidence Editor.
- Outline how evidence is shared by using the Evidence Broker.

### **Exercise 9 – Explore Evidence**

**Duration: 20 minutes**

### **Lesson 3 – Eligibility and Entitlement**

**Duration: 15 minutes**

Learning objectives: After completing this lesson, learners should be able to:

- Outline how Cúram performs eligibility and entitlement.
- List the features of the Eligibility and Entitlement Engine.
- State the purpose of the Case Card.
- Outline the features of Cúram Financial Management.

### **Exercise 10 – Explore Eligibility and Entitlement**

Duration: 15 minutes

## Unit 4 - Business and Technical Services

### Lesson 1 – Rules

Duration: 15 minutes

Learning objectives: After completing this lesson, learners should be able to:

- State where rules are used in Cúram.
- Describe the structure of Cúram Express (CER) rules.
- Describe the approach for developing CER rules.
- Outline how Cúram applications interface with CER rules.
- Explore CER rules.

### Exercise 11 – Explore Cúram Express Rules (CER)

Duration: 20 minutes

### Lesson 2 – Workflow

Duration: 15 minutes

Learning objectives: After completing this lesson, learners should be able to:

- Describe the components of the Cúram Workflow Management System (WMS).
- Outline the elements of workflows.
- Describe the tools for defining and managing workflows.
- Describe how WMS components are used during workflow execution.
- Outline how the WMS allocates tasks to workers.
- View a process instance, process definition, and allocated task.

### Exercise 12 – Explore Workflows

Duration: 20 minutes

### Lesson 3 – Calendaring and Correspondence

Duration: 15 minutes

Learning objectives: After completing this lesson, learners should be able to:

- Outline the Calendaring feature provided by Cúram.
- List the features for correspondence management.
- Explain the process for generating documents.
- Generate a document and view its template.
- Outline how Cúram can connect to a content management system (CMS).

### Exercise 13 – Explore Correspondence

Duration: 20 minutes

## Lesson 4 – Enterprise Application Integration

Duration: 15 minutes

Learning objectives: After completing this lesson, learners should be able to:

- Outline the support Cúram provides for EAI.
- Outline the support for SOAP and RESTful web services.
- Describe the connectors.
- List the pre-built adapters.
- Explore REST APIs.

## Exercise 14 – Explore SOAP and RESTful Web Services

Duration: 20 minutes

## Lesson 5 – Security and Auditing

Duration: 15 minutes

Learning objectives: After completing this lesson, learners should be able to:

- Outline the types of authentication that Cúram supports.
- Briefly describe the authorization features in Cúram.
- Outline how Public Access Security operates in Cúram.
- Outline the auditing features provided by Cúram.
- Access users and security configuration.

## Exercise 15 – Explore Users and Security Roles

Duration: 20 minutes

## Unit 5 - Implementing Cúram Solutions

### Lesson 1 – Project Development Overview

Duration: 15 minutes

Learning objectives: After completing this lesson, learners should be able to:

- Outline the typical stages of Cúram implementation projects.
- State the critical success factors for Cúram-based projects.
- Access product information.

### Exercise 16 - Explore Product Information

Duration: 20 minutes

### Lesson 2 – The Application Development Environment (ADE)

Duration: 20 minutes

Learning objectives: After completing this lesson, learners should be able to:

- List the goals of the Cúram ADE.
- List the server and client development features.
- Identify the purpose of the key tools and technologies for customizing Cúram.
- Explore development artifacts.

### **Exercise 17 - Explore Development Artifacts**

**Duration: 20 minutes**

### **Lesson 3 – Configure and Customize**

**Duration: 15 minutes**

Learning objectives: After completing this lesson, learners should be able to:

- List the resources to help understand out-of-the-box (OOTB) artifacts.
- Give examples of configuration and customization when adapting Cúram.
- Outline the customization approach.
- Explore Curam Analysis Documentation Generator (CADG) output and APIs.

### **Exercise 18 - Explore the Cúram Analysis Documentation**

**Duration: 20 minutes**

### **Lesson 4 – Test, Migrate, and Deploy**

**Duration: 20 minutes**

Learning objectives: After completing this lesson, learners should be able to:

- State the purpose of DevOps and delivery pipelines.
- Define the typical levels of testing for Cúram implementations.
- Outline the performance considerations.
- Describe the general approach for data conversion and migration.
- Outline the deployment options.
- Export data to the file system by using the Data Manager.

### **Exercise 19 - Explore Migration and Deployment**

**Duration: 20 minutes**

### **Lesson 5 – Support and Upgrade**

**Duration: 15 minutes**

Learning objectives: After completing this lesson, learners should be able to:

- Outline the main Support process and tools.
- Interpret Cúram product numbering.
- Briefly describe the upgrade process.
- Access product support information.

### **Exercise 20 - Access Product Support Information**

**Duration: 20 minutes**



## Unit 6 – Additional Features and Conclusion

### Lesson 1 – Additional Modules and Features

**Duration: 20 minutes**

Learning objectives: After completing this lesson, learners should be able to:

- Outline how AI and analytics can be used in Cúram.
- Outline the technologies used in Cúram Outcome Management and Decision Assist.
- Explain how the Income Support Application Modules makes use of other Cúram modules and services.
- Provide a high-level summary of the Child Welfare Solution.

### Lesson 2 – Course Conclusion

**Duration: 10 minutes**

Learning objectives: After completing this lesson, learners should be able to:

- List the features that Cúram provides for managing the evidence lifecycle.
- State the purpose of the Verification Engine.
- Distinguish between dynamic and non-dynamic evidence types.
- Access the Dynamic Evidence Editor.
- Outline how evidence is shared by using the Evidence Broker.