

## Implementation Case Study (Siebel 8.0)

**Duration:** 5 Days

### What you will learn

This course gives students an opportunity to perform the tasks required for a Siebel deployment, including installing and configuring a Siebel application. After reading a detailed case scenario involving a fictional company, course participants install the Siebel software, use Siebel Tools to create a custom Siebel application that meets a defined set of business requirements, perform an initial data load for the customized application, and implement the required business process automation.

Students form teams and use the background information provided for the case study company to complete implementation tasks for a real world proof-of-concept. The case study approach allows students to practice many of the skills they acquired in previous training, as well as go into more depth to study areas of particular interest. Upon completion of the case study, student teams share their work with fellow classmates to learn different approaches to the same challenges.

Learn To: Install Siebel software and perform initial configuration tasks  
Customize a Siebel application  
Load data into the Siebel database  
Automate business processes using the Siebel application  
Implement business requirements from a case study scenario  
Work as a team to implement a proof-of-concept Siebel application

### Audience

Functional Implementer  
Project Manager  
Support Engineer  
Technical Consultant

### Prerequisites

*Required Prerequisites*

Siebel 8.0 Essentials or equivalent

*Suggested Prerequisites*

Siebel 8.0 Essentials

### Course Objectives

Install software to set up a Siebel enterprise

Create the company structure

Create a catalog with restricted access

Import legacy corporate data

Configure a Siebel application to meet a company's business requirements

Implement business process automation using Siebel Workflow, Assignment Manager, State Model, and Task UI

### Course Topics

#### Installing the Siebel Application

Installing the Siebel Gateway and Enterprise

Installing the Siebel Server

Installing the Siebel Web Server Extension  
Installing Siebel Tools

### **Importing Legacy Data**

Performing Data Mapping  
Creating Import Configuration (.ifb) Files  
Running Import Jobs  
Administering Imported Data

### **Configuring Siebel Applications**

#### **Implementing Business Process Automation**

Creating assignment rules  
Running Assignment Manager  
Creating and invoking workflow processes  
Creating work-flow policies  
Using State Model to constrain state transitions  
Creating a guided user interface with Task UI