

What's New in BPM ~ An Update for System Z Customers

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Americas Sales Executive – WebSphere Process Integration

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Hursley Lab – CICS Transaction Server

Agenda

- IBM BPM Suite
 - WebSphere Dynamic Process Edition (WDPE)
- What's New in WebSphere BPM 6.1.2/6.2?
 - Introducing Business Space
 - WebSphere Business Modeler
 - WebSphere Business Monitor
 - WebSphere Business Services Fabric + Tools
 - WebSphere Process Server + Tools (WID)
 - WebSphere Business Events
- CICS Event Processing

} WDPE

IBM's Business Process Management Suite

The logo for WebSphere Dynamic Process Edition is a circular emblem with a blue and green gradient. It features a central globe with a network of white lines and arrows, suggesting a dynamic and interconnected process. The text "WebSphere Dynamic Process Edition" is written in a bold, green, sans-serif font across the center of the emblem.

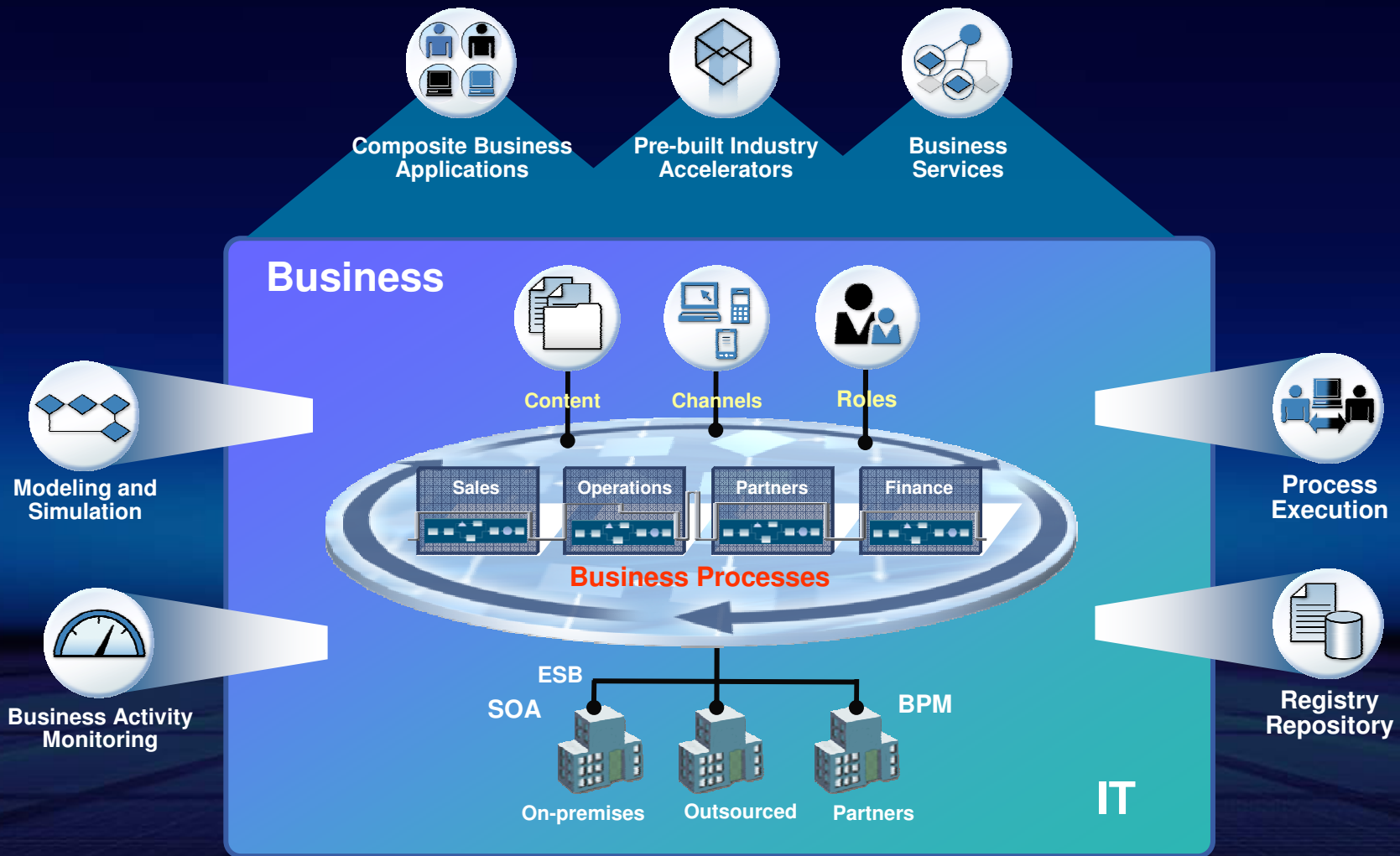
WebSphere Dynamic Process Edition

An end-to-end BPM/SOA offering

WDPE is how you achieve the agile business - providing flexible alignment of Business Intent with IT implementation, resulting in business value from your IT investments at the speed of business

WebSphere Dynamic Process Edition

Respond Quickly to Business Demands with Powerful Capabilities



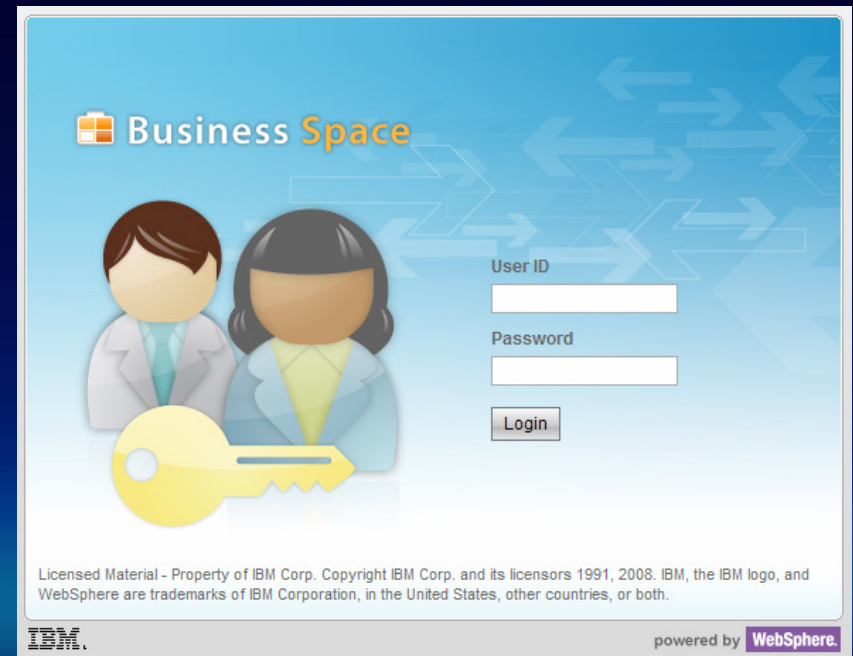
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} *WDPE*

What is Business Space?

- It is the unifying front end for IBM's products (starting with BPM)
 - Not a separate product, but a feature of many
 - User friendly, web browser based
- Beginning with 6.1.2 it is included in Publishing Server, Monitor, Fabric, and Process Server
- Cross-brand future for easy-to-use, easy-to-customize, pluggable user interfaces
- The first installed application automatically installs Business Space and registers its widgets
- Other applications simply register their widgets when installed



What are Widgets?

- Widgets are just out of the box views
- Multiple product views in one dashboard
- Non-technical people can build their own dashboards

Process Server

Monitor

Process Server

Business Configuration

- Business Rules

Business Monitoring

- KPIs
- Instances
- Diagrams
- Alerts
- Reports
- Dimensions
- Human Tasks

Business Monitoring Tools

- KPI Manager
- Alerts Subscription
- Export Values
- Getting Started For Monitor

Human Workflow

- My Team's Tasks
- Send Widget
- Team List
- My Tasks
- Available Tasks

Human Workflow

- Tasks Created By Me
- Task Creation
- Task Information
- Human Workflow Diagram

Viewers

- Web Site
- Presentation
- Spreadsheet
- Document
- Web Feed

Reviewing

- Review Drafts
- Publishing Server Access Control
- Inspect Released
- Draft Manager
- Released Manager
- Publishing Server Status
- Getting Started Publishing Server

Google Tools

- Google Calendar

Process Server

Misc. Tools

Pub Server

Google Tools

Google Tools

Sample Dashboard

The dashboard is titled "BusinessSpace" and "Joe's Space". It features several widgets:

- Business Rules:** A list of rules including "Business rules task 01" (Active) and "Business rules task 02" (Inactive). A callout points to this section.
- Google Calendar:** A calendar for June 2008. A callout points to it.
- Human Tasks:** A table of tasks with columns for Actions, Completed, Owner, Creation Time, and Claim Time. A callout points to it.
- Reports:** A bar chart titled "Basic analysis" showing "All Country Avg Sales" over 12 periods. A callout points to it.
- Web Feed:** A feed of news items from IBM, including "USDA-ARS, Mars and IBM Intend to Sequence and Study The Cocoa Genome". A callout points to it.

Calendar

People Tasks

Business Rules

Reports

Web Feed

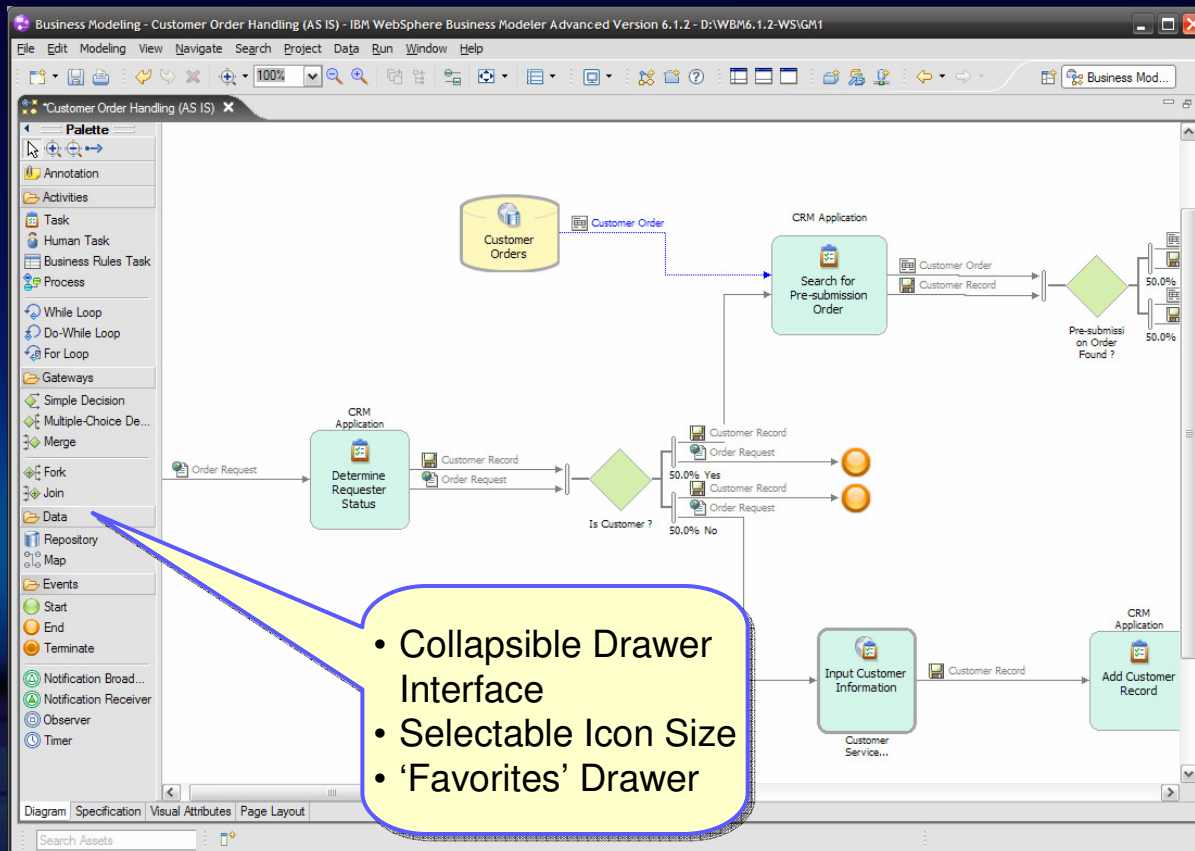
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Business-Level Modeling and Simulation

You can't optimize what you can't see



Process Owner



Business Analyst

Model, simulate and seamlessly deploy

ARIS XML Import
Microsoft Excel XML import
Custom graphical images
Visualize in BPMN format



WebSphere Business Modeler

Many Ease of Use Enhancements

The screenshot displays the IBM WebSphere Business Modeler interface. The main workspace shows a process diagram for "Customer Order Handling (Final)" with activities like "Retrieve Customer...", "Verify for Pre-Submi...", and "Validate". A decision diamond labeled "Human Verification Required?" has two paths: "78.0% No" and "22.0% Yes". The interface includes a menu bar, a toolbar, and a bottom panel with tabs for "Attributes", "Simulation Control", "Resources", and "Errors".

Breadcrumb Navigation
For use with loops and sub-processes

Simplified Toolbar
Removed Eclipse icons that have no relevance to Modeler

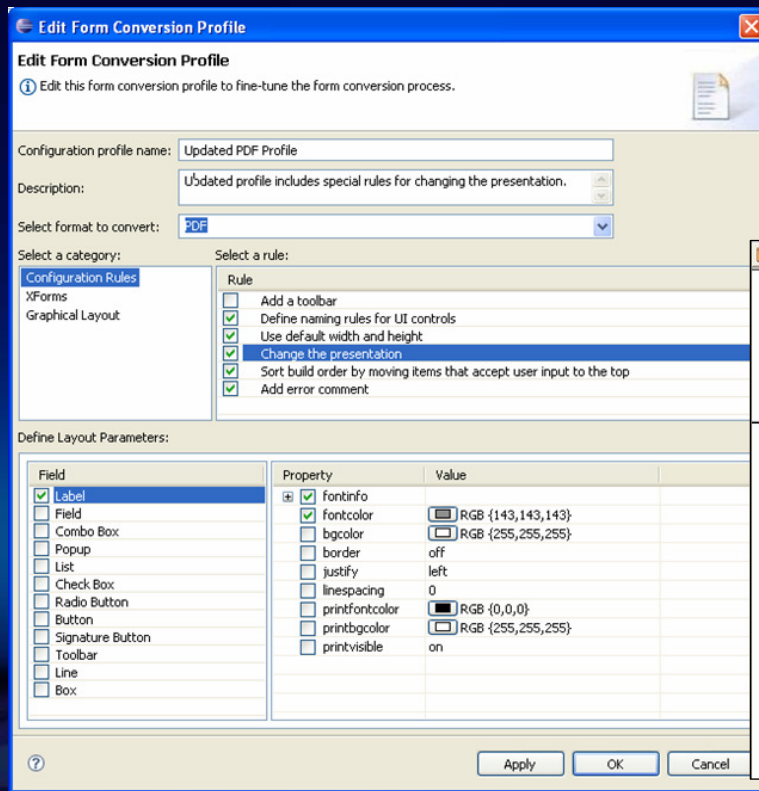
Custom Images
On process activities

More readable Layout

More Compact Attribute Tabs
Reduced scrolling to find hidden tabs

Create Business Forms Rapidly and Easily

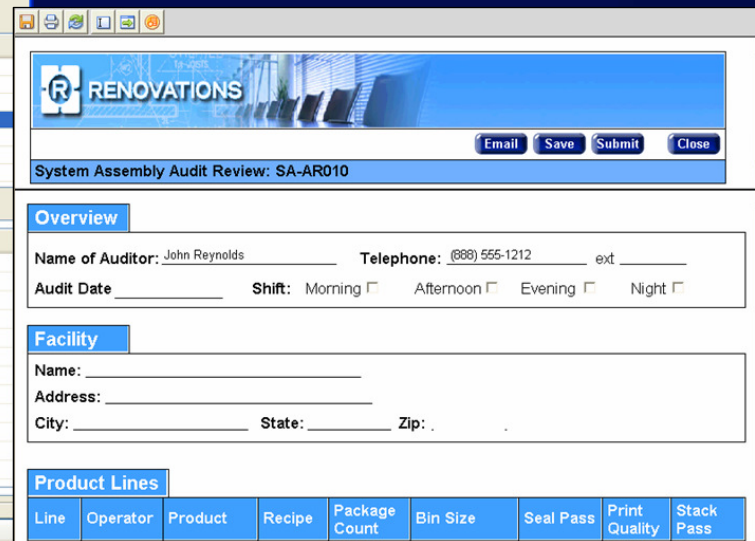
Designed by business people for business people



**Process
Owner**



**Business
Analyst**



**Human workflow storyboarding in
WebSphere Business Modeler**

**Share forms through WebSphere
Business Modeler Publishing Server**



**Lotus Forms Included in
WebSphere Business Modeler**

IBM Business Process Accelerator

Verify Design with Business Users

Human Workflow Storyboarding



Process Context
Understand process behavior

Form Presentation
Confirm validity of form design and layout given process context

Storyboard Definition
Requires Simulation Snapshot, but no active simulation (as with case analysis)

The screenshot displays the IBM WebSphere Business Modeler interface. The main workspace shows a process flow diagram with tasks like 'Recieve Order' and 'Check Inventory'. On the right, there are two form design windows: 'Input Form' and 'Output Form'. The 'Input Form' contains fields for OrderNumber, CustomerName, and ItemNumber. The 'Output Form' contains fields for CustomerOrder, OrderNumber, IsInStock, and CompletionDate. At the bottom, a 'Human Tasks with Forms' table is visible, listing tasks and their associated forms.

Seque...	Human Task	Input Form	Output Form
<input checked="" type="checkbox"/>	1 Recieve Order	Order Form	Customer Order
<input checked="" type="checkbox"/>	2 Bill Customer	Customer Order	Bill
<input checked="" type="checkbox"/>	3 Cancel Order	Customer Order	
<input type="checkbox"/>	4 Process Order/Check Inventory	Customer Order	Customer Order
<input type="checkbox"/>	5 Process Order/Review Order	Customer Order	Customer Order

Integration with Rational Asset Manager



The screenshot displays the IBM WebSphere Business Modeler interface. On the left is the **Repository Navigator** showing a tree view of assets. The main area is titled **Graphical Search** and shows search results for 'customer'. A **Text Search & Filtering** window is overlaid on the bottom right, showing a table of search results.

Name	Version	State	Community	Last Modified
Address	1.1	Approved	BPM Demo	5-Jun-2008 12:00
Address	1.0	Approved	BPM Demo	5-Jun-2008 12:00
Address	1.2	Approved	BPM Demo	25-Jun-2008 11:3
Modify Address	1.0	Approved	BPM Demo	5-Jun-2008 12:00
Update Customer Address	1.0	Approved	BPM Demo	25-Jun-2008 11:3

BPM Asset Repository

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Monitor, Predict and Act

Real-time visibility and actionable insight into processes

- Monitor KPIs, business situations, process information, events and activities in real-time
- Aggregate and correlate information from disparate sources
 - **Out-Of-The-Box:** WebSphere Process Server, WebSphere MQ Workflow, FileNet Business Process Manager, and more
 - **Custom:** Leverage WebSphere Adapters and WebSphere Enterprise Service Bus to access sources like SAP, Siebel CRM, and others
 - **NEW:** WebSphere Message Broker, WebSphere Business Events, WebSphere Business Services Fabric, WebSphere DataPower



Business Leader



Business User



BAM dashboards for mobile devices
Graphically debug monitoring models



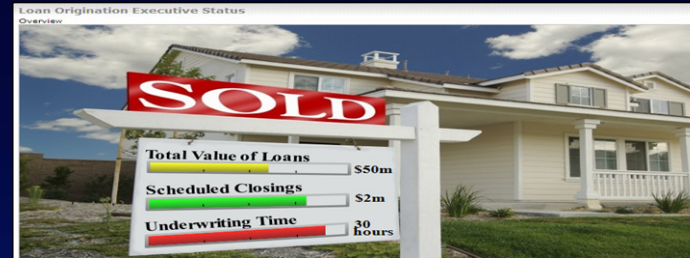
WebSphere Business Monitor

Role-Driven Dashboards

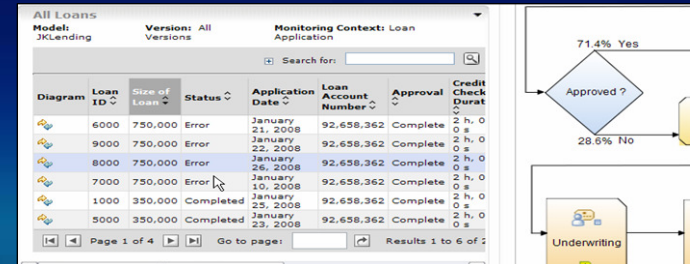
Monitor the Information that's important to you



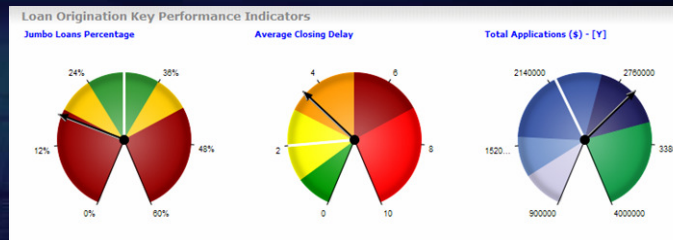
- Personalized to show desired mix of:
 - KPIs
 - Alerts
 - Human Tasks
 - Reports
 - Dimensions
 - Instances
 - Diagrams
 - Organizations



Business Leader



IT Leader



Business User

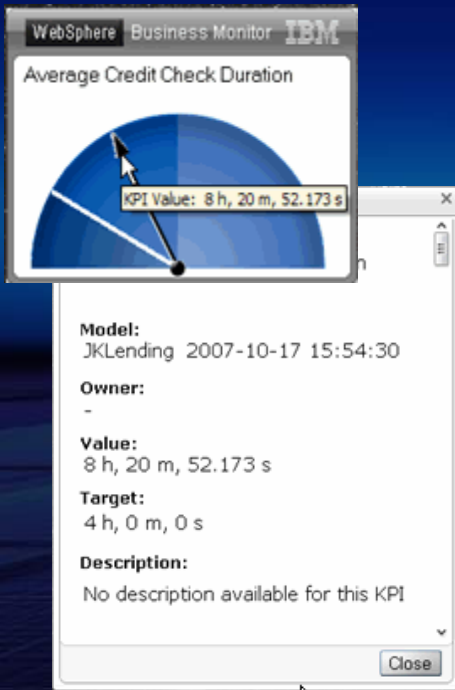
Keep Critical KPIs and Alerts in View

Integration with Google Gadgets

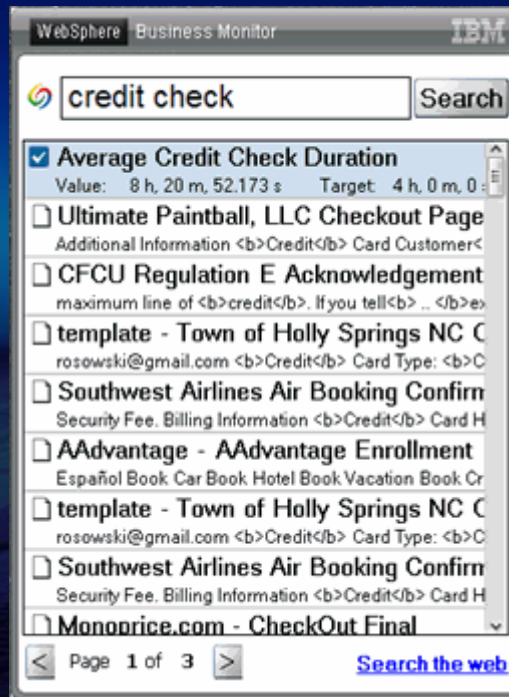


- View and search Monitor KPIs, files, emails, chats etc.
- Free-floating KPI and Alert widgets

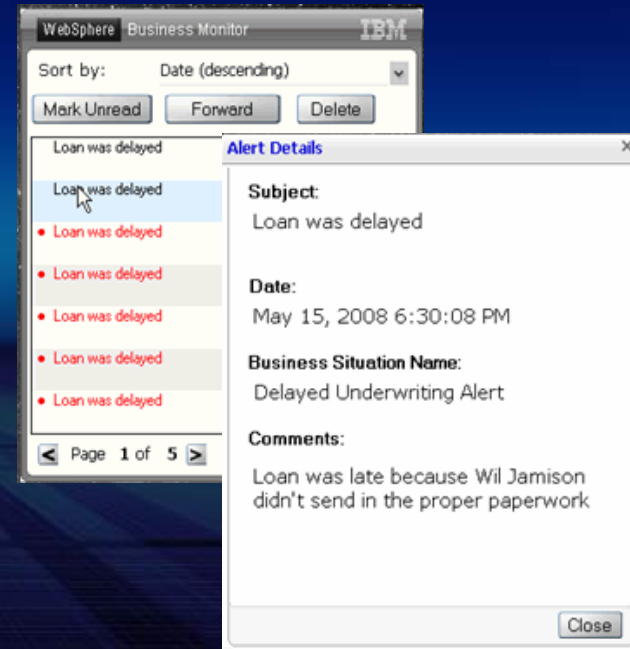
KPI Gadget
display individual KPI



Desktop Search Gadget
searches your desktop and your KPI's

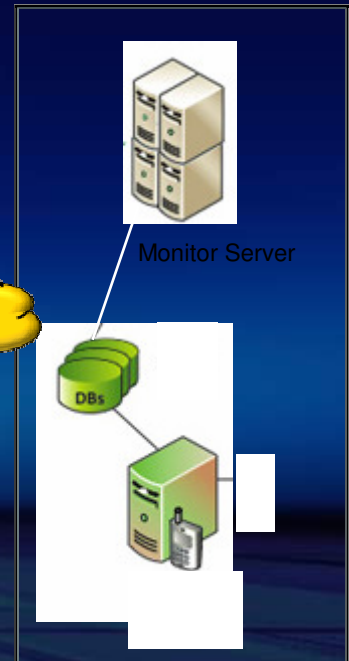
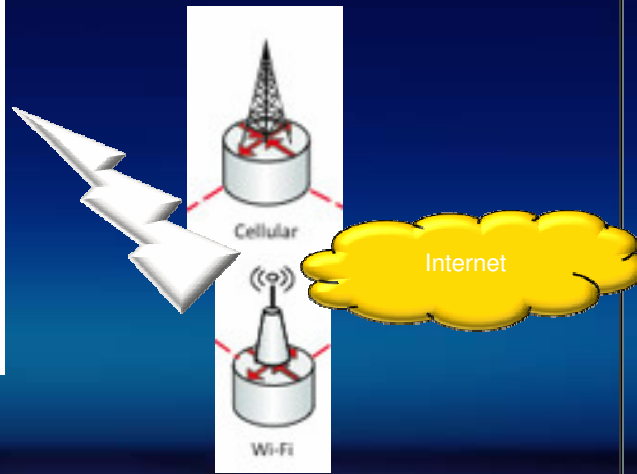
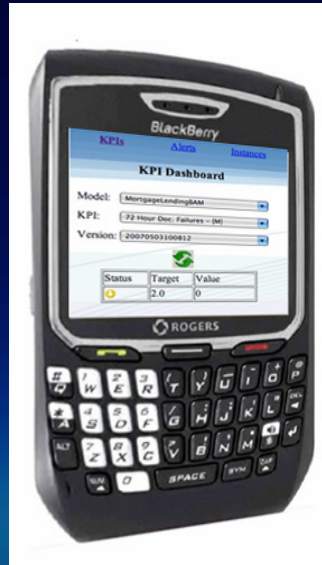


Alert Gadget
display alerts for specified user



Dashboards to Go!

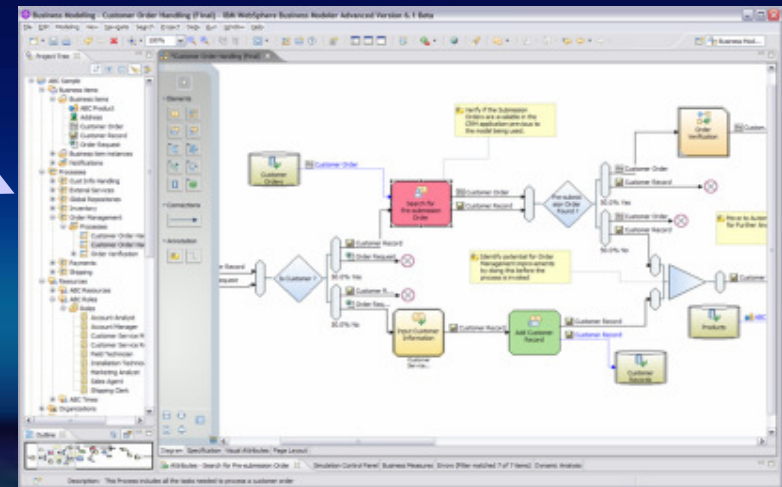
*** New!**



Visualize KPIs, Alerts, and Human Tasks from your phone

Feed Process Performance Data into Process Models

Simulate the processes you monitor with actual, real-time data



**Key Agility Indicators
IBM Benchmark Wizard**



**Collaborate on monitoring interfaces through
WebSphere Business Modeler Publishing Server**

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} *WDPE*

Empower the Business through *Business Policies*

Business-Level Policies...

For "Open Account" transactions across all product lines, accessed via Portal by Agents...

where customer is NEW, account is LARGE, and transaction is under \$250,000...

select Straight-Through- Processing service.

Implement Powerful Changes...

Add a new "Call Center" channel

Expand to multiple product lines

Change "New" Customers to "All" Customers

...made Easy for Business

- **View**
- **Change**
- **Simulate**

"Hot Deploy" and done

Actual Policy

Type	Required	Locked	Fill from Context	Value
AccountSizeAssertion	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	LARGE
CustomerTypeAssertion	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	NEW

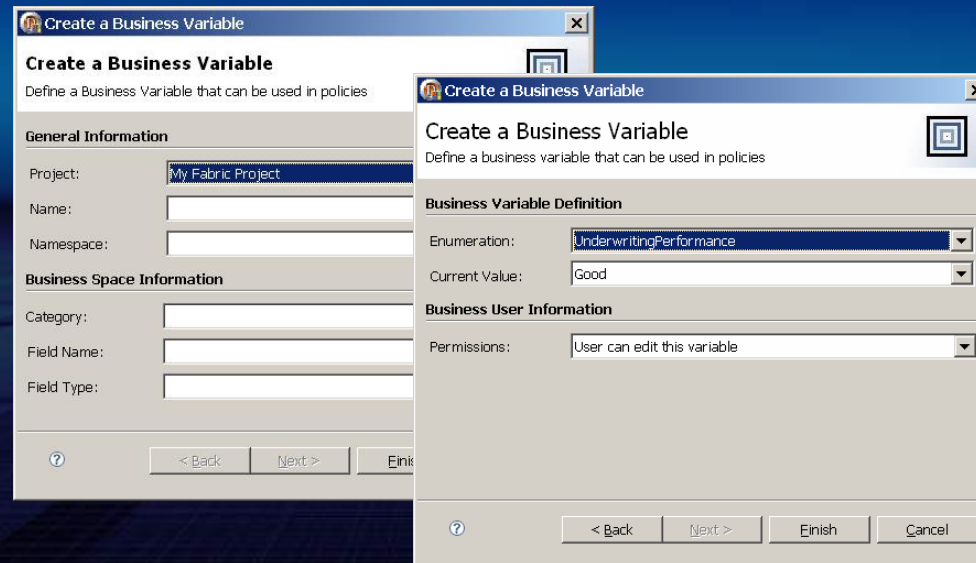
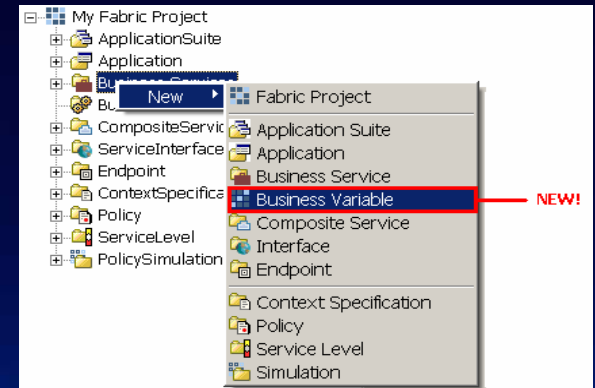
*** Enhanced!**

WebSphere Business Services Fabric

Wizard-based Business Variables provide Runtime Flexibility



- In 6.1, there is no such thing as a Business Variable
 - Policies contain fixed values
 - Policies have to be changed directly to make changes
- In Place of fixed values, use a Business Variable
 - Use Create Wizard to Create a New Business Variable
 - Build a Condition with a Variable
- Use simulation to test Policy and various variable settings to ensure Dynamic Assembly works as expected



LOB can Change Policies through Business Space



The screenshot shows the Business Space web application interface. The browser title is "Business Space powered by WebSphere - Mozilla Firefox". The address bar shows the URL "https://valhalla:9443/BusinessSpace/banner.jsp". The application header includes "BusinessSpace" and "Welcome wswf | Help | Logout". The main content area is divided into two panels: "Business Rules" and "Business Variables".

Business Rules Panel:

- Business rules task 1
 - Business rule:1 (Default rule, Active)
 - Schedule 1: Start date: 8/1/08 8:00 AM, End date: 8/31/08 8:00 AM
 - Schedule 2: Start date: 10/30/08 8:00 PM, End date: 10/31/08 7:59 PM
 - This is Business rule:1 ...
 - Template Rule:1
 - Description: This is Rule template:1
 - Rule values: If 'Business rules task 1.Input.int attribute' is greater than or equal to 0, then 'Business rules task 1.Output.bool attribute' is set to true
 - Template Rule:2
 - Business rule:2 (Inactive)


Business Variables Panel:

- Override
 - IsOverride
 - IsOverride
 - Override: true
 - Save Reset
 - Numeric BV
 - Multi-Select 2
 - Is Override
 - DiscountRate
 - Situation Enumeration
 - Single Select
 - Permission Category
 - Permission Enumeration

Buttons: Save All, Reset All, Add a widget.

Set the Business Variables for Business Policies

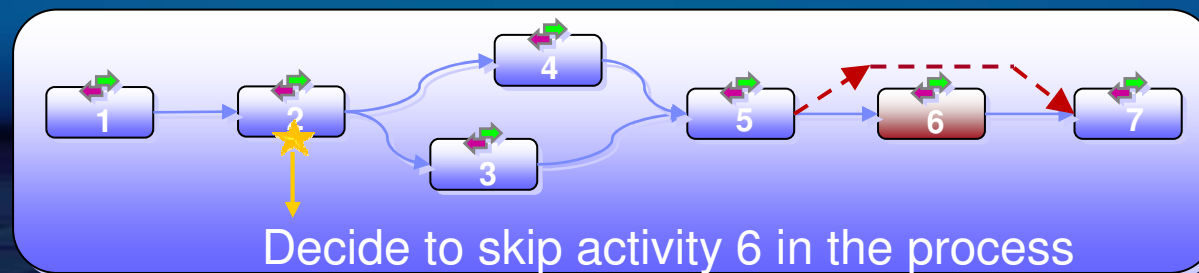
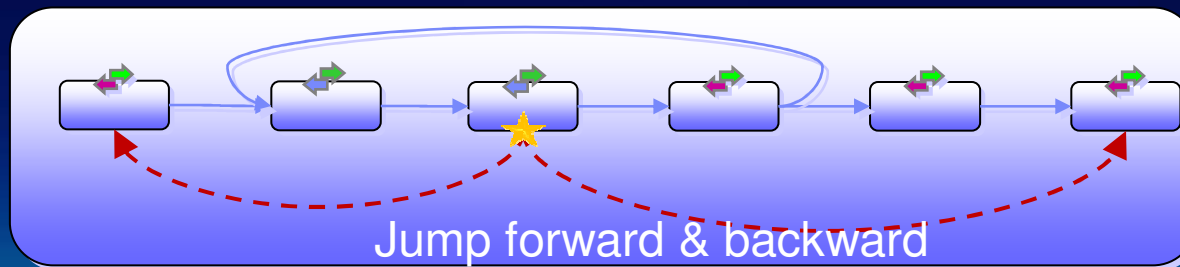
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Navigate Within Business Processes In-Flight

Respond to changing business needs with greater flexibility

- Jump forward and backward between activities within a running process
- Skip activities within a process
- Incorporate process relevant data changes in-flight

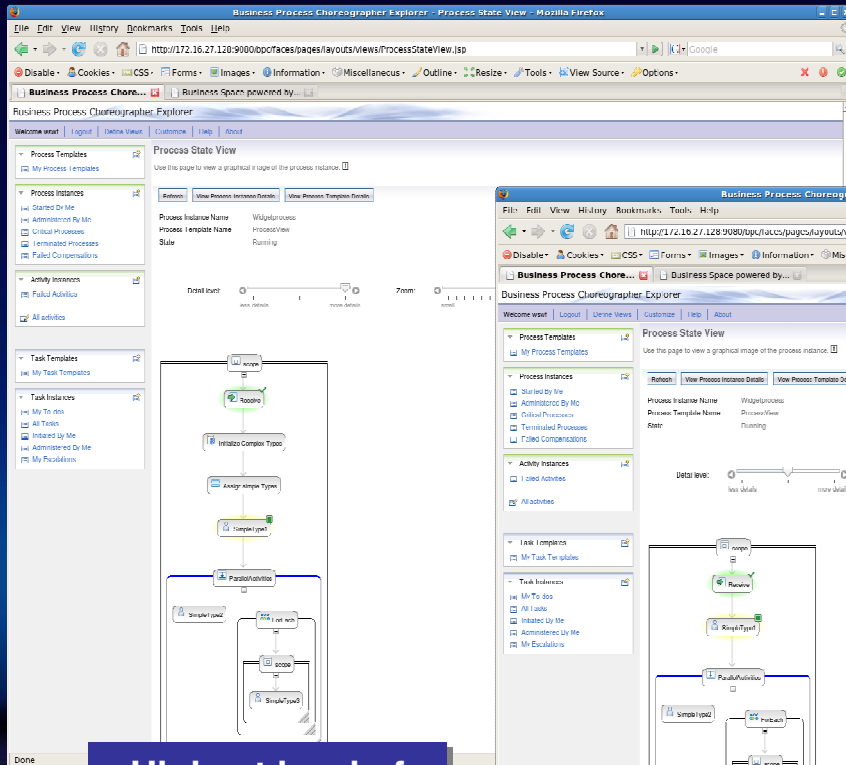


**WebSphere Process Server
In-flight Process Changes**

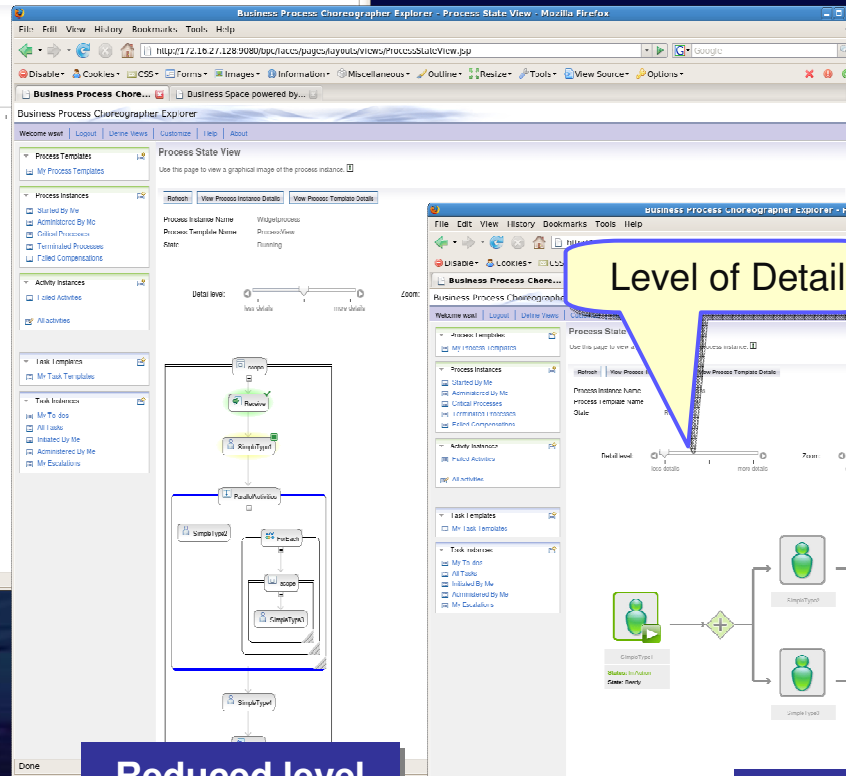
Graphical Process Widget in Business Space

New!

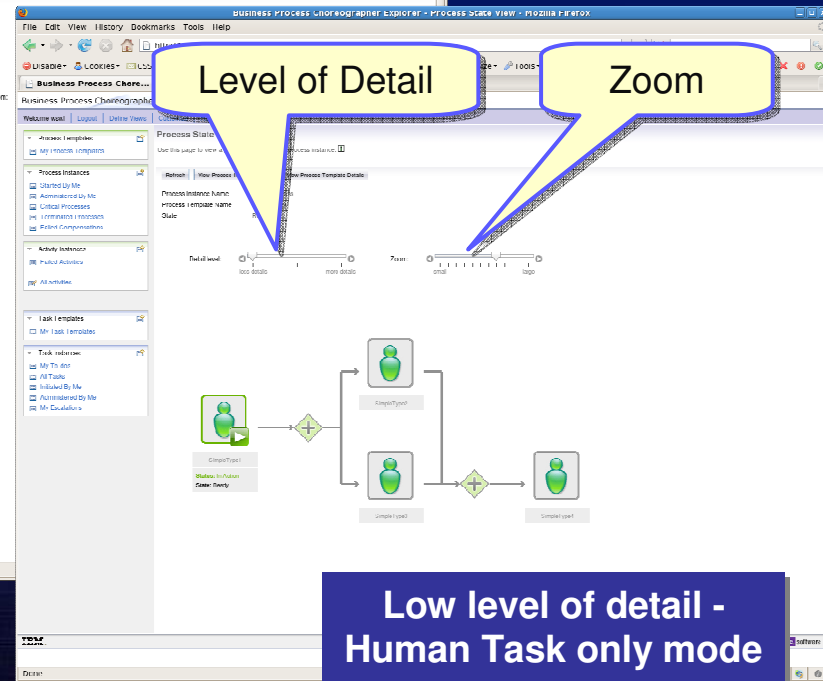
- INACTIVE
- READY
- RUNNING
- SKIPPED
- FINISHED
- FAILED
- TERMINATED
- CLAIMED
- WAITING
- EXPIRED
- STOPPED
- SKIP_REQUESTED



Highest level of detail



Reduced level of detail



Low level of detail - Human Task only mode

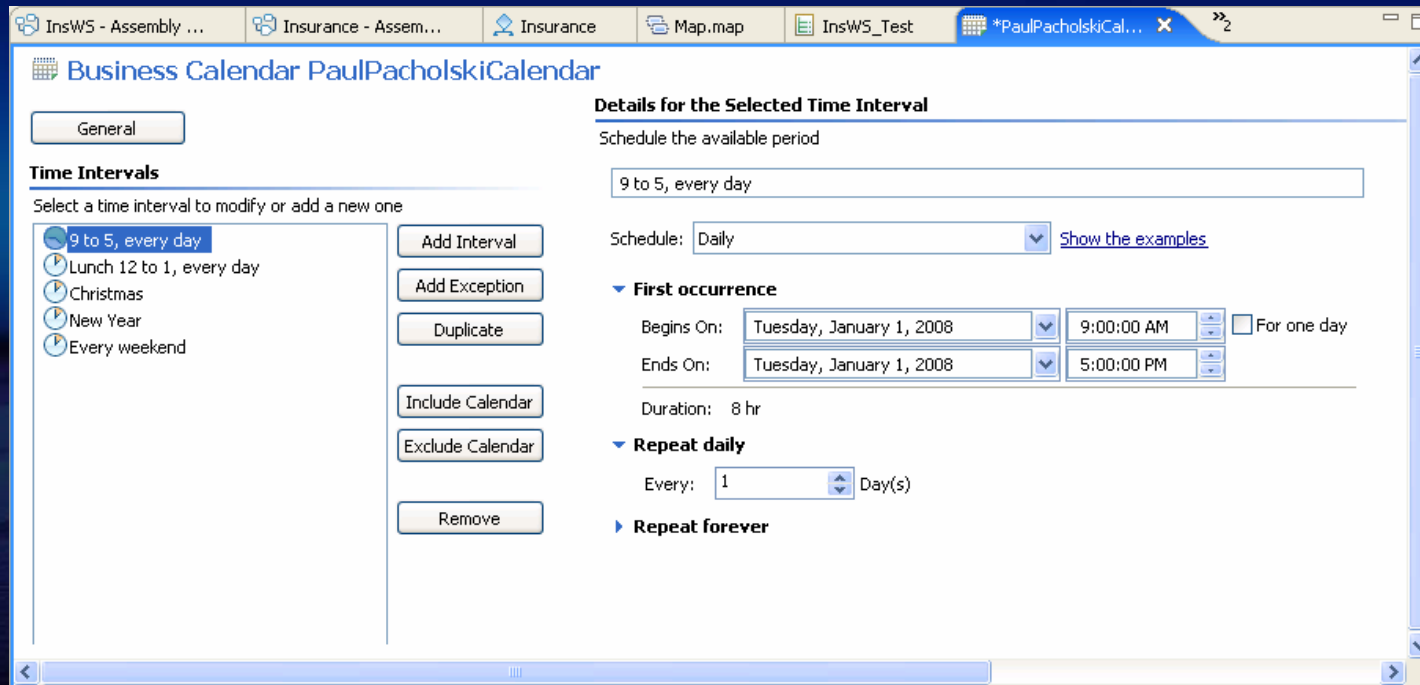
Level of Detail

Zoom

Business Calendar Support for Timers and Human Tasks



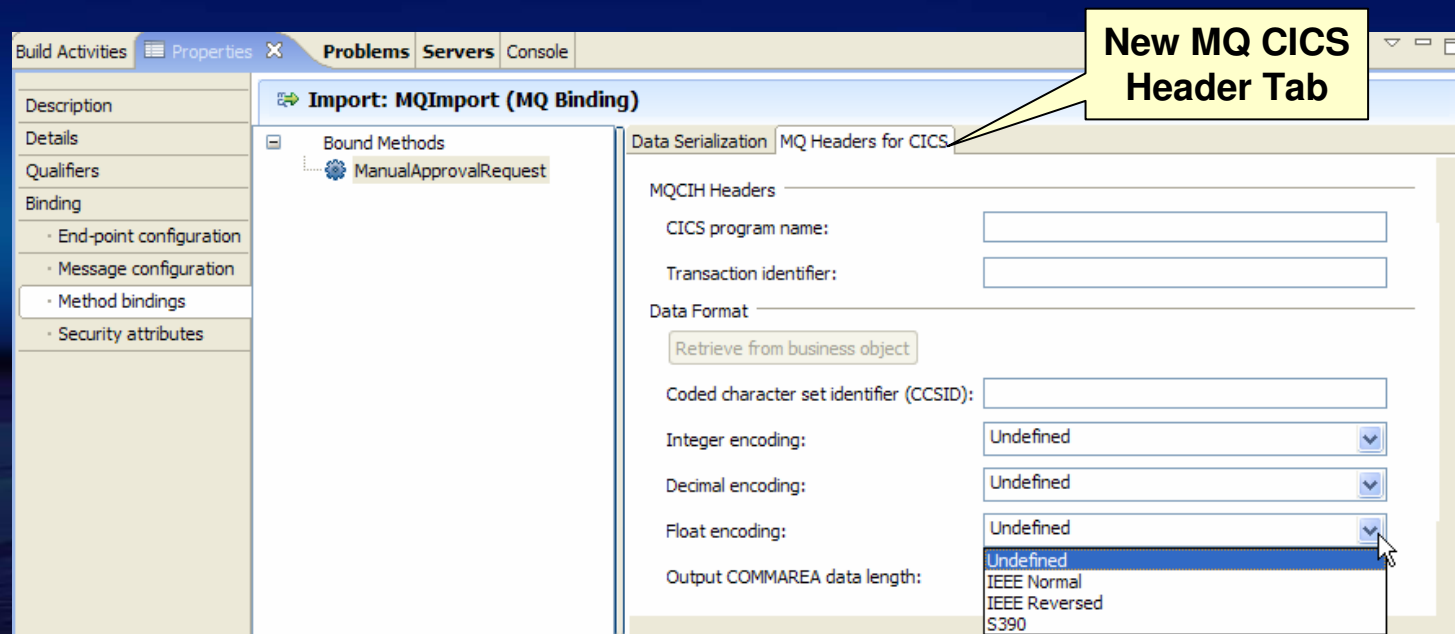
- Business processes need to calculate time taking into account weekends, holidays, time off etc
 - Today is Thursday
 - Saturday, Sunday are holidays
 - Two days from today needs to return Monday, not Saturday



Connecting to CICS via MQ without Coding



- New MQ Headers for CICS tab on MQ Binding
 - Set the CICS header information
 - Data Format comes from importing CICS copy books to produce a databinding
 - In v6.1 we had to use mediation flow component and MessageElementSetter primitive



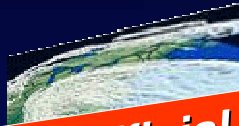
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} *WDPE*

Sense and Respond to Opportunities and Risk

Detect and analyze business activities that present opportunities



Customer Delivery: Business users need to detect service events and react to anticipated...
A snowy weather...

lagging signals that can

A U.S. railway official explained, "If we could increase our average speed by just one mile per hour, it would mean an additional [US]\$140 million to our budget."

Does this sound like an event processing opportunity?

By identifying and addressing the various events along **the route that slowed, even halted, the train** during its journey, railroad officials were able to increase the average speed of the trip, end to end, by more than one mile per hour and **capture that additional money.**

...acted upon
...a notification of such status,
...giving the customer increased incentive to revisit
their cart.



Online Shopping

Event Driven Architectures are Not Enough

The gap between LOB and IT limits agility, flexibility and responsiveness

**Business users
know which
event patterns
are relevant and
what actions are
required, but
aren't equipped
to implement
themselves**



Business User



**IT people *may*
have event-
based tools and
technologies but
can't respond
fast enough to
changing
business
requirements**



IT Developer

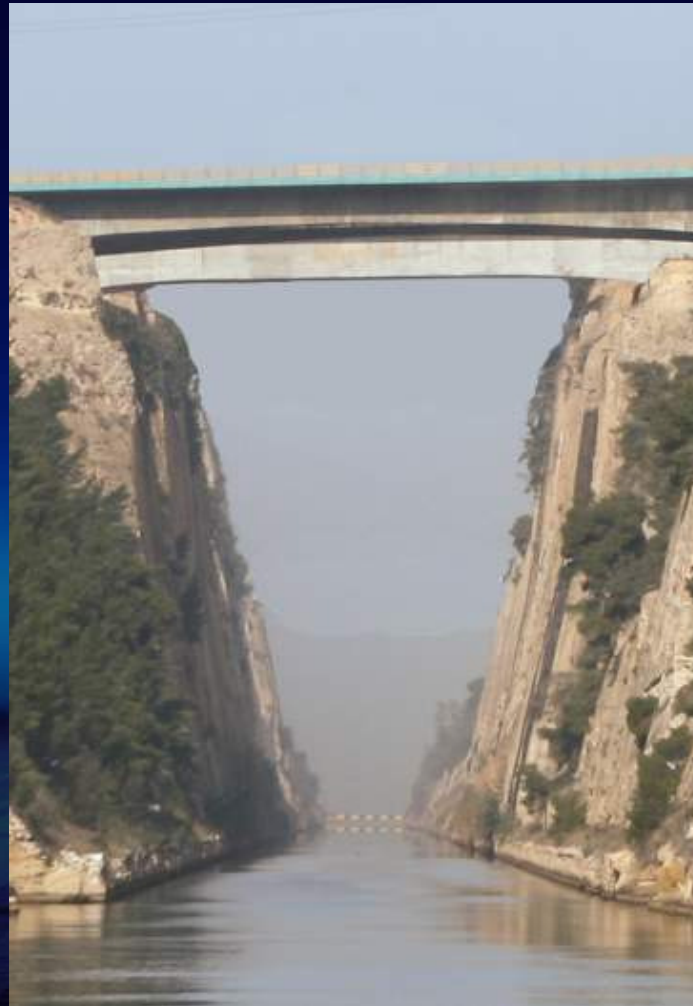
Business Event Processing Bridges the Gap

Puts power in the hands of the business user

- ✓ No coding required for defining business event patterns
- ✓ All tasks performed via intuitive graphical interface



Business User



Provides unique convergence of power, flexibility, and ease of use

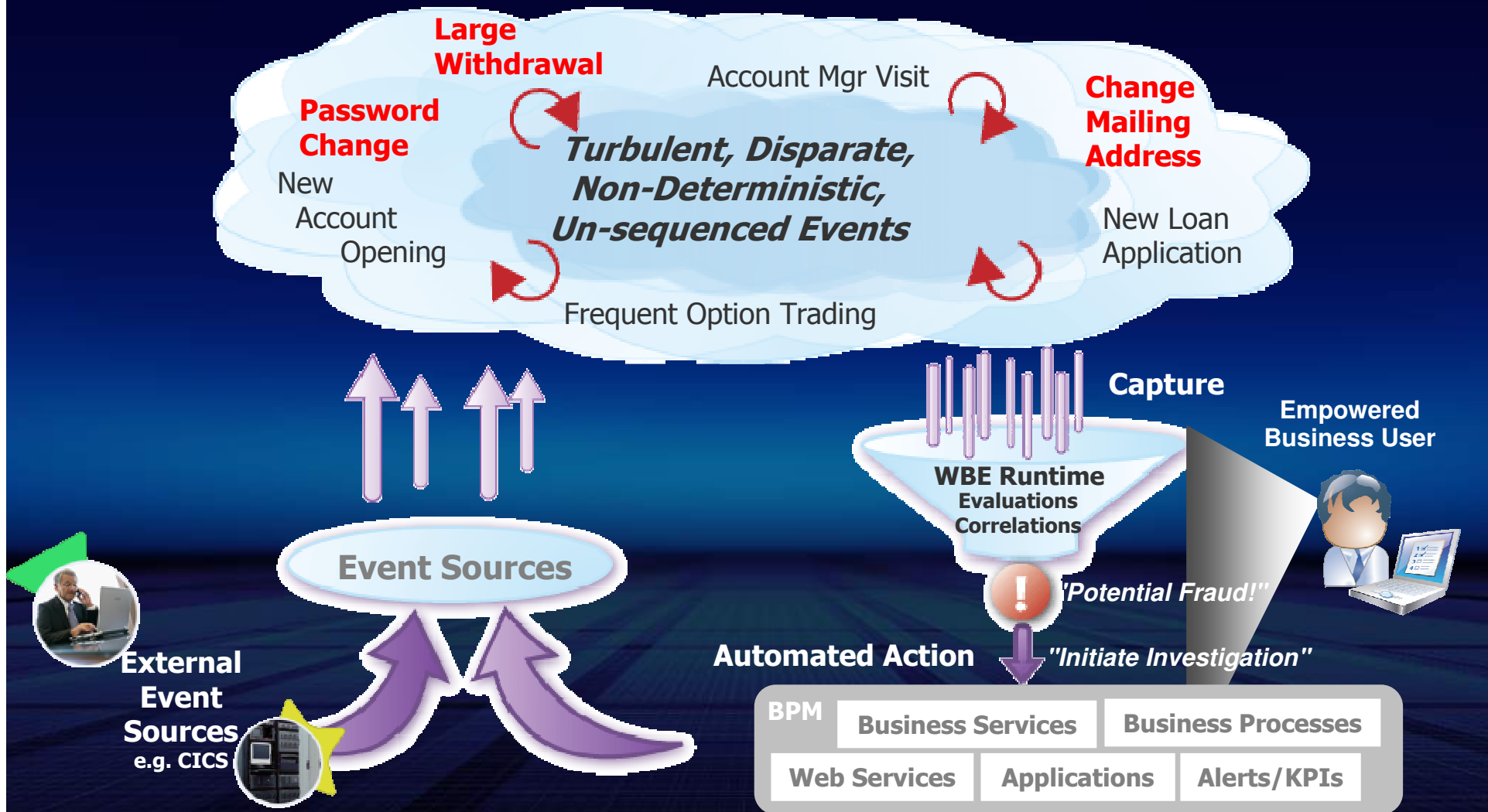
- ✓ IT configures end-points and payloads
- ✓ Leverages SOA infrastructure



IT Developer

WebSphere Business Events

Correlation of business events from any source, over any time frame



Define Business Interactions

Event processing logic using drop-down, point & click



IT Developer

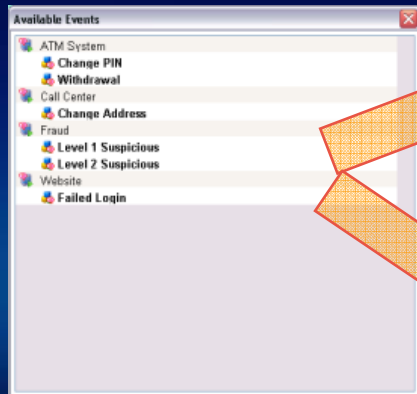


Business User



Business Analyst

Building Blocks



Condition UI

Large Transaction Checks if
Transaction.Amount Is Greater Than or Equal To 1000

Data Filter

Recent PIN Change Checks if
Occurrences Of Change PIN Within 1 day Is Greater Than 0

Event Pattern

Interaction UI

Watch for Suspicious Activity Related by Customer.Customer ID

In response to **Withdrawal** from ATM When

Where **Large Transaction**
and **Recent PIN Change**

Then **Deny Transaction** on Transaction Server
Then **Investigate Activity** on Investigations

Event

Conditions

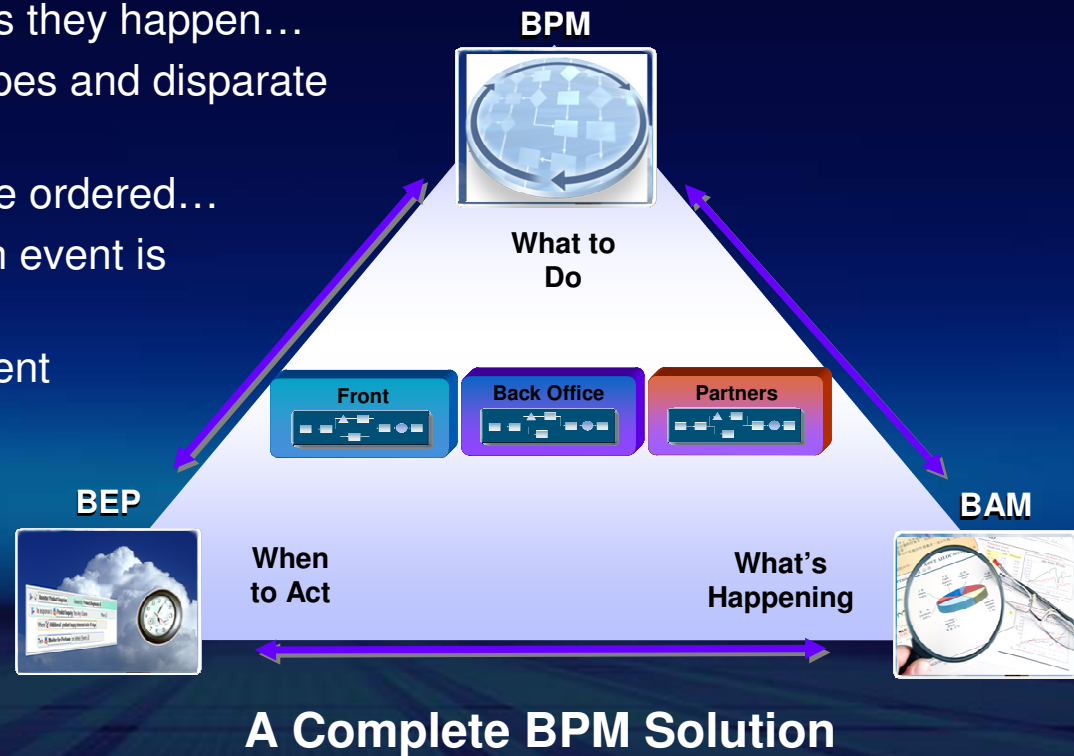
Actions

With building blocks defined, Business has control

Where does Business Event Processing fit in a Complete BPM Solution?

Business Event Processing

- Detects event patterns as they happen...
- Across different event types and disparate event sources...
- Where events may not be ordered...
- Where the absence of an event is significant...
- Where the actionable event needs to be derived from physical events...
- Where process is composed of multiple, asynchronous steps...
- Involving systems, humans or both.



Know When to Act, What To Do, and Watch What's Happening

Summary ~ What's New in BPM 6.1.2/6.2?

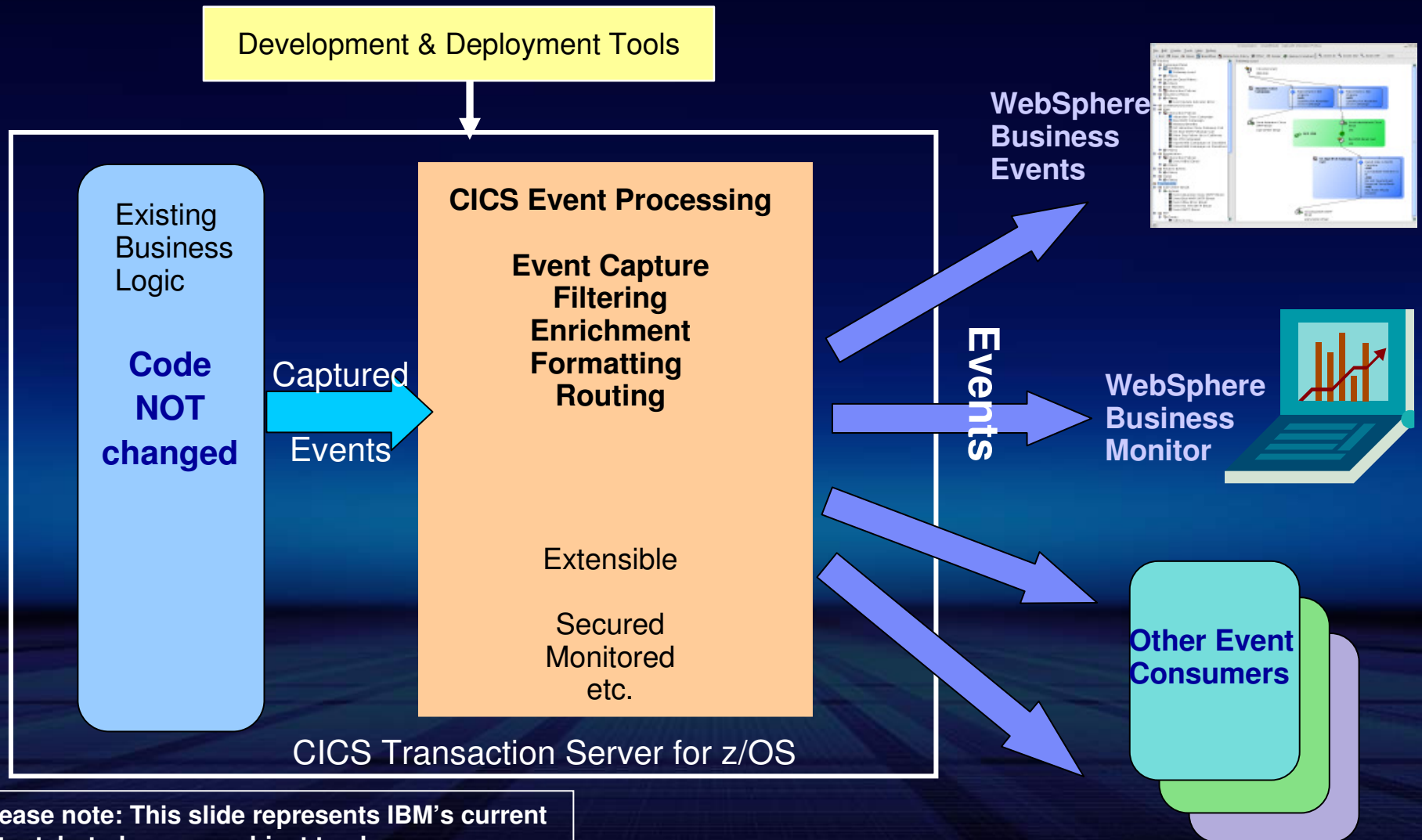
- WebSphere Dynamic Process Edition bundling
- Business Space
 - Many Widgets and More coming
- BPMN
- BPM Asset Repository
- Human Task Storyboarding
- Dynamic Process Modification
- Business Calendar Support
- More End User Control
- Business Event Processing
- Developer Productivity Improvements
- Faster Installation
- Better Performance
- Reduced Memory Requirements

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} *WDPE*

Overview of CICS future event processing capability



Please note: This slide represents IBM's current intent, but plans are subject to change.

The Role-Based CICS Event Workflow



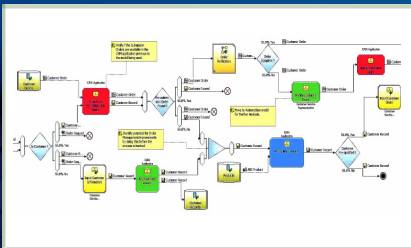
**LoB
Manager**



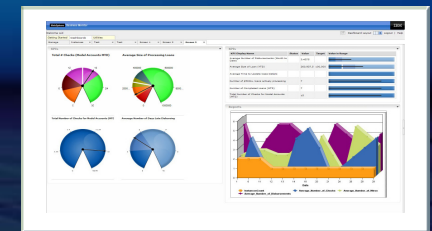
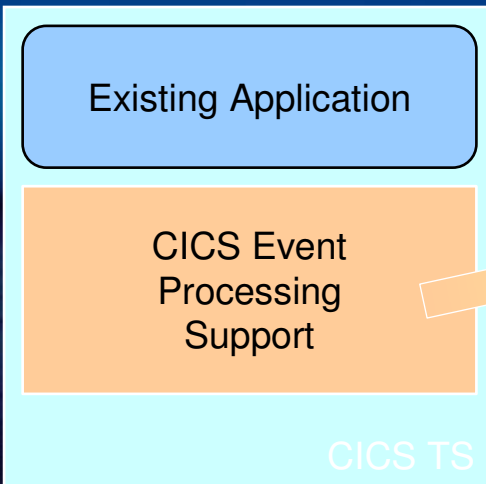
**Application
Analyst**



**Systems
Programmer**



Business Modeler



Business Dashboard

LOB defines the business events



**LoB
Manager**

Identify
Business
Events



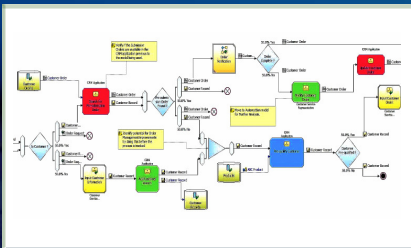
**Application
Analyst**



**Systems
Programmer**

Studies existing business processing and identifies business events that occur and information to be collected.

May define patterns between events and specify delivery destinations or event display using other tooling.

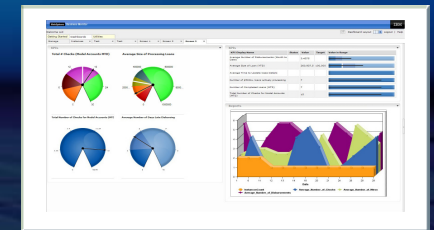


Existing Application

CICS Event
Processing
Support

CICS TS

Event
Consumer



Application Analyst identifies events in application



**LoB
Manager**

Identify
Business
Events



**Application
Analyst**

Create Event
Capture
Specification

Inspects program(s) to determine how to capture the business events and collect the required data. Specifies where and how event is to be emitted.

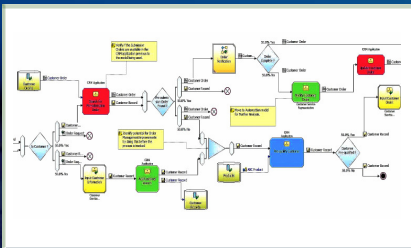


**Systems
Programmer**

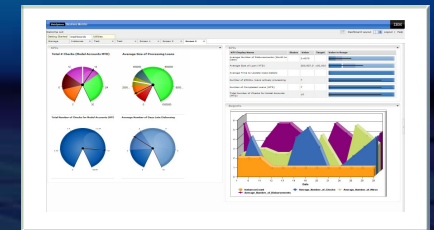
Existing Application

CICS Event
Processing
Support

Event
Consumer



Business Modeler



Business Dashboard

CICS TS

Systems Programmer configures the infrastructure



**LoB
Manager**

Identify
Business
Events



**Application
Analyst**

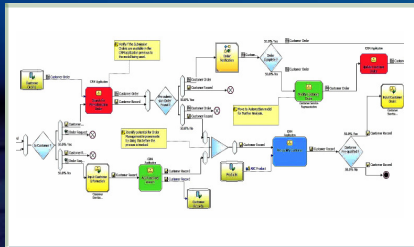
Create Event
Capture
Specification



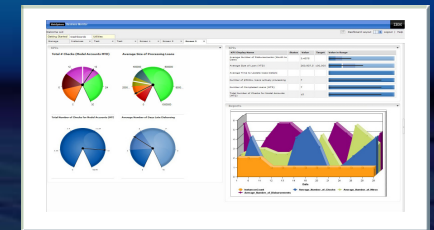
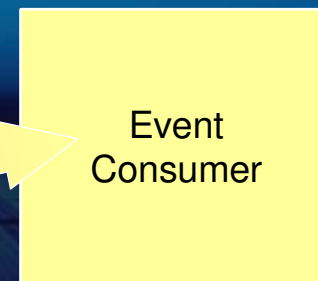
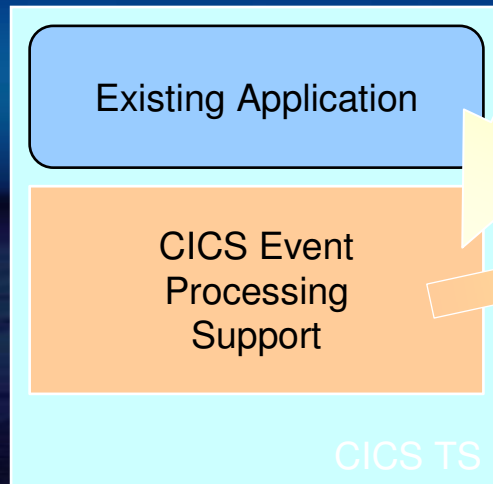
**Systems
Programmer**

Deploy
Events

Specifies format and destination for the captured events.
Defines CICS resources to deploy the events



Business Modeler



Business Dashboard

LOB defines the business actions



**LoB
Manager**

Identify
Business
Events

Specify
Business
Actions



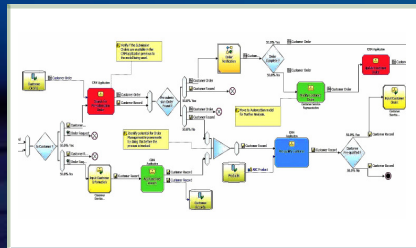
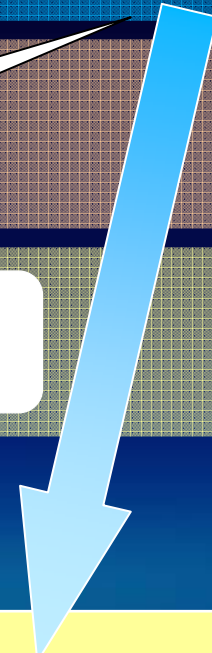
**Application
Analyst**

Specifies the actions to
take on consuming an
event

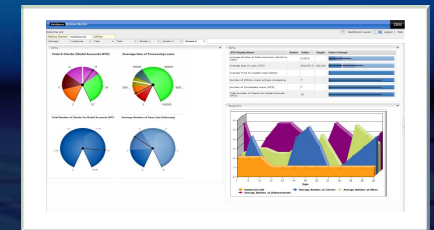
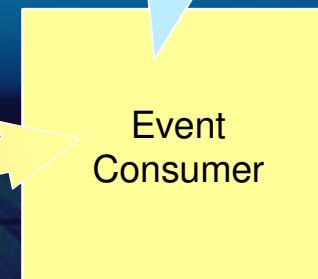
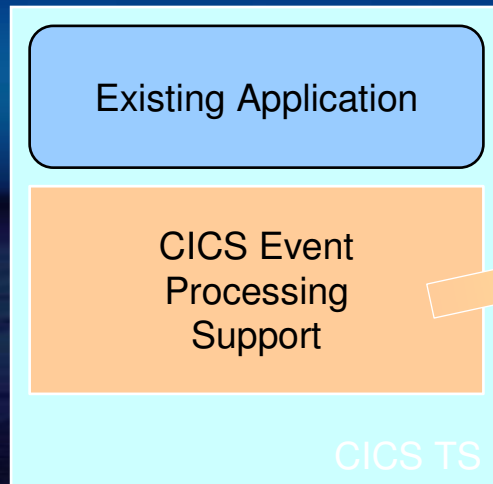


**Systems
Programmer**

Deploy
Events



Business Modeler



Business Dashboard

LOB optionally configures a dashboard



LoB Manager

Identify Business Events

Specify Business Actions

Optionally Configure Dashboard



Application Analyst

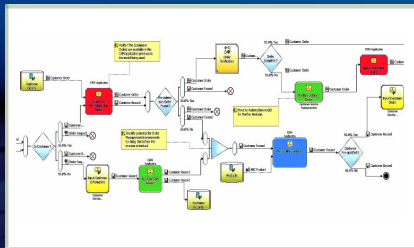
Create Event Capture Specifications

Optionally configures a business dashboard to display metrics based on events from CICS and other components of the application system

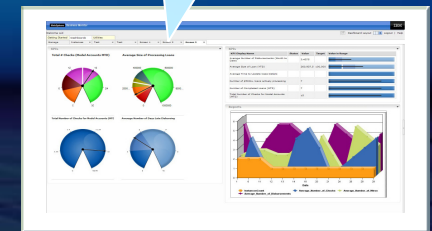
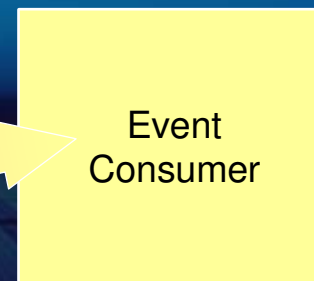
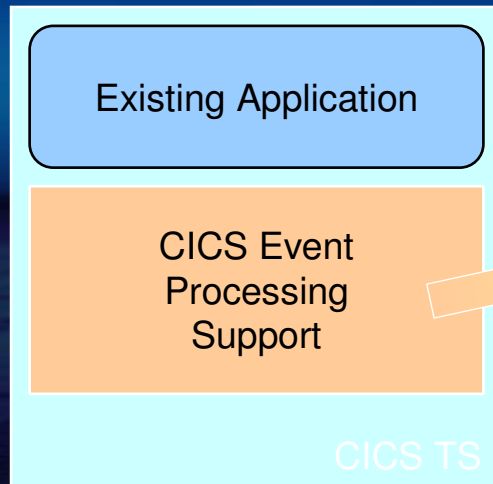


Systems Programmer

Events



Business Modeler



Business Dashboard

Visibility, Governance, and Business Flexibility with CICS Events



CICS Events

Tech Preview SupportPac 4Q08
Full CICS events support 2009

- *Observe business processes*
- *Recognize suspicious activity*
- *Drive new processing*



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