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

Neil Tootill
Americas Sales Executive – WebSphere Process Integration

Catherine Moxey
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

WDPE

- CICS Event Processing

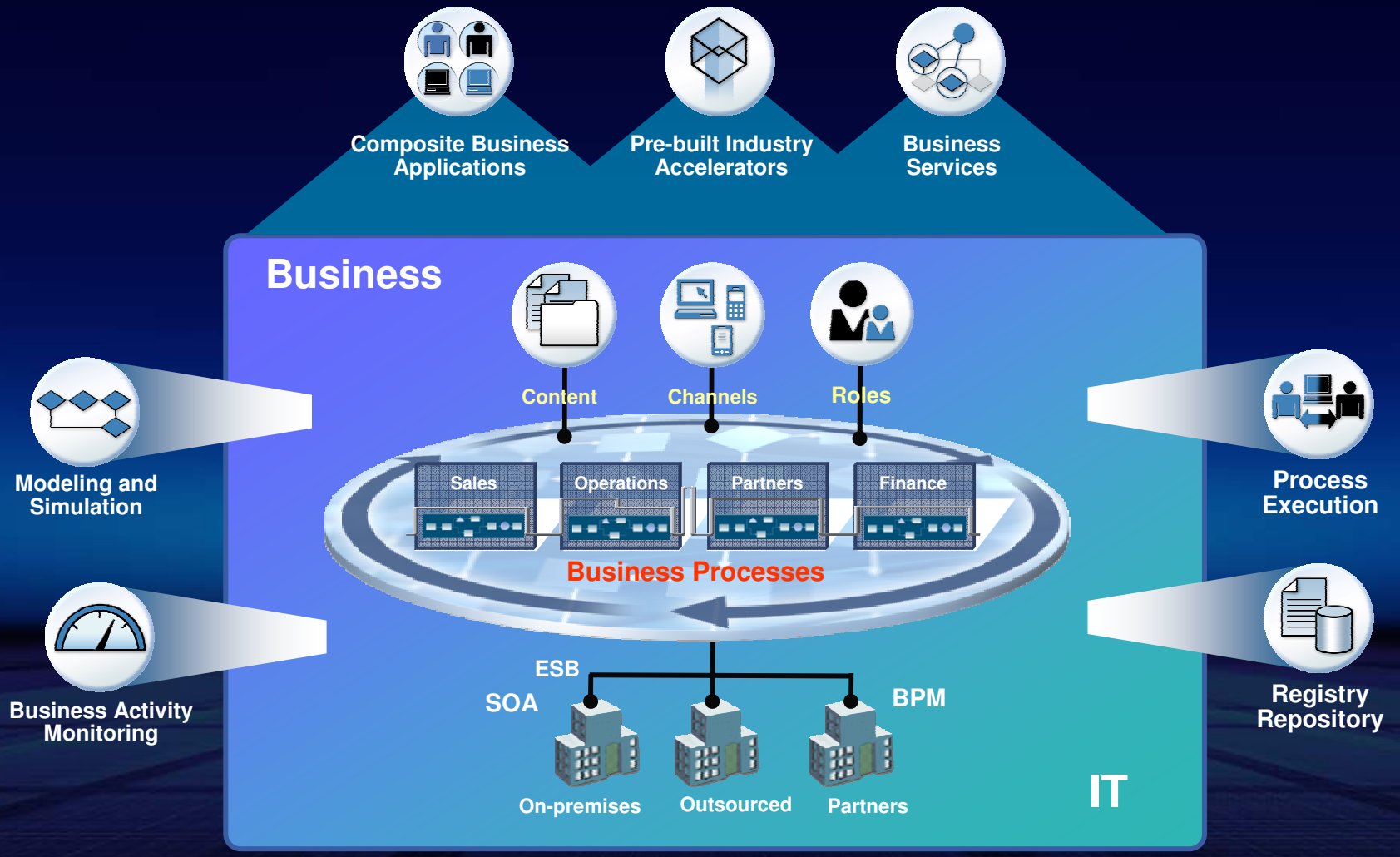
IBM's Business Process Management Suite

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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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

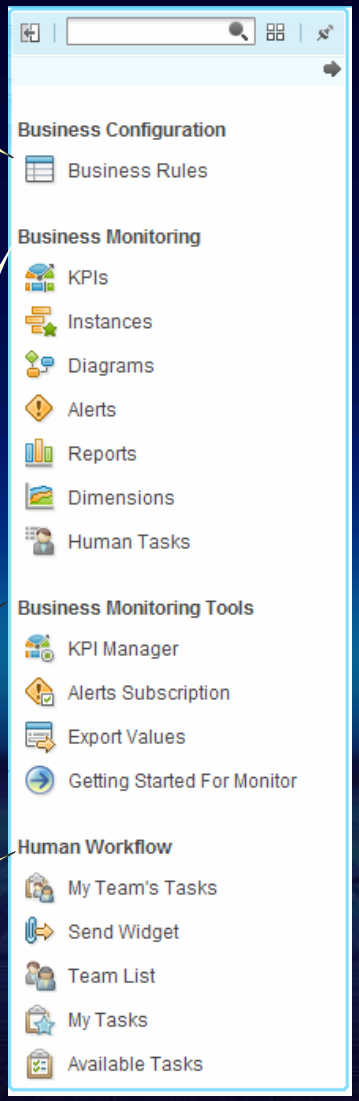
What are Widgets?

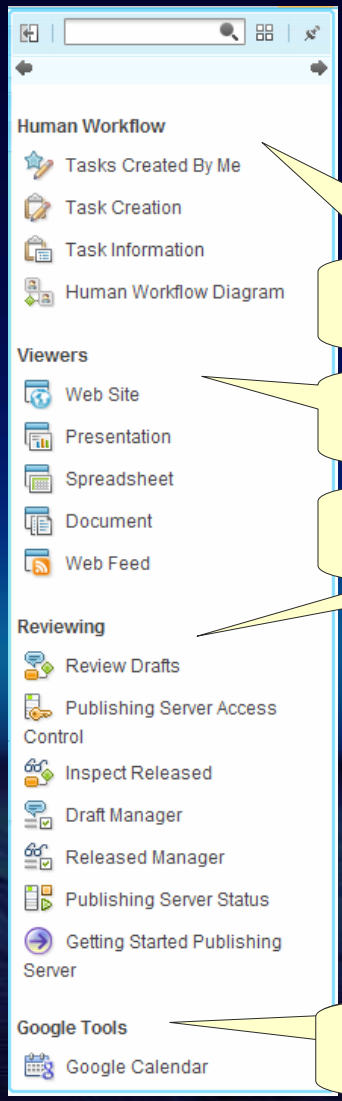
- Widgets are just out of the box views
- Multiple product views in one dashboard
- Non-technical people can build their own dashboards

Process Server

Monitor

Process Server

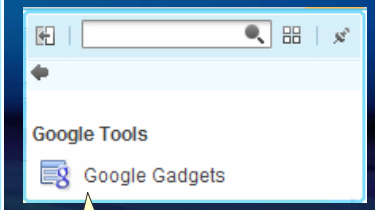




Process Server

Misc. Tools

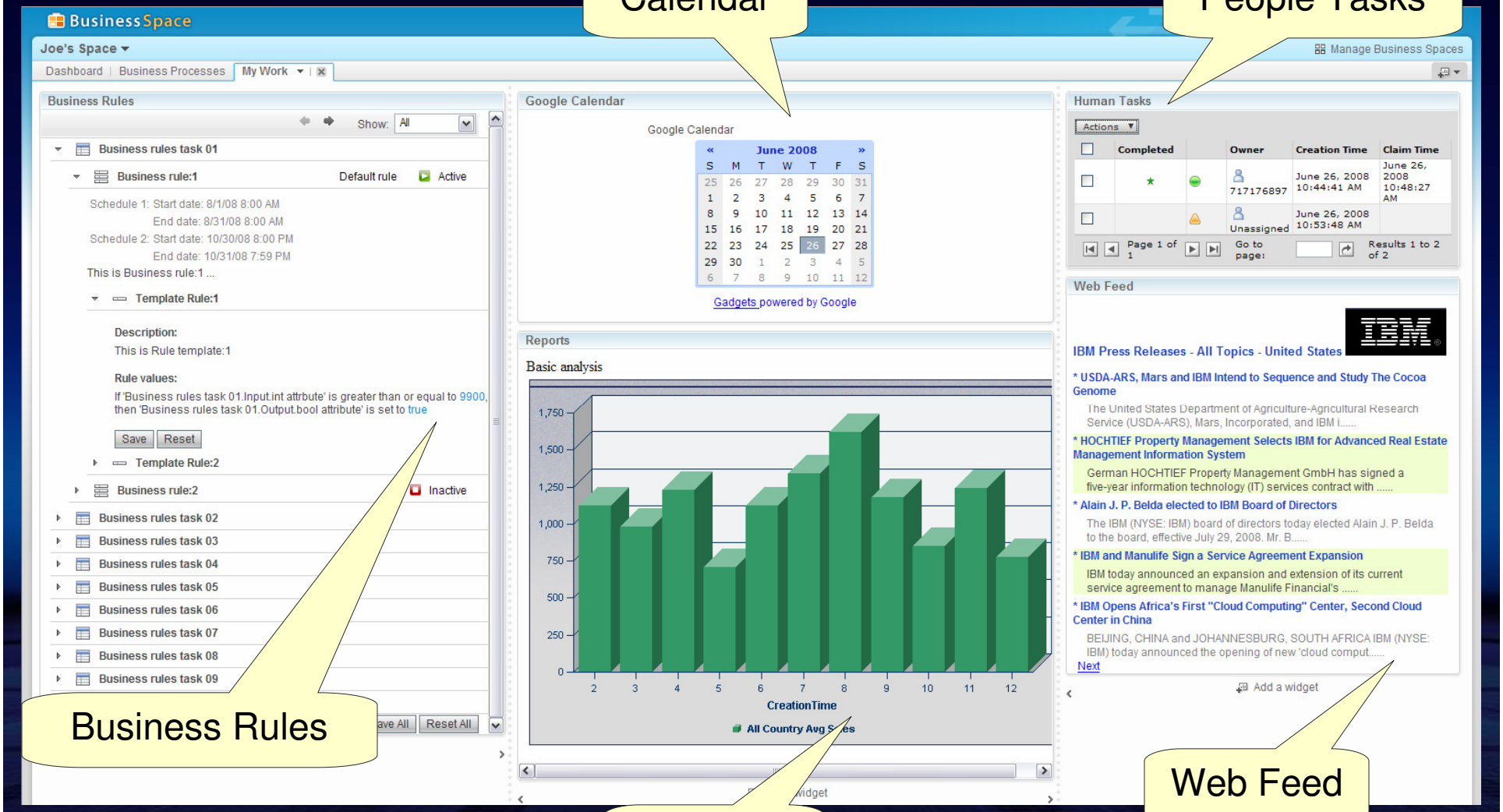
Pub Server



Google Tools

7

Sample Dashboard



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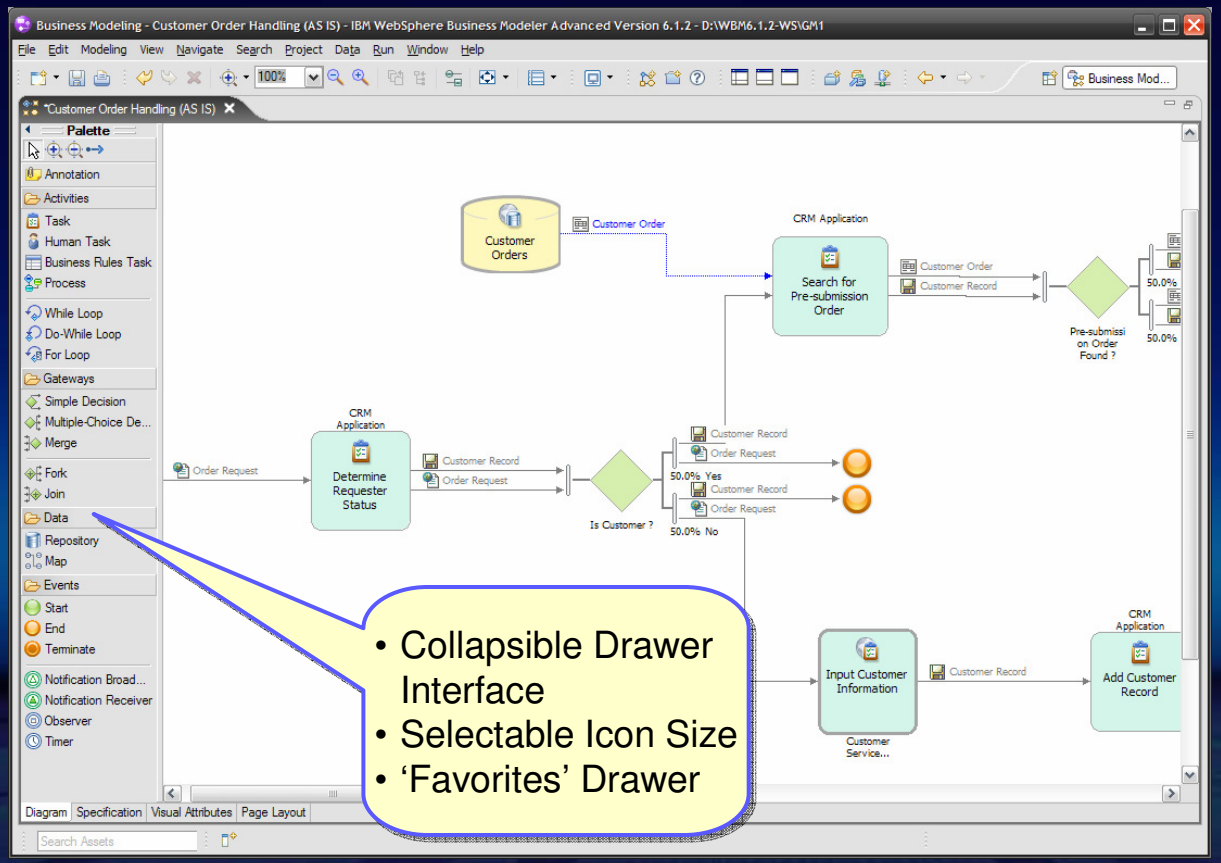
Business-Level Modeling and Simulation

You can't optimize what you can't see



- Collapsible Drawer Interface
- Selectable Icon Size
- 'Favorites' Drawer

Process Owner

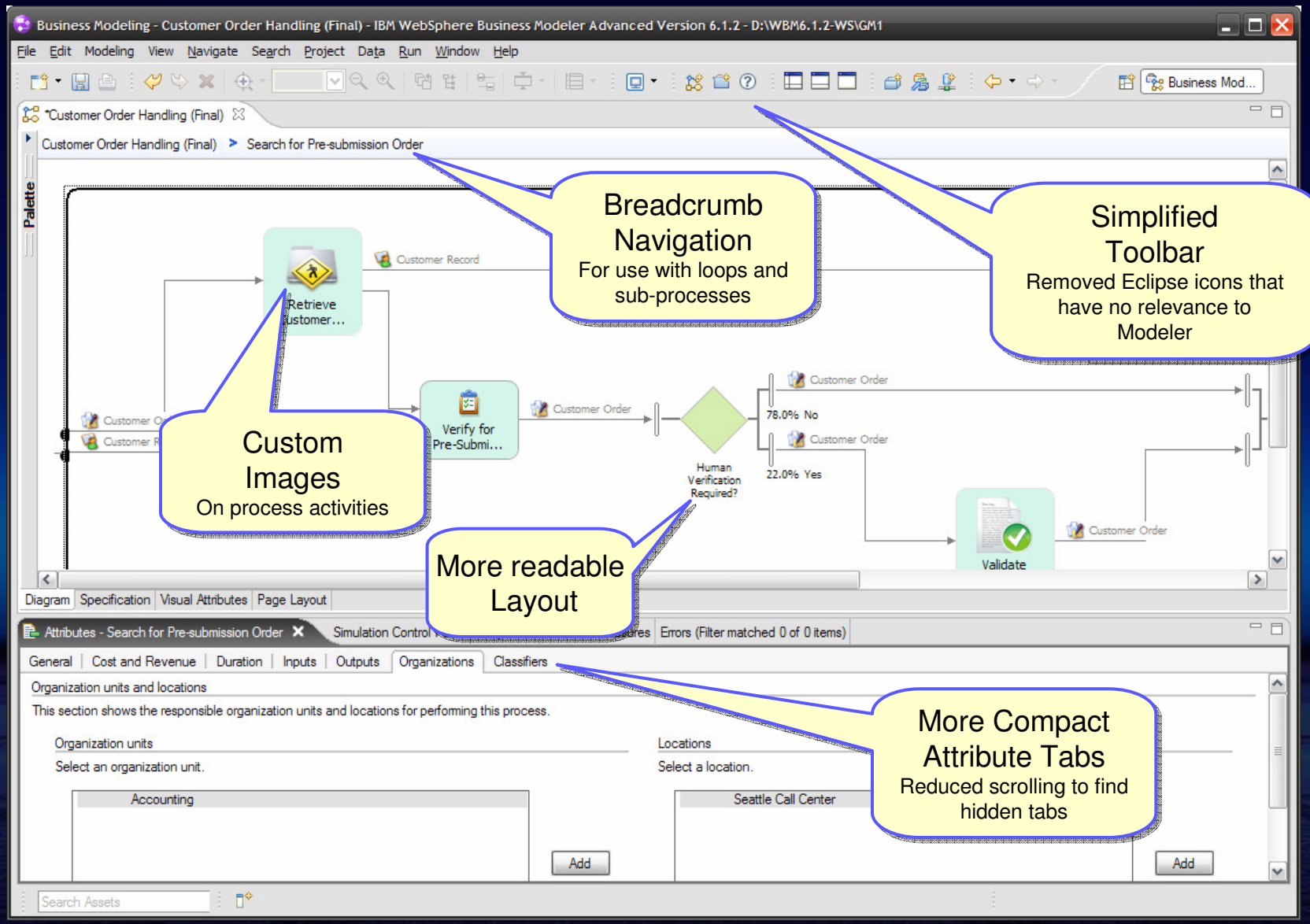
Business Analyst

Model, simulate and seamlessly deploy

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

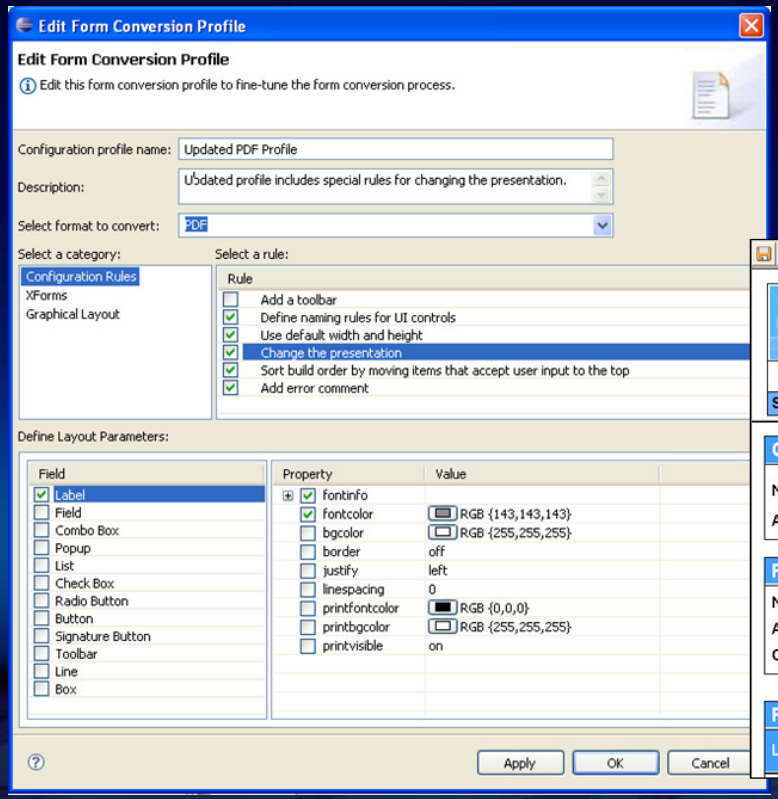
WebSphere Business Modeler

Many Ease of Use Enhancements



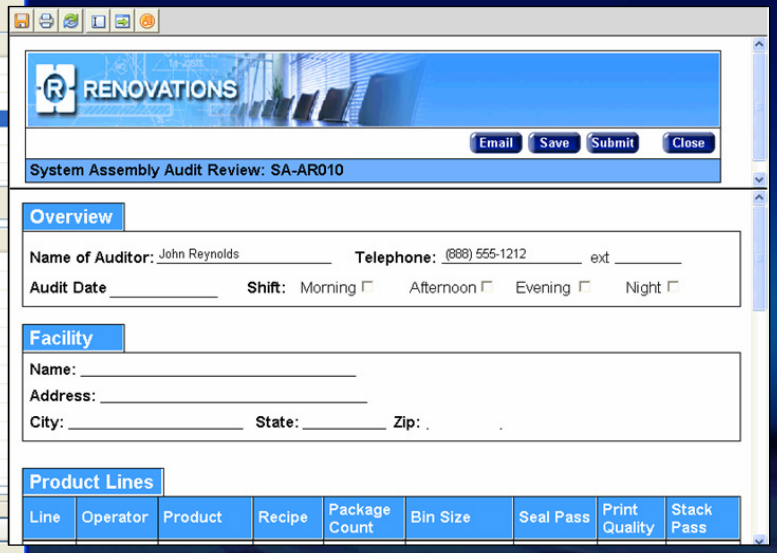
Create Business Forms Rapidly and Easily

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

New and Enhanced!

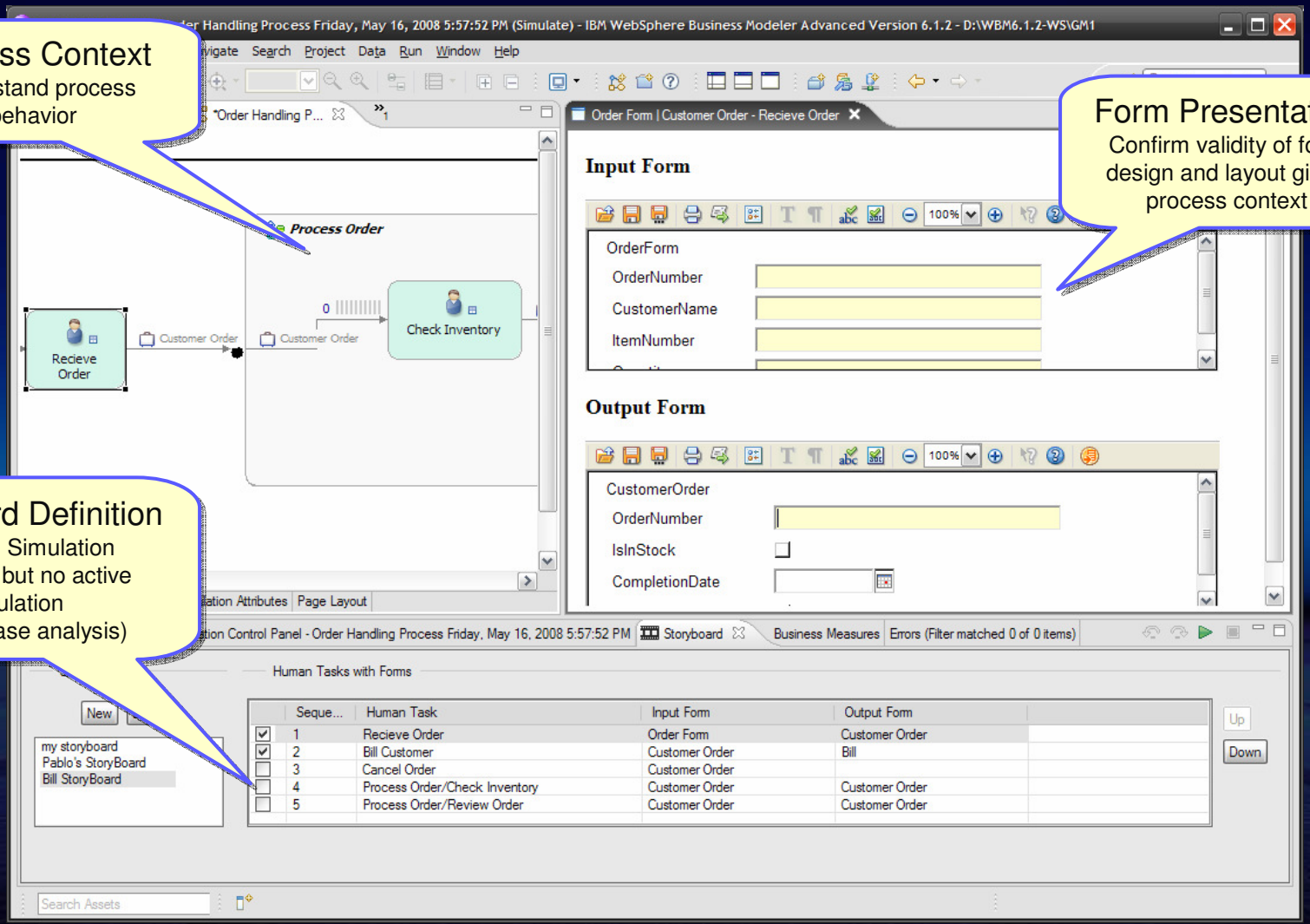
Lotus Forms Included in WebSphere Business Modeler

IBM Business Process Accelerator

Verify Design with Business Users

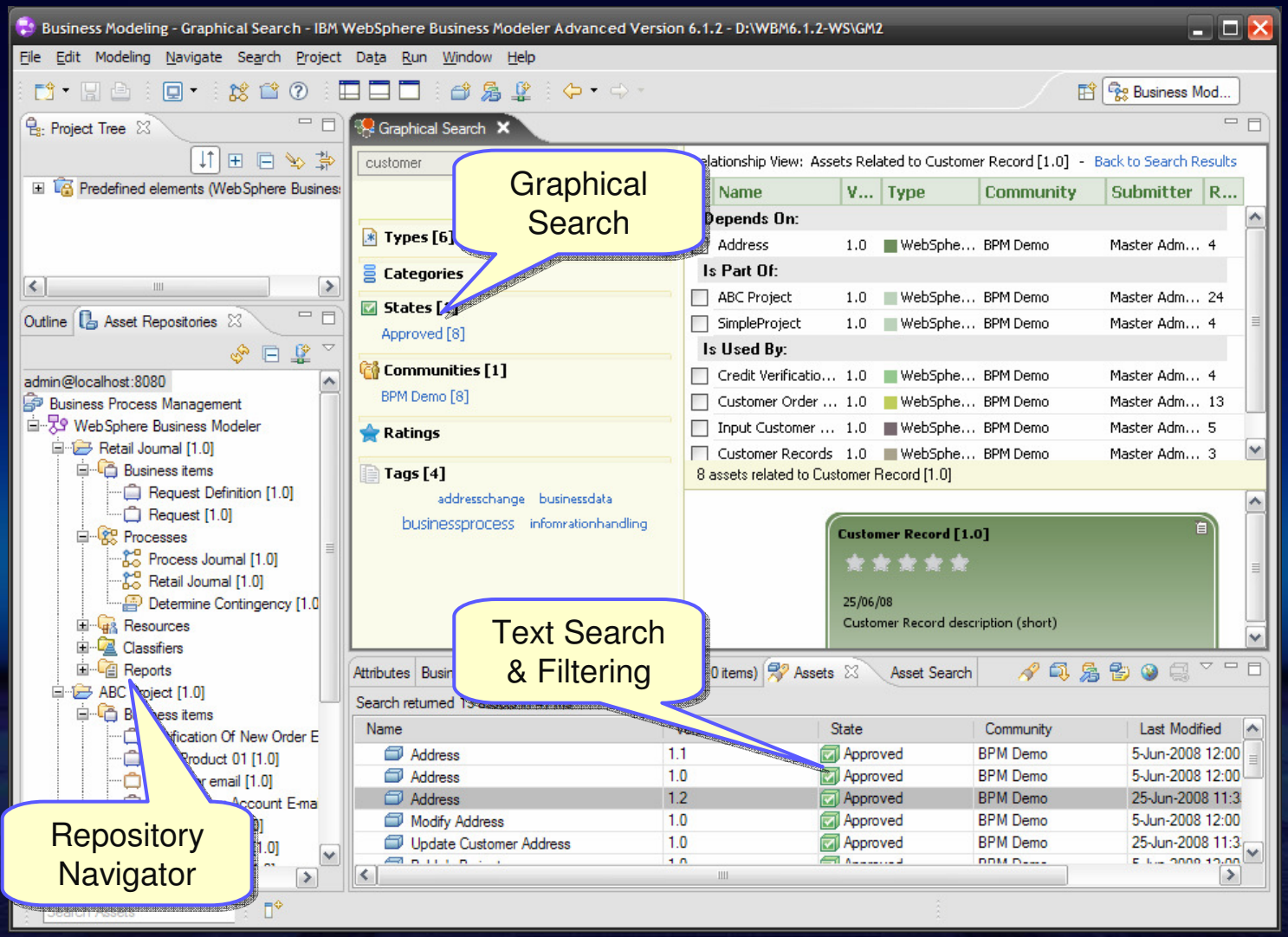
Human Workflow Storyboarding

New!



Integration with Rational Asset Manager

New!



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

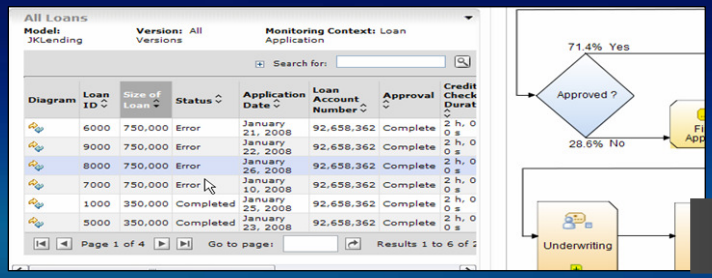
Role-Driven Dashboards

Monitor the Information that's important to you

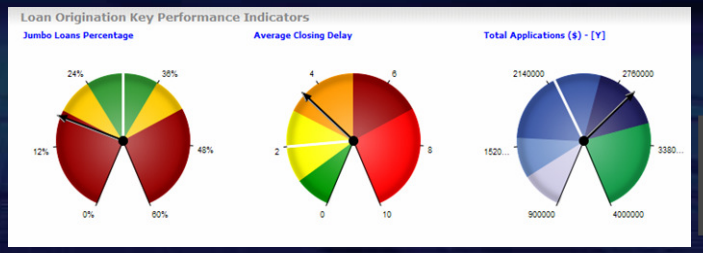
Enhanced!

- 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

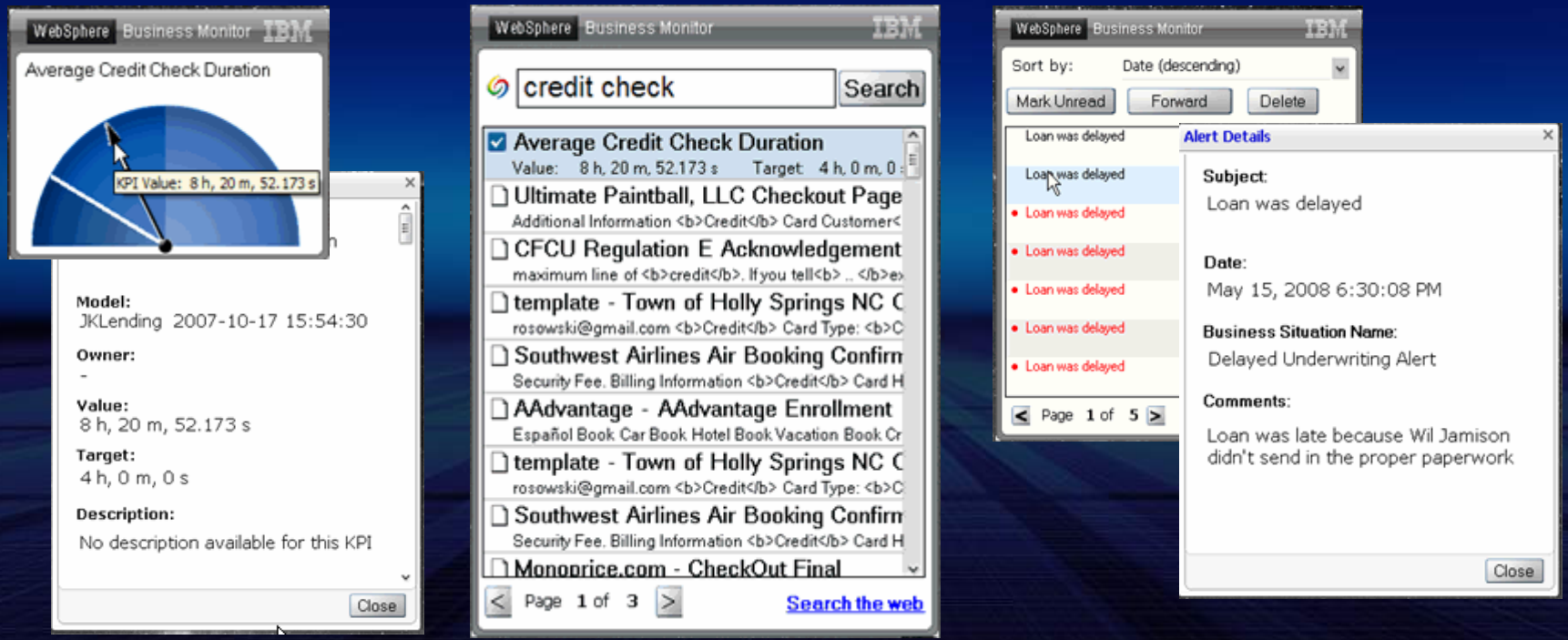
New!

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

KPI Gadget
display individual KPI

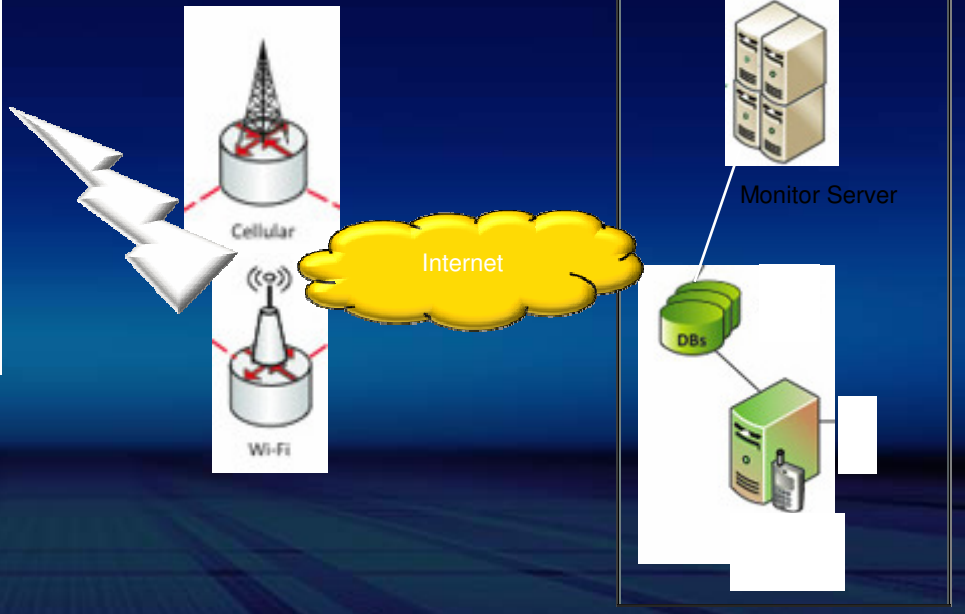
Desktop Search Gadget
searches your desktop and your KPI's

Alert Gadget
display alerts for specified user



Dashboards to Go!

New!



Visualize KPIs, Alerts, and Human Tasks from your phone

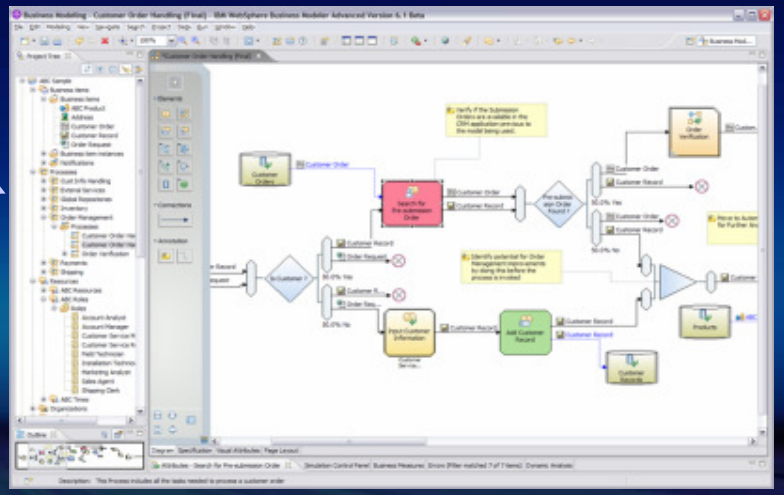
Feed Process Performance Data into Process Models

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

Business Leader

Process Owner

Business Analyst



Key Agility Indicators

IBM Benchmark Wizard

Enhanced!

Collaborate on monitoring interfaces through WebSphere Business Modeler Publishing Server

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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.

Actual Policy

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

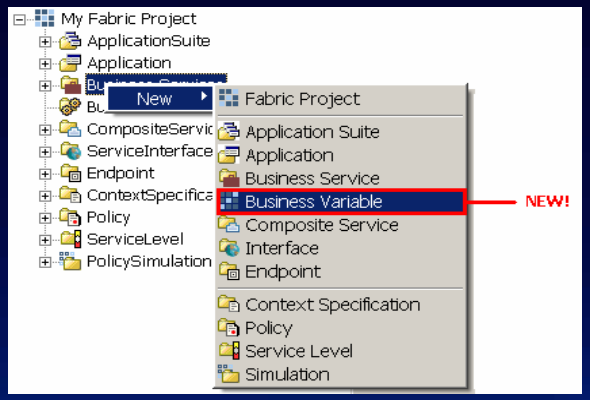
Enhanced!

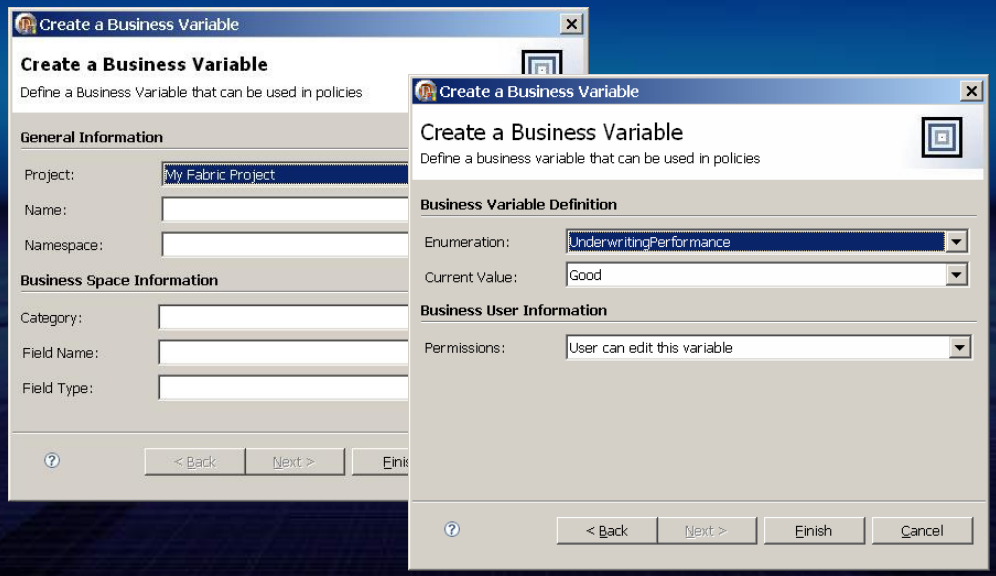
WebSphere Business Services Fabric

Wizard-based Business Variables provide Runtime Flexibility

New!

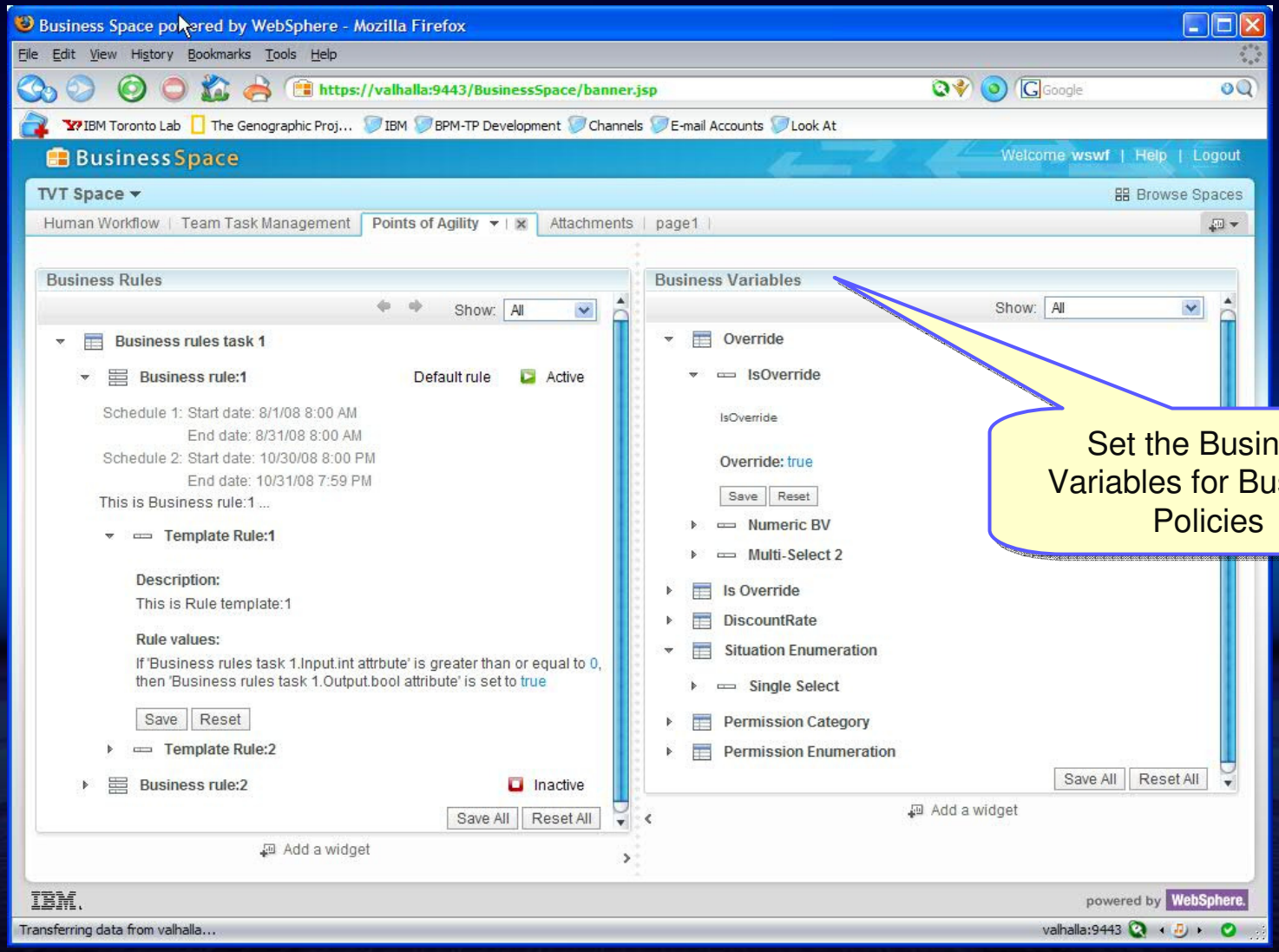
- In 6.1, there is no such thing as a Business Variable
  - Policies contain fixed values
  - Policies have to be changed directly to make changes
- In Place of fixed values, use a Business Variable
  - Use Create Wizard to Create a New Business Variable
  - Build a Condition with a Variable
- Use simulation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





LOB can Change Policies through Business Space

New!



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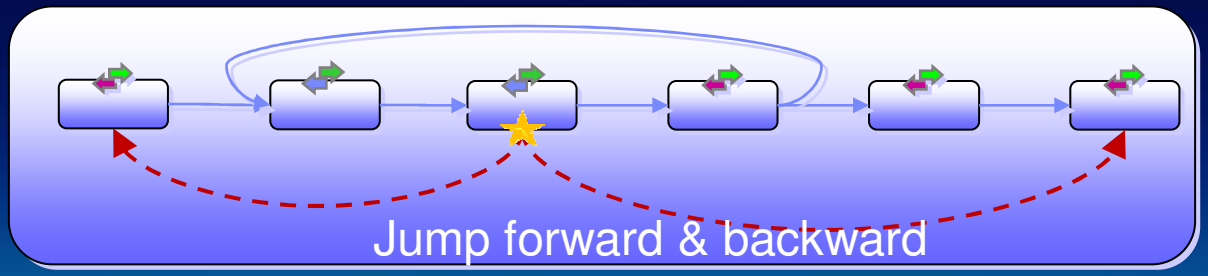
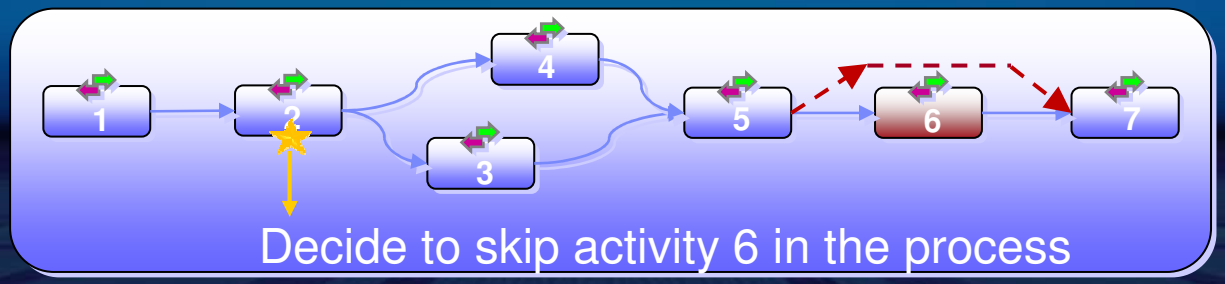
Navigate Within Business Processes In-Flight

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



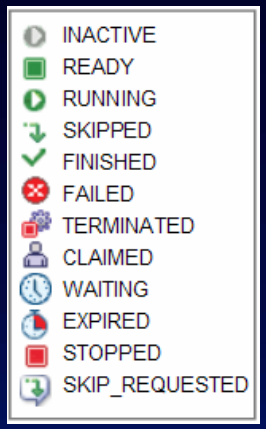


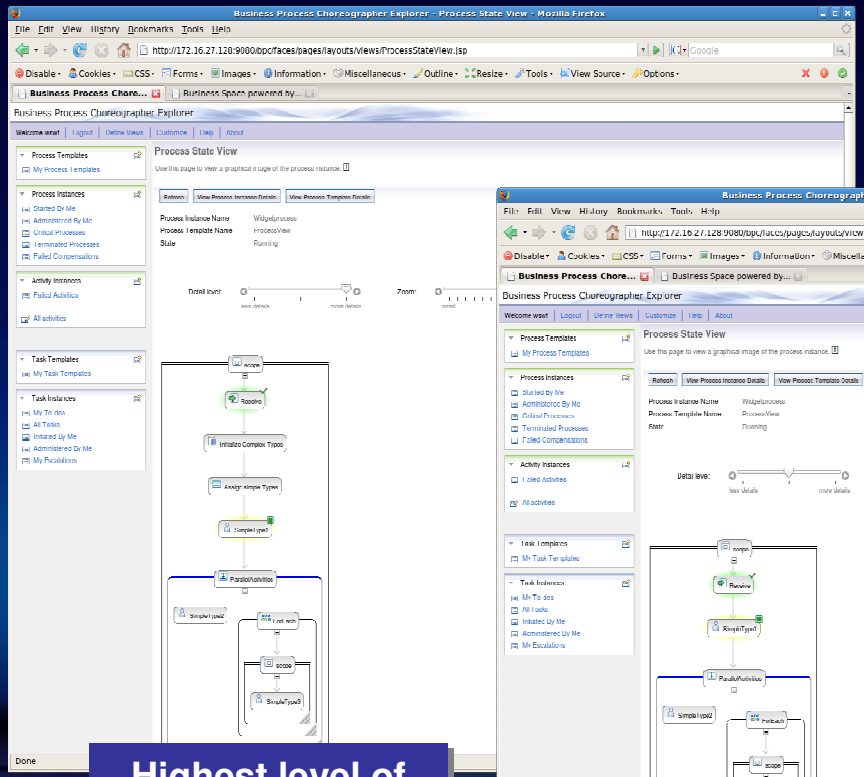
Enhanced!

WebSphere Process Server
In-flight Process Changes

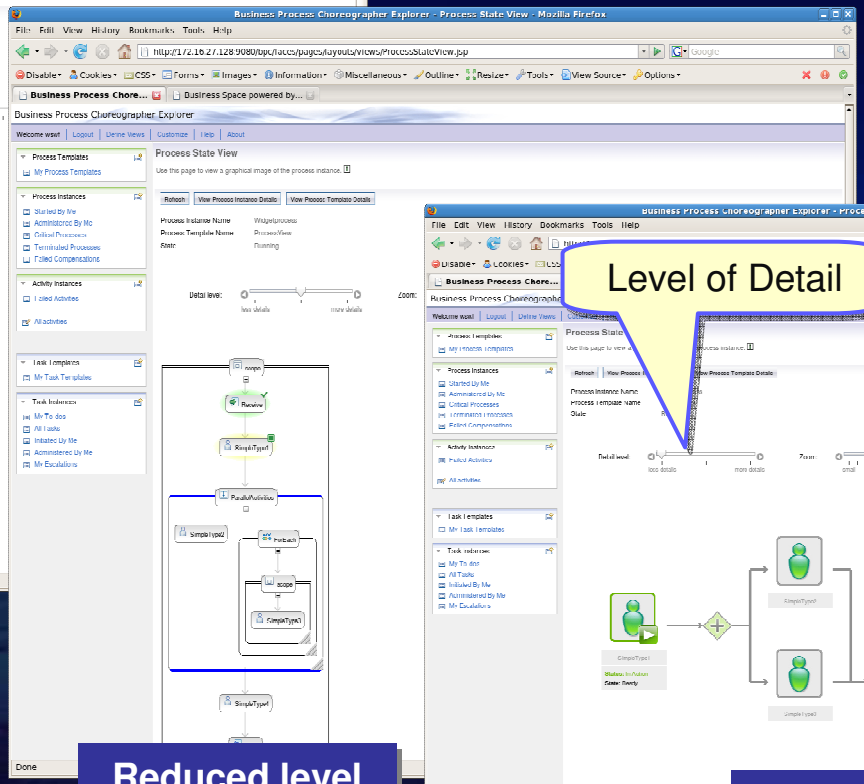
Graphical Process Widget in Business Space

New!

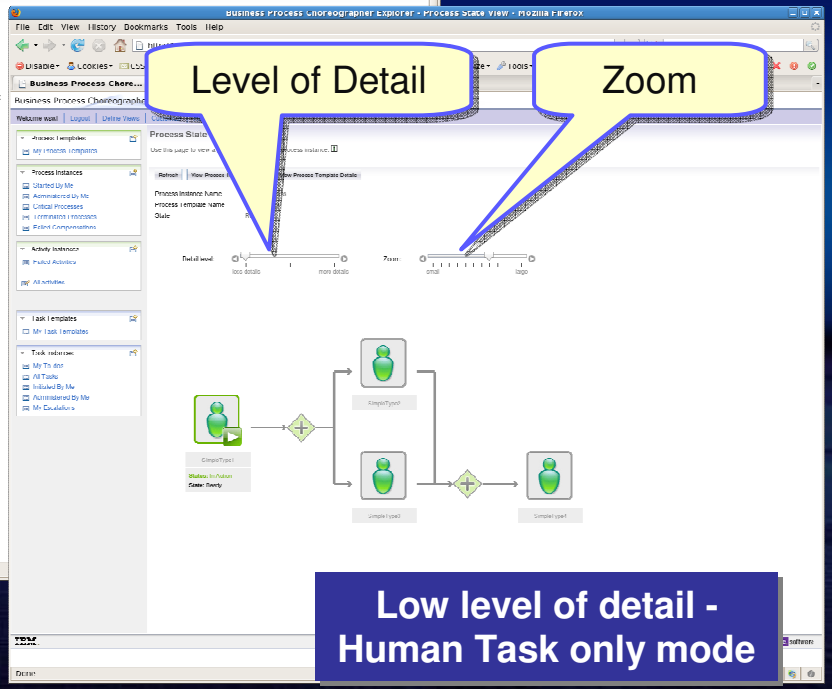




Highest level of detail



Reduced level of detail

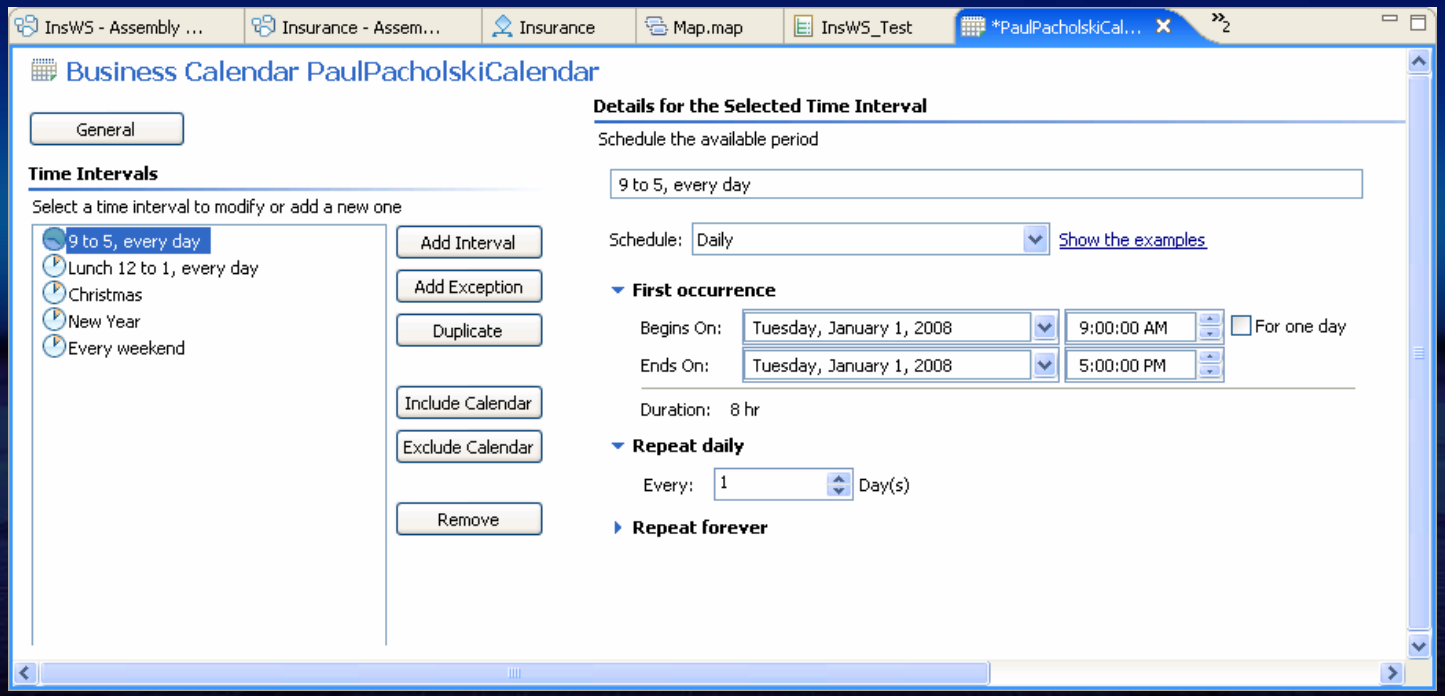


Low level of detail - Human Task only mode

Business Calendar Support for Timers and Human Tasks

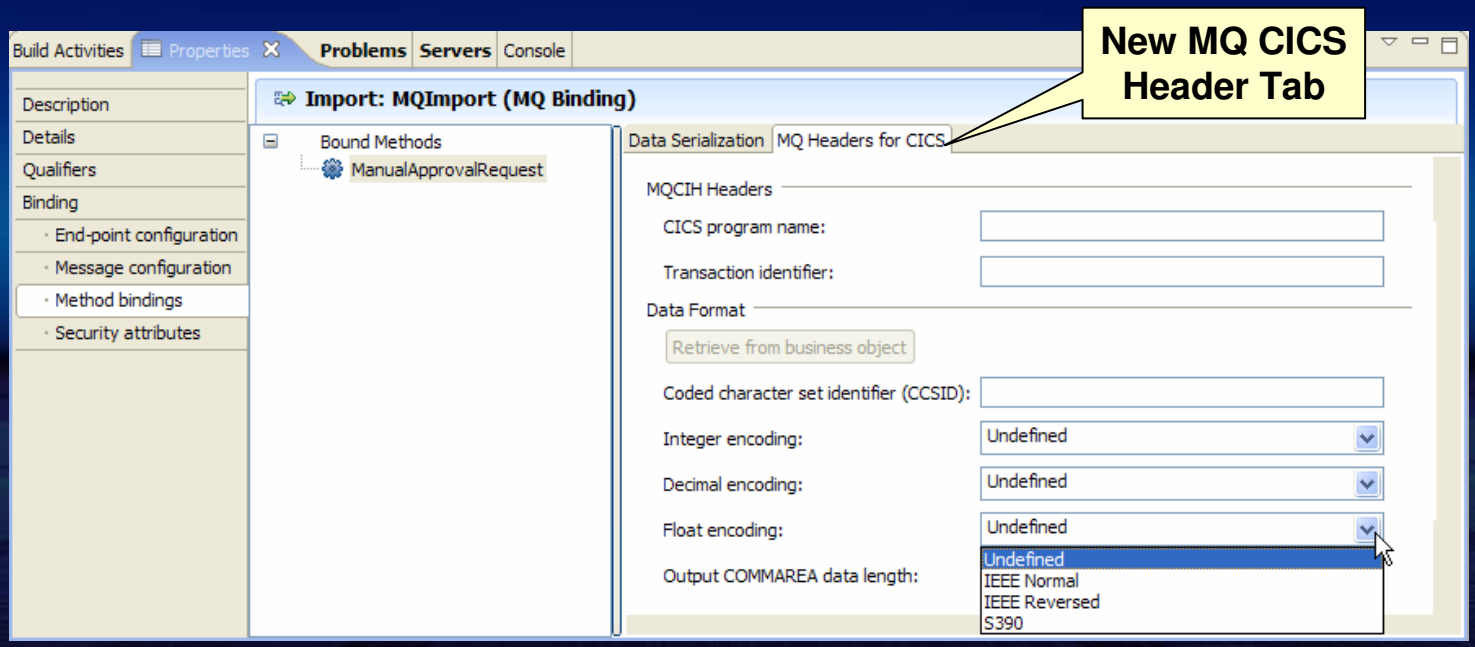
New!

- 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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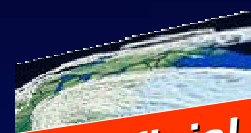
Sense and Respond to Opportunities and Risk

Detect and analyze business activities that present opportunities



Fl

Customer Delivery: *Business users need to detect service events and react to anticipated*

A snowy weath

agging

gnals 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 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.

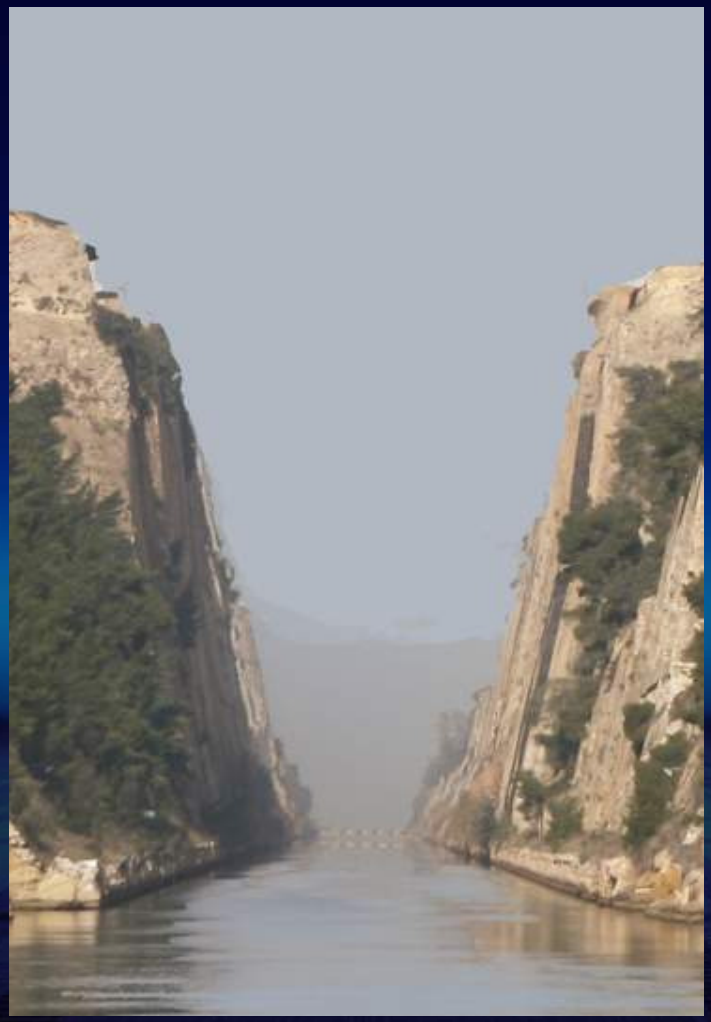
Online Shopping

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

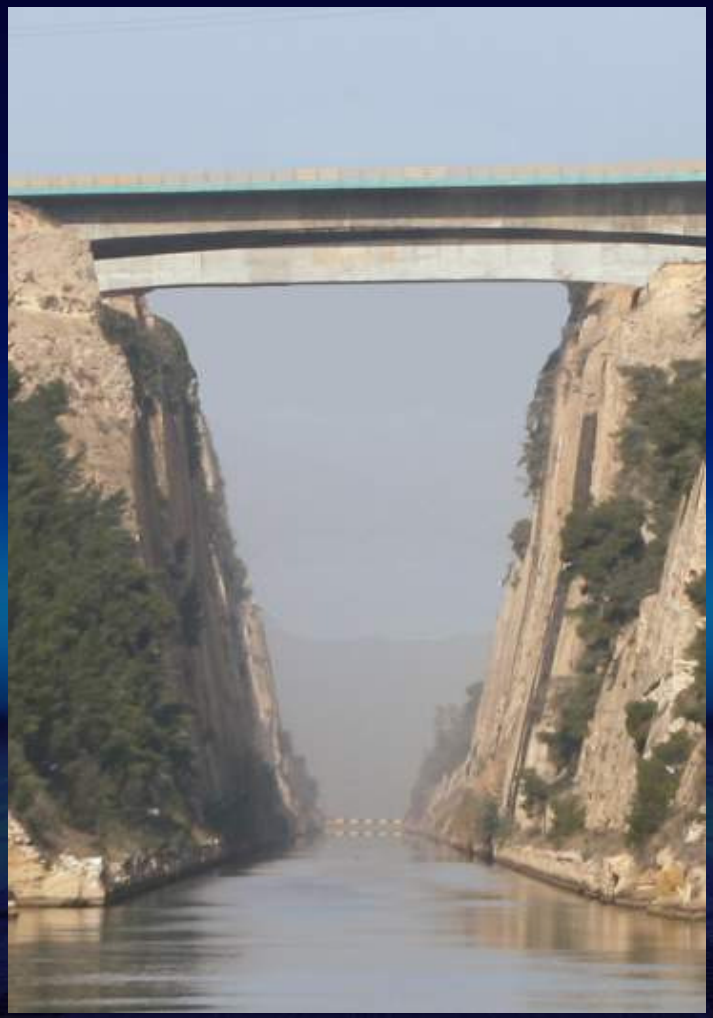
IT Developer

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



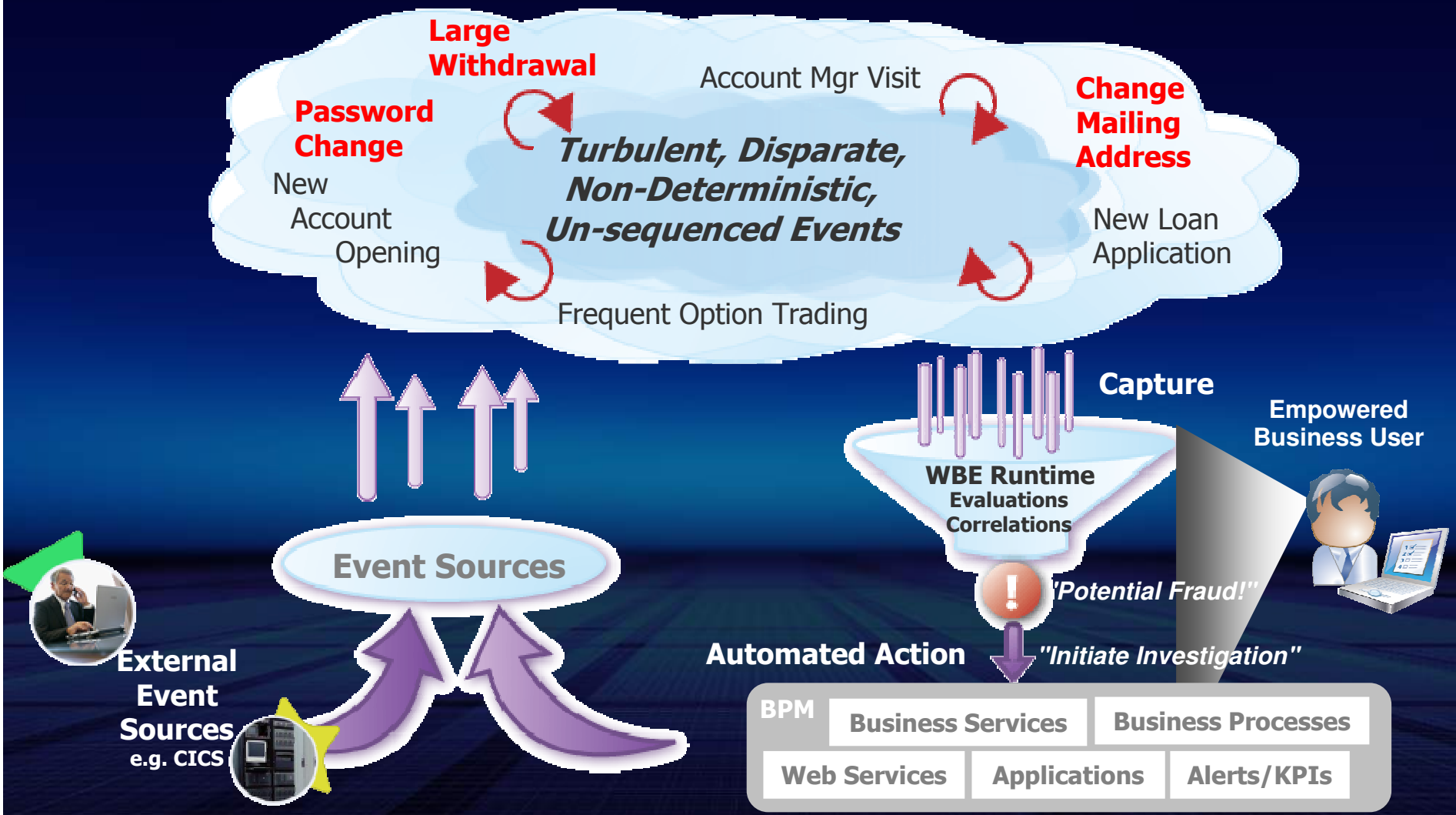
Provides unique convergence of power, flexibility, and ease of use

- ✓ 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

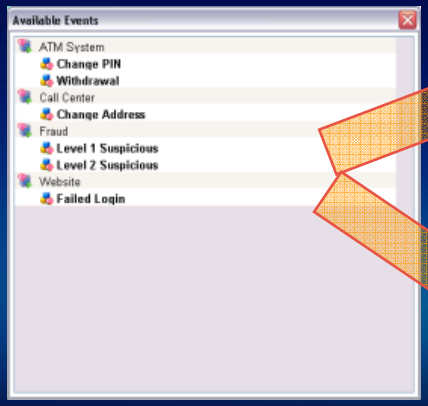
Event processing logic using drop-down, point & click

IT Developer

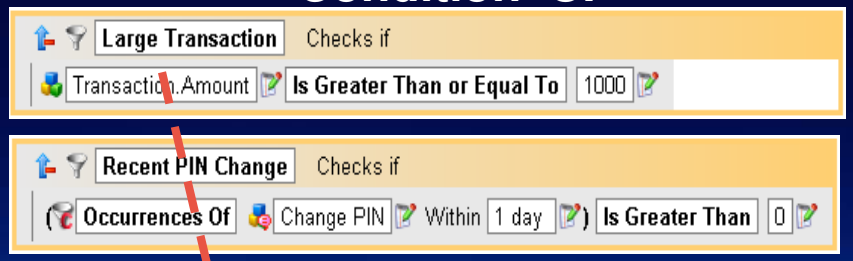
Business User

Business Analyst

Building Blocks



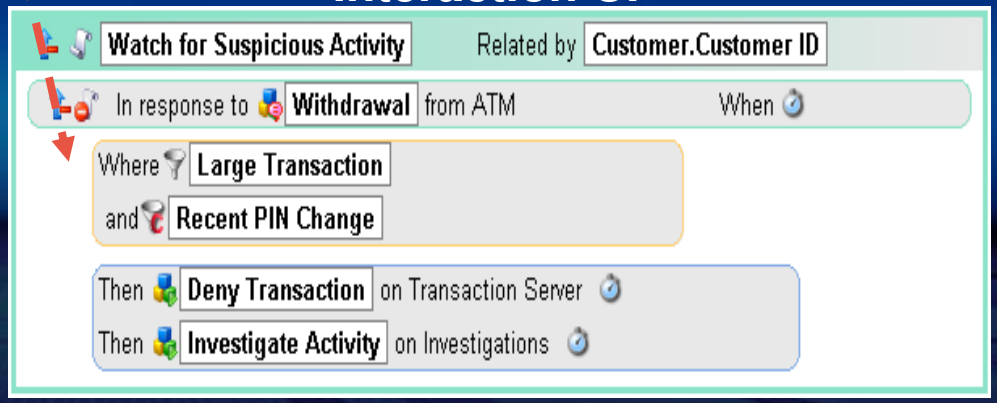
Condition UI



Data Filter

Event Pattern

Interaction UI



Event

Conditions

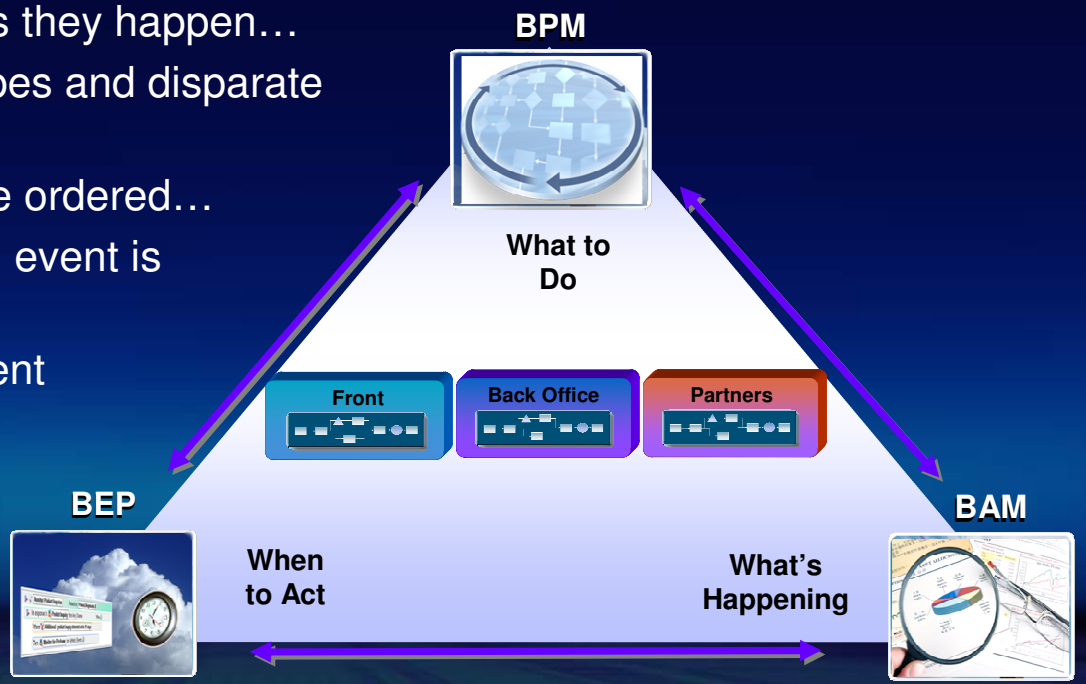
Actions

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.



A Complete BPM Solution

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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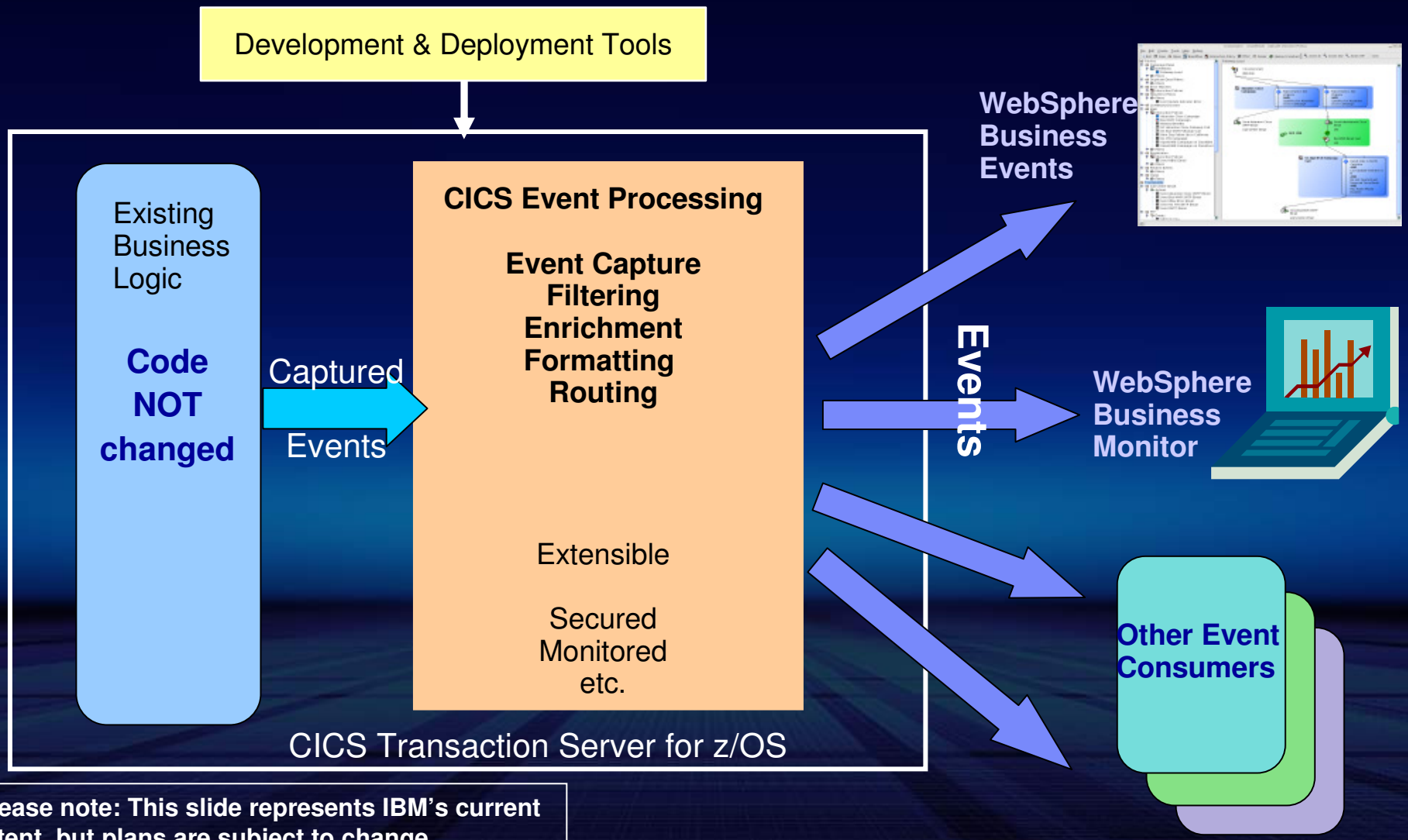
  - WebSphere Business Events

WDPE

- CICS Event Processing

Overview of CICS future event processing capability



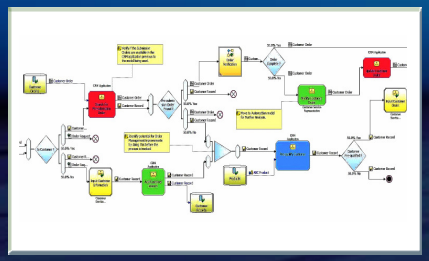
Please note: This slide represents IBM's current intent, but plans are subject to change.

The Role-Based CICS Event Workflow

LoB Manager

Application Analyst

Systems Programmer



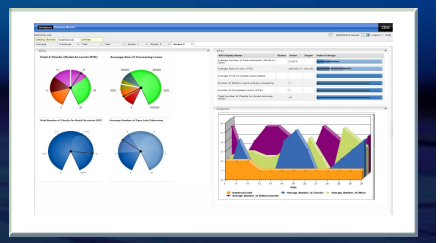
Business Modeler

Existing Application

CICS Event Processing Support

CICS TS

Event Consumer



Business Dashboard

LOB defines the business events

LoB Manager

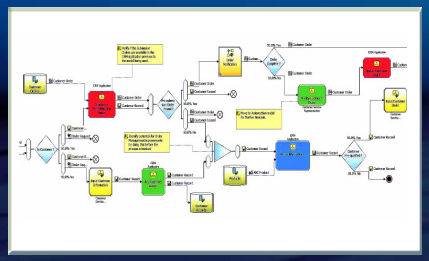
Identify Business Events

Application Analyst

Systems Programm

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.



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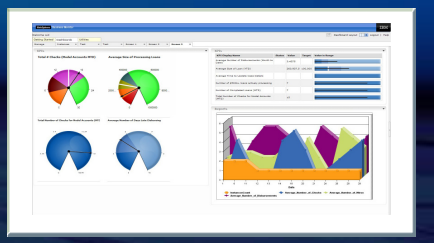


Application Analyst identifies events in application

LoB Manager

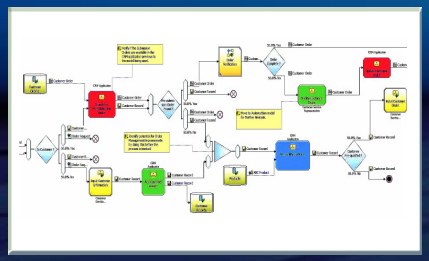
Identify Business Events

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



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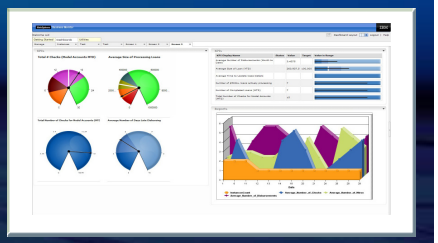


Business Dashboard

Systems Programmer configures the infrastructure

LoB Manager

Identify Business Events

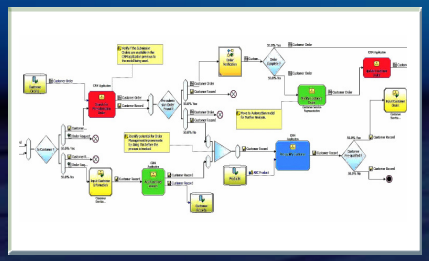
Application Analyst

Create Event Capture Specification

Systems Programmer

Deploy Events

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



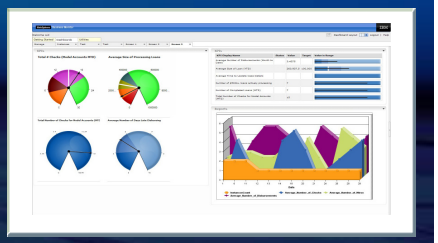
Business Modeler

Existing Application

CICS Event Processing Support

CICS TS

Event Consumer



Business Dashboard

LOB defines the business actions

LoB Manager

Identify Business Events

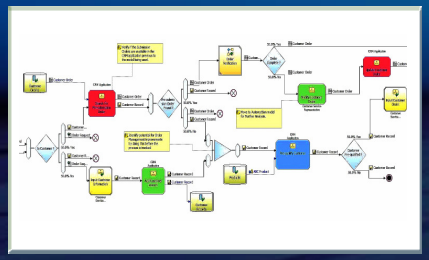
Specify Business Actions

Application Analyst

Specifies the actions to take on consuming an event

Systems Programmer

Deploy Events



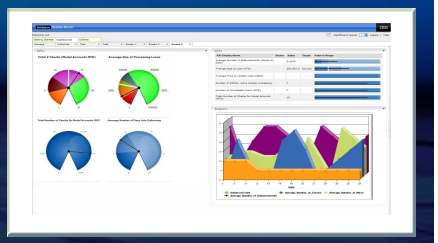
Business Modeler

Existing Application

CICS Event Processing Support

CICS TS

Event Consumer



Business Dashboard

LOB optionally configures a dashboard

LoB Manager

Identify Business Events

Specify Business Actions

Optionally Configure Dashboard

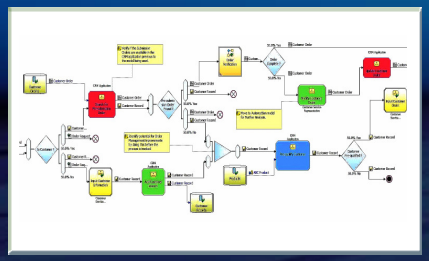
Application Analyst

Create Eve
Capture
Specificatio

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

Events

Systems Programmer



Business Modeler

Existing Application

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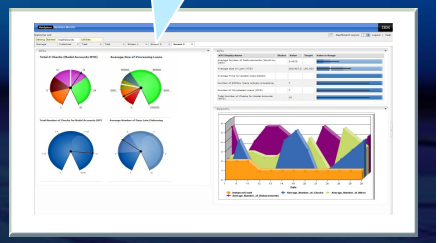

Business Dashboard

Visibility, Governance, and Business Flexibility with CICS Events

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

CICS Events

Tech Preview SupportPac 4Q08

Full CICS events support 2009

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Thank You!

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