

# BPM, System z and 'Me':

Exploring the Human Centric aspects of  
Business Process Management and System z



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WebSphere BPM, System z

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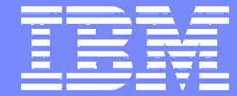
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## Agenda

### SOA, BPM and Human Tasks

#### IBM's BPM Offerings

##### Business Space

##### Human Interaction from Modeling through Deployment

##### Business Events and CICS

#### Summary and Next Steps

# BPM drives Business and IT alignment around functional and transformational Business Objectives

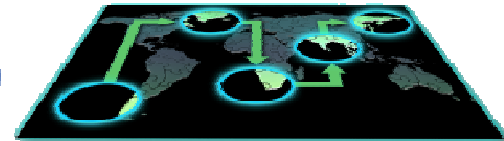
- Collaborate to predict and optimize process outcomes through modeling and simulation
- Rapidly customize processes with business users using policies instead of code
- Sense and respond to business events in real-time for automated response or human decision support
- Rapidly deploy new solutions from reusable building blocks that can be changed on-the-fly

BPM

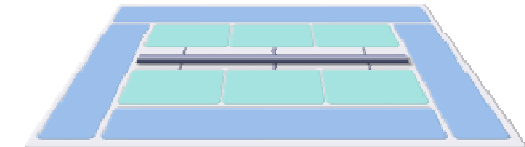
**Business View**



**Process View**



**IT View**



*BPM enabled by **SOA** bridges Business and IT*



# Changing fast is not enough - change needs to demonstrate highest value at lowest cost - **NOW**

## Three change imperatives in organizations today:

- **Business led**

Business is empowered to make change while IT dynamically adapts (policy-based change)

- **Collaborative**

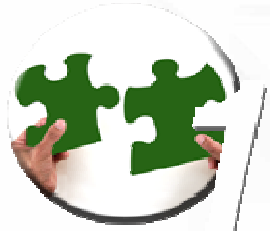
Business Leaders and IT create, adapt and optimize strategies, process, KPIs, etc. (process model-based change)

- **Evolutionary**

Detect and respond to changing business conditions with real-time insights from processes and events (response-based change)



# Components of Business Process Management



## *Integration Centric Processes*

strong focus on automating processes that integrate systems and applications



## *Document Centric Processes*

strong focus on the involvement and extensive use of documents



## *Human Centric Processes*

strong focus on automating people-intensive activities: servicing customers, operating call centers, managing sales operations, supporting field-based agents

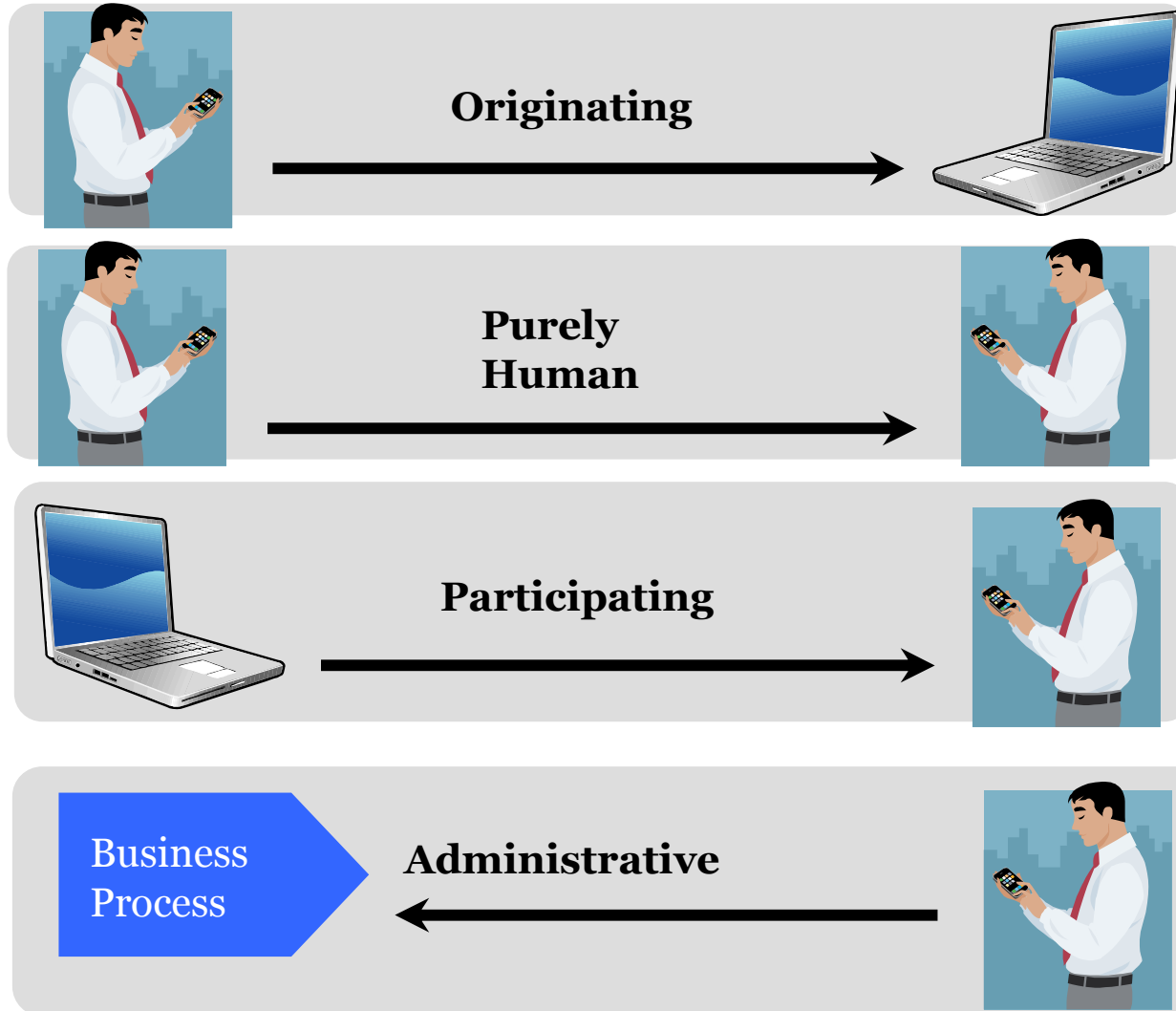


## *System zValue*

z/OS provides the highest levels of availability, scalability, integrity, and reliability, providing guaranteed service levels and deep end-to-end security integration

# What is a Human Task?

## Implementation



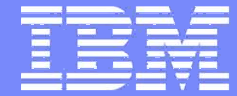
Inline ; Stand-alone

Stand-alone

Inline ; Stand-alone

Inline

Originating Task Interface



## Agenda

SOA, BPM and Human Tasks

IBM's BPM Offerings

Business Space

Human Interaction from Modeling through Deployment

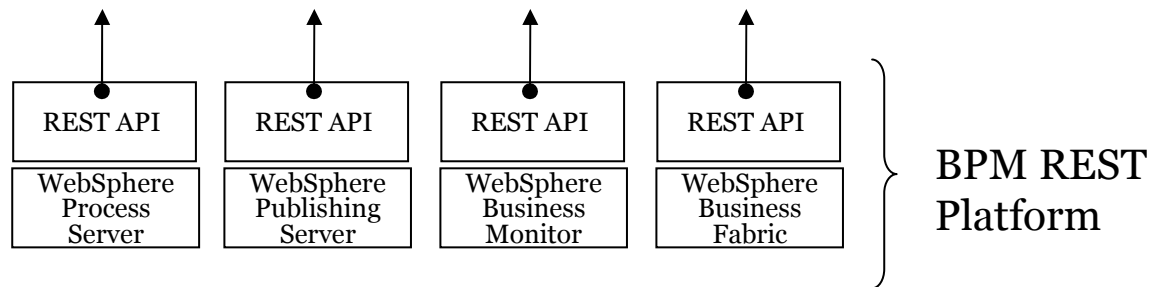
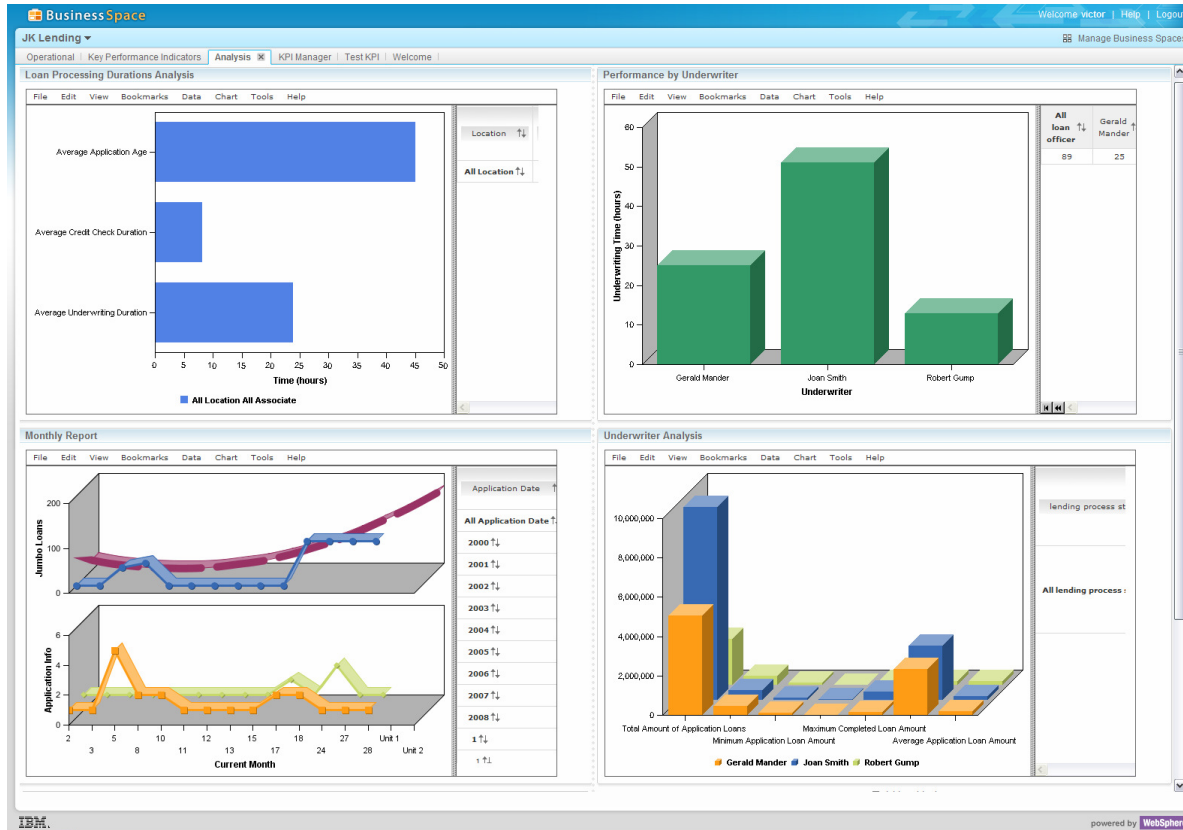
Business Events and CICS

Summary and Next Steps





# Business Space at a Glance



# Widget Gallery: Human Tasks

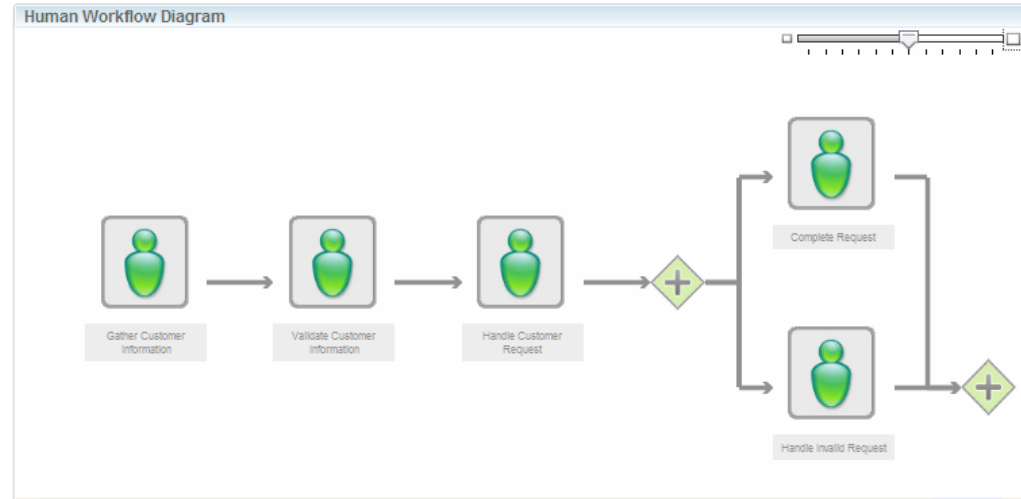
**My Tasks**

Show: All Sort By: Due time

- Gather Customer Information** Low  
Gather the customer information.  
Start date: 6/23/08 9:29 PM
- Validate Customer Information** Low  
Validate the customer information.  
Start date: 6/24/08 12:26 PM
- Widget Message** Low  
"Hi Victor, can you do this?" message from victor  
Start date: 6/26/08 12:17 PM
- Widget Message** Low  
"Investigate This KPI" message from victor  
Start date: 6/26/08 4:09 PM
- Widget Message** Low  
"KPI is red" message from victor  
Start date: 7/9/08 2:56 PM

Select: all | none Select action...

My Tasks



Human Workflow Diagram

**Team List**

- Gather Customer Information
  - ramiah (3)
  - john (5)
  - ewayne (2)
  - pabloi (0)

Team List

**Tasks Created by Me**

Show: Finished Sort By: Due time

- Widget Message** Low  
"take a look at this KPI" message from victor  
Owner: john  
Start date: 6/23/08 9:48 PM
- Widget Message** Low  
"KPI is turning red" message from victor  
Owner: john  
Start date: 6/24/08 12:36 PM

Select: all | none Select action...

Tasks Created by Me

**Task Creation**

- Request approval**  
... requests your approval
- Ask a Question**  
Question from ...
- Request review**  
... requests your review
- Launch Handle Customer Request**  
This task launches the Handle Customer Request process.

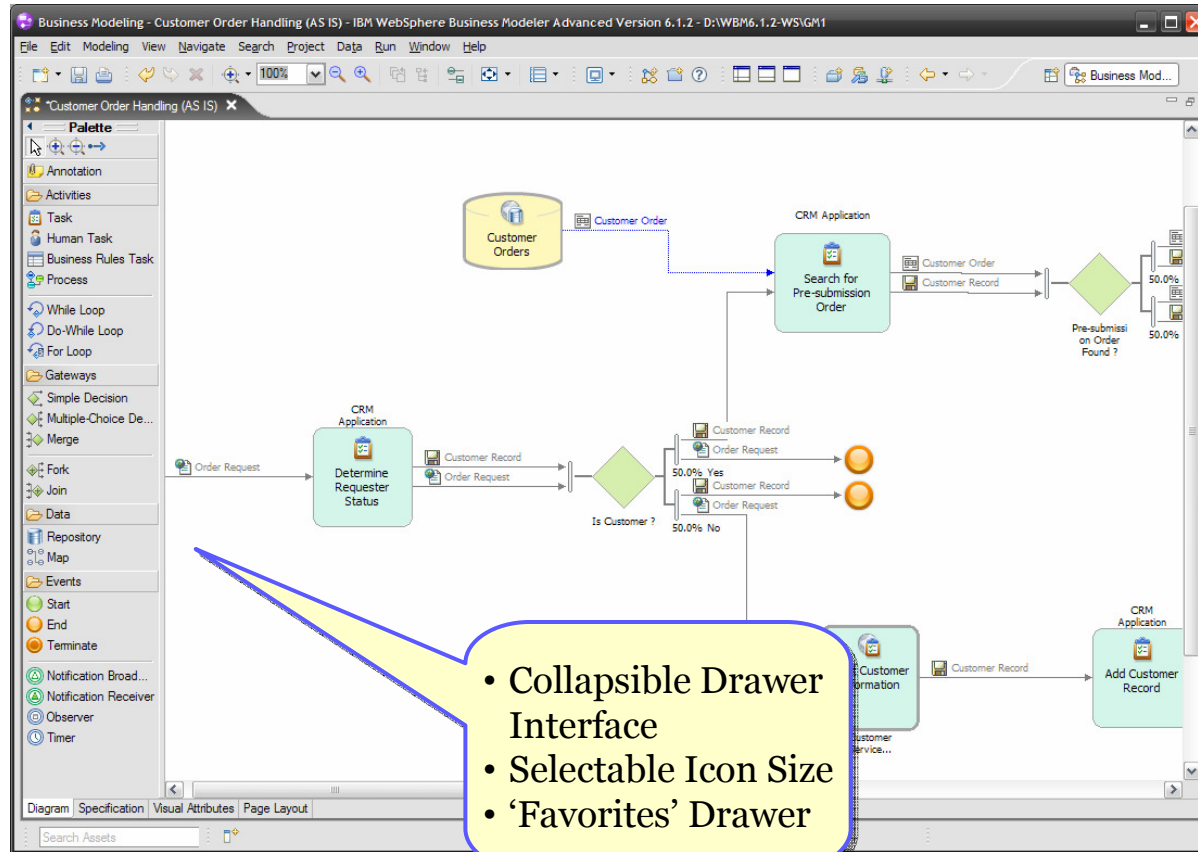
Select: all | none Select action...

Tasks Creation



# Human Centric 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**

# Create Business Forms Rapidly and Easily

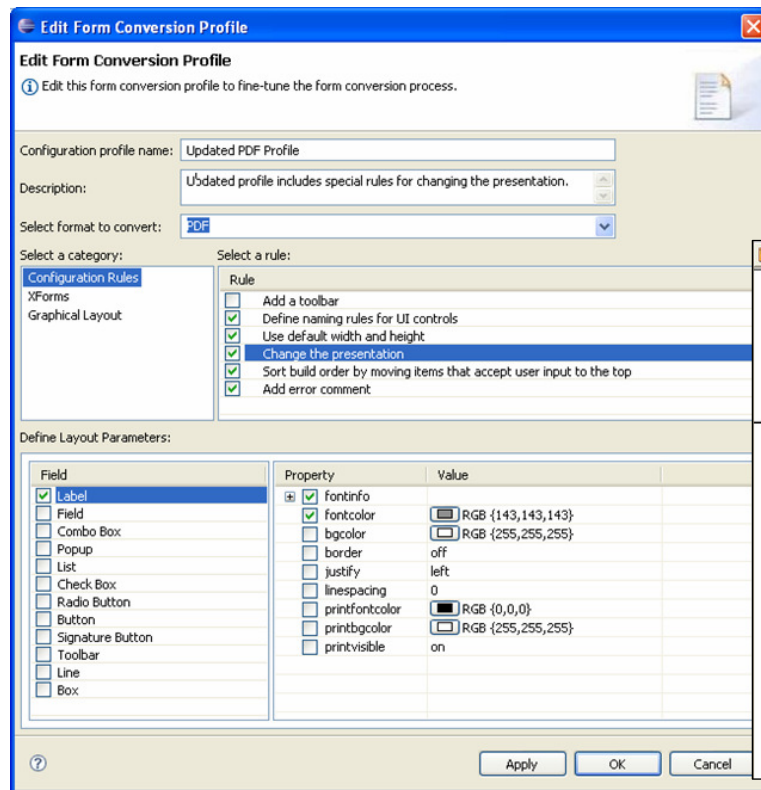
*Designed by business people for business people*



**Process  
Owner**

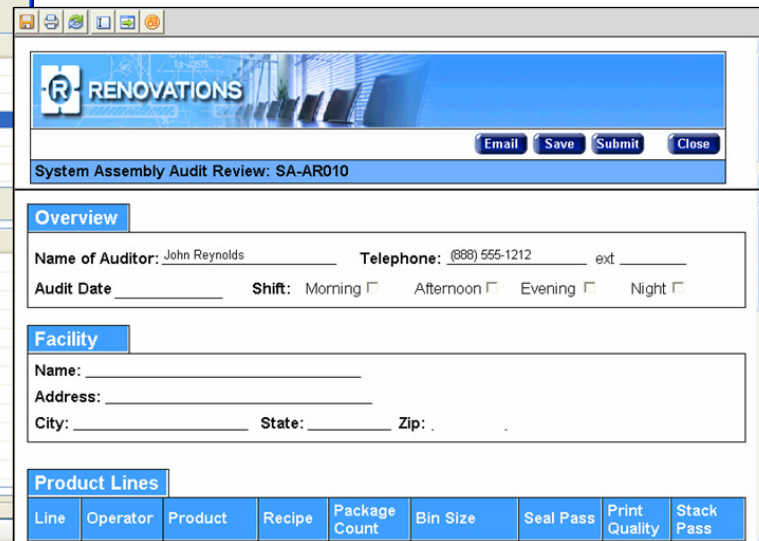


**Business  
Analyst**



**Human workflow storyboarding in  
WebSphere Business Modeler**

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



**Lotus Forms Included in  
WebSphere Business Modeler**

**Storyboarding Support**





# Human Centric Deployment Graphical Process Widget in Business Space

- INACTIVE
- READY
- RUNNING
- SKIPPED
- FINISHED
- FAILED
- TERMINATED
- CLAIMED
- WAITING
- EXPIRED
- STOPPED
- SKIP\_REQUESTED

The image displays three screenshots of the Business Process Choreographer Explorer interface, illustrating different levels of detail in the graphical process widget:

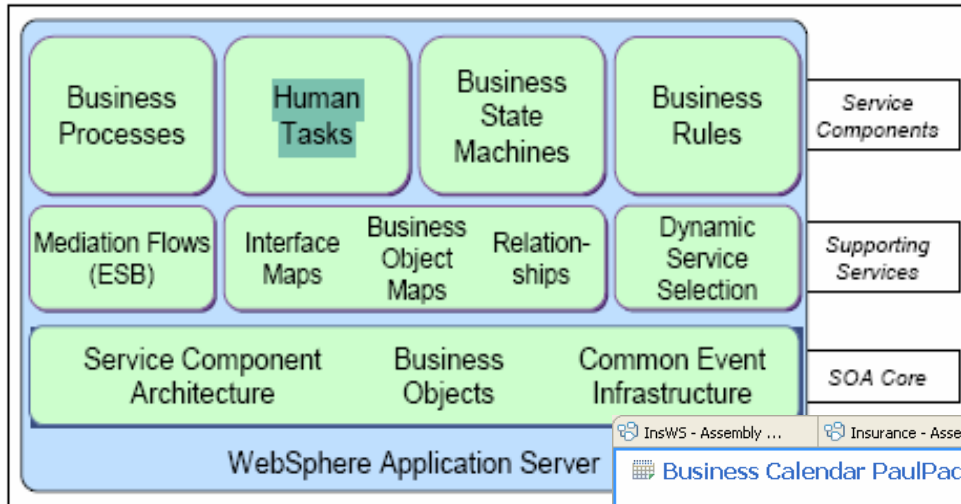
- Highest level of detail:** The leftmost screenshot shows a highly detailed process flow with multiple tasks and sub-processes.
- Reduced level of detail:** The middle screenshot shows a simplified view of the process flow, focusing on the main sequence of tasks.
- Low level of detail - Human Task only mode:** The rightmost screenshot shows a very simplified view, focusing only on the human tasks (represented by person icons) within the process.

Two callout boxes labeled "Level of Detail" and "Zoom" point to the respective screenshots, indicating that the interface allows users to adjust the level of detail and zoom in/out of the process view.

WebSphere Process Server

# WebSphere Process Server

## Human Task Management and Calendaring



Today is Thursday  
 Saturday, Sunday are holidays  
 Two days from today needs to return  
 Monday, not Saturday

Snapshot of Process  
 Server Architecture

The screenshot shows the **Business Calendar PaulPacholskiCalendar** configuration window. The **General** tab is active, displaying the **Time Intervals** section. A list of intervals includes "9 to 5, every day", "Lunch 12 to 1, every day", "Christmas", "New Year", and "Every weekend". The "9 to 5, every day" interval is selected. On the right, the **Details for the Selected Time Interval** section shows the schedule set to "Daily" from "Tuesday, January 1, 2008" 9:00:00 AM to "Tuesday, January 1, 2008" 5:00:00 PM, with a duration of 8 hours. The "Repeat daily" section is set to "Every: 1 Day(s)".



# Monitor, Predict and Act

*Real-time visibility and actionable insight into processes*

- Monitor KPIs, business situations, process information, events and activities in real-time
  - New in v6.2: *predictive* KPIs enabling users to pre-empt potential problems and take advantage of potential opportunities
- Aggregate and correlate information from disparate sources



**Business Leader**



**Business User**



**WebSphere Business Monitor**



**BAM dashboards for mobile devices**

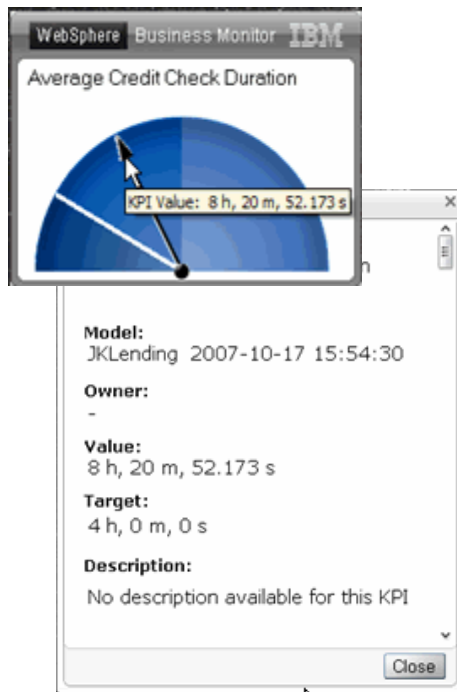
**Collaboration on monitoring interfaces through WebSphere Business Modeler Publishing Server**

# 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

WebSphere Business Monitor IBM

credit check Search

Average Credit Check Duration  
Value: 8 h, 20 m, 52.173 s Target: 4 h, 0 m, 0 s

Ultimate Paintball, LLC Checkout Page  
Additional Information <b>Credit</b> Card Customer<

CFCU Regulation E Acknowledgement  
maximum line of <b>credit</b>. If you tell<b> .. </b>e>

template - Town of Holly Springs NC C  
rosowski@gmail.com <b>Credit</b> Card Type: <b>C

Southwest Airlines Air Booking Confirm  
Security Fee. Billing Information <b>Credit</b> Card H

AAdvantage - AAdvantage Enrollment  
Español Book Car Book Hotel Book Vacation Book Cr

template - Town of Holly Springs NC C  
rosowski@gmail.com <b>Credit</b> Card Type: <b>C

Southwest Airlines Air Booking Confirm  
Security Fee. Billing Information <b>Credit</b> Card H

Monorice.com - CheckOut Final

Page 1 of 3 Search the web

Alert Gadget display alerts for specified user

WebSphere Business Monitor IBM

Sort by: Date (descending)

Mark Unread Forward Delete

Loan was delayed

Loan was delayed

• Loan was delayed

• Loan was delayed

• Loan was delayed

• Loan was delayed

• Loan was delayed

Page 1 of 5

**Alert Details**

Subject: Loan was delayed

Date: May 15, 2008 6:30:08 PM

Business Situation Name: Delayed Underwriting Alert

Comments: Loan was late because Wil Jamison didn't send in the proper paperwork

Close







# WebSphere Business Events

## *Correlation of business events*

- **Broadest range of event sources**
- **Business user interface**
- **Massive scalability and speed**
- **The Power of BPM to respond**

### Condition UI

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

### Interaction UI

Watch for Suspicious Activity Related by Customer.Customer ID

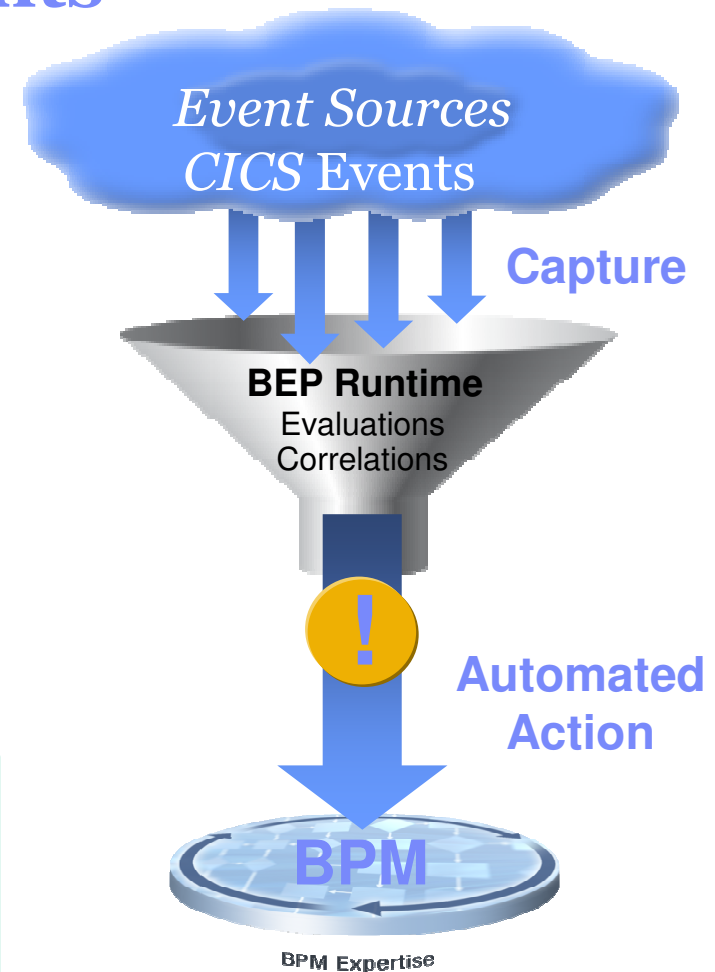
In response to Withdrawal from ATM When

Where Large Transaction and Recent PIN Change

Then Deny Transaction on Transaction Server

Then Investigate Activity on Investigations

Building  
Blocks

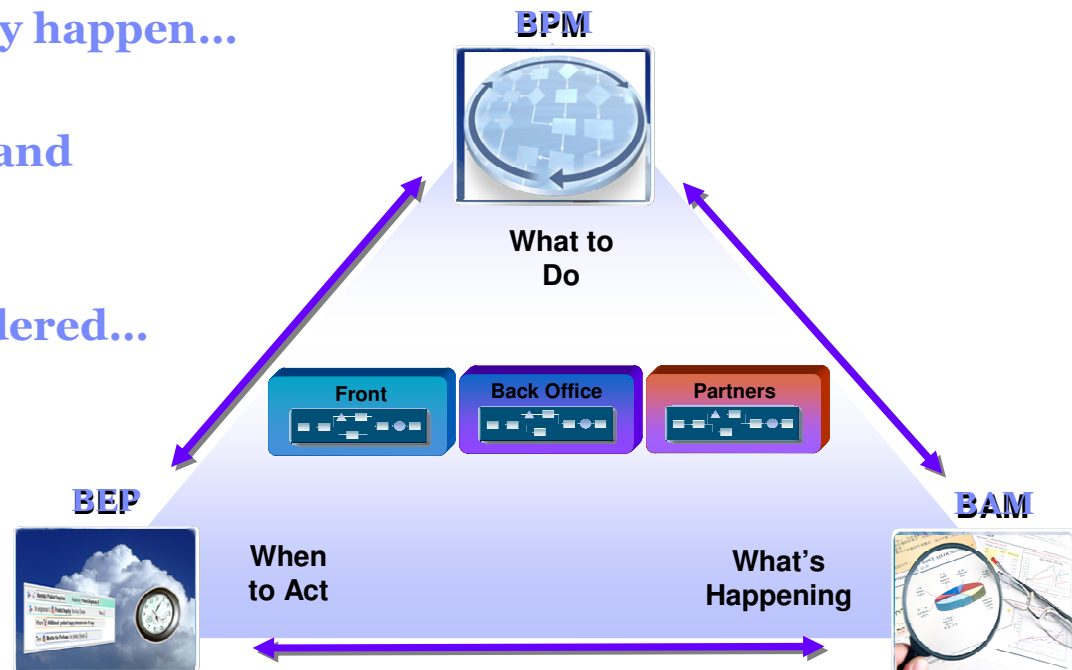


## WebSphere Business Events

# 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 actionable event needs to be derived from physical events...
- Involving systems, humans or both.

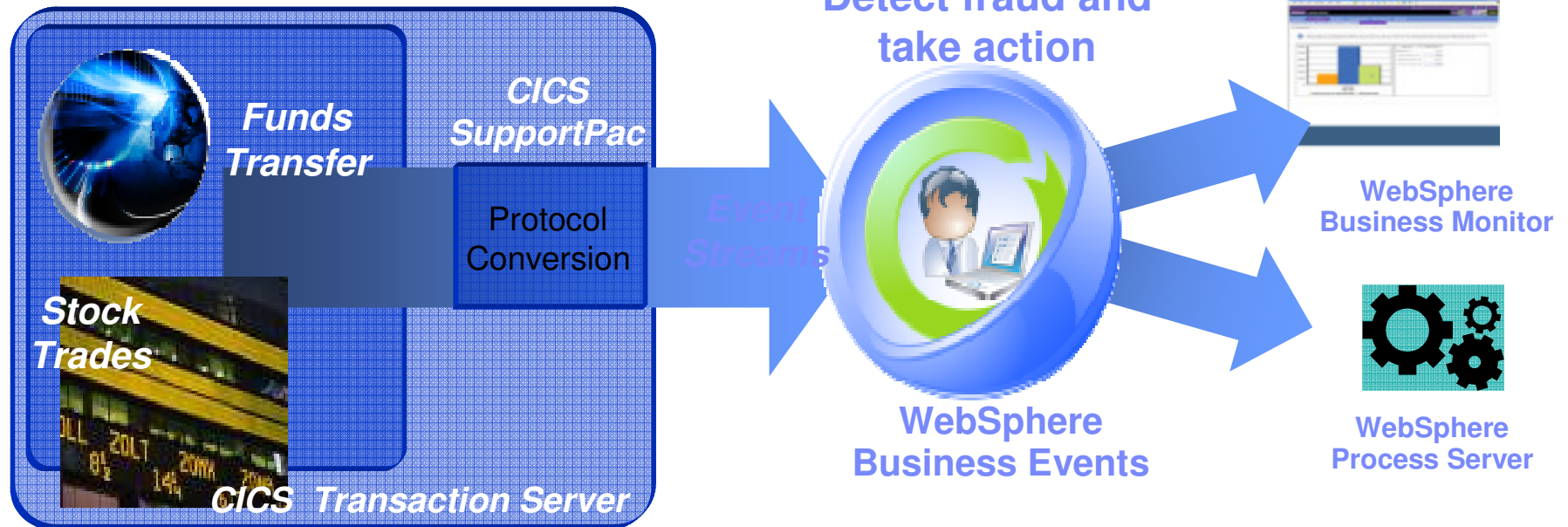


**A Complete BPM Solution**

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

# Capture mainframe event sources for greater insights and action

CICS Event Sources



*WebSphere Business Events integration with WebSphere Business Monitor, Tivoli NetCool and CICS Transaction Server*



# Deploying on System z provides differentiated value

## *Enabling intelligent IT that works for your business*

### *The New IBM System z10 Enterprise Class*

The power of many . . .

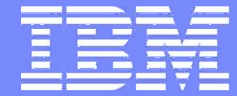


. . . the  
simplicity of  
ONE

***Server Leadership: 40+ years in the making!***

**Mainframe utilization rates often exceed 80%, and are designed to handle sustained peak workload utilization of 100% without service level degradation.**

- Consolidation of hundreds of applications
- Granularity of WebSphere deployments
- Messaging speeds to support SOA
- Price / performance improvement of specialty engines
- Adapt faster to workload variations such as dynamic SOA
- Respond automatically to demand from CICS, IMS, DB2, WebSphere, ...
- Deploy new WebSphere workloads in minutes



## Agenda

- SOA, BPM and Human Tasks
- IBM's BPM Offerings
  - Business Space
  - Human Interaction from Modeling through Deployment
  - Business Events and CICS
- Summary and Next Steps

## Summary

*BPM is not a project, but a continuous and sustainable evolution that incrementally improves the way you do business today and delivers an ongoing stream of benefits.*

- **Humans are an inevitable part of business management solutions – understanding how to collaborate, model, predict and optimize processes via human interaction could propel your organizations' ability to respond to requirements**
- **IBM's BPM suite addresses how to enable people within your processes: business space allows changes made at the glass by business analysts and business users alike – contains widgets for key components of a BPM: modeling, simulation, deploying and monitoring**
- **Human error is possible – protect your business with top-notch security inherent to system z**
- **Enable CICS to act as a source of events for use in Event Processing, allowing visibility into the business processes**

# Customers turn to IBM for unmatched breadth of BPM Software & deep BPM and Industry Expertise

**#1 in BPMS market share\***

**Over 4600 BPMS customers in over 30 countries and growing...**

## Depth of BPM Expertise

- World-class BPM methodologies, process templates, industry best practices, and benchmarks
- BPM Competency Centers
- BPM value assessments and workshops
- 1000+ BPM consultant specialists
- 1,770+ systems integrator and reseller partners
- 4000+ ISV partners
- 10,750+ GBS/GTS practitioners
- 20+ BPM training and education courses

## Breadth of BPM Software

- Collaborative business process modeling and simulation
- Best-in-class integration tools, technologies, and adaptors
- Comprehensive asset repositories for BPM-related reuse
- Dynamic, policy-based process customization using composite business application
- High performance, scalable process orchestration and execution engine
- Real-time activity monitoring and response
- Pre-built industry solution accelerators and industry models



“The IBM [BPM] software that we now use has encouraged better business practices throughout our organization, making our company as well as our customers more profitable.”

\* Gartner BPMS market share, June, 2007, Michele Cantera





## Call to Action:

Let IBM help you get started with SOA on System z

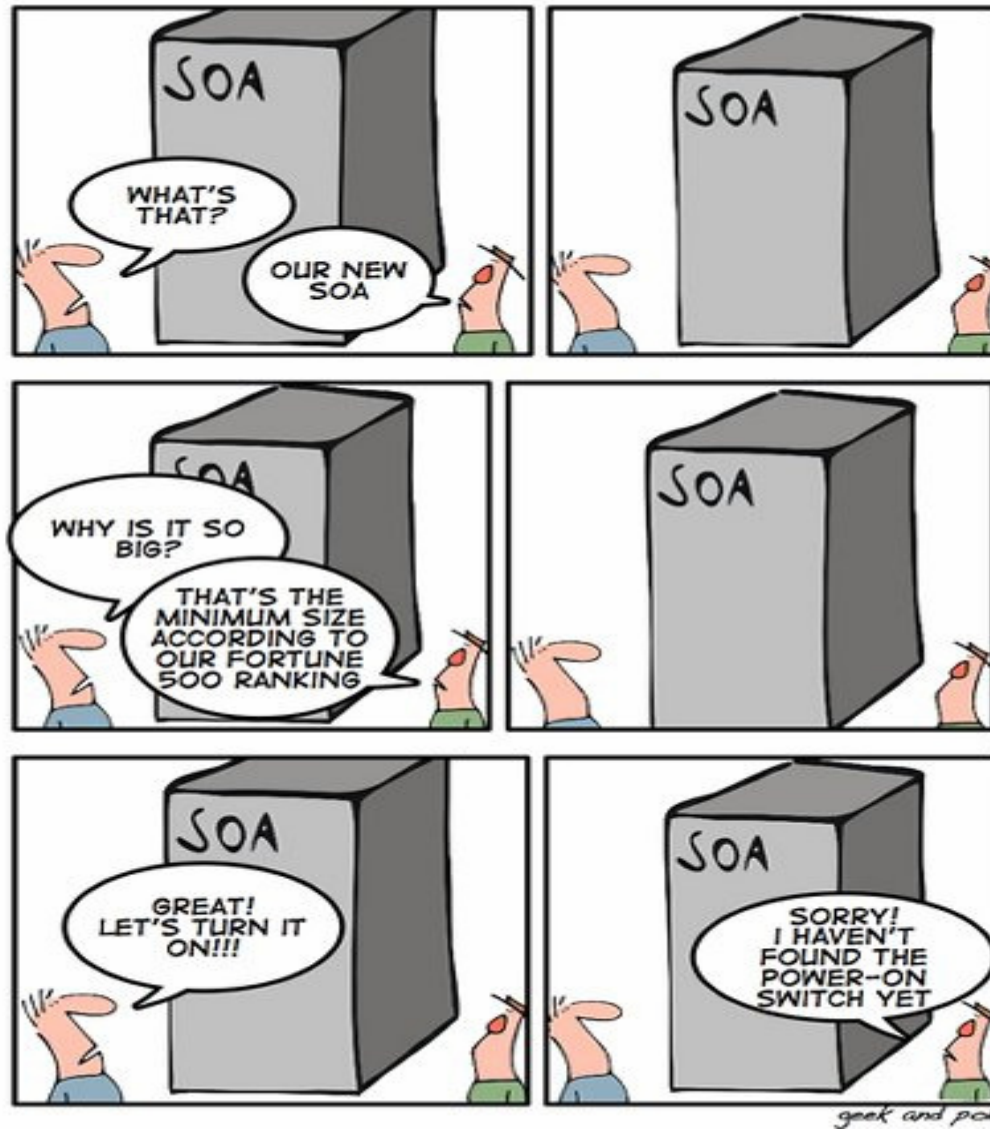
### *explore*

- [SOA Sandbox](#)
- [z Integrated Architecture Workshops \(zIAW\)](#)
- SOA Assessment Workshop
- Process Improvement Workshop (PIW)



### *learn*

- [Attend a local industry or technology event – contact your WebSphere rep](#)
- [Download additional information about IBM's BPM suite – including demos and WhitePapers](#)



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WebSphere BPM, System z

**Thank you!**



# References

- **z/OS Getting Started: WebSphere Process Server and WebSphere Enterprise Service Bus V6 (Sg247378)**
- **The Value of IBM System z and z/OS in Service-Oriented Architecture (RedPaper rp4152)**
- **Product Information**
  - [Business Space](#)
  - [WebSphere Modeler](#)
  - [WebSphere Process Server](#)
  - [WebSphere Monitor](#)
  - [WebSphere Business Events](#)



# Additional Information

# Human Resource Substitution & Escalation

## WebSphere Process Server, WebSphere Integration Developer

### ➤ Assigning People to Human Tasks

- Works out of the box with VMM [Virtual Member Manager]
- Can be configured to work with other people directories (e.g., production people)

### ➤ Support for managing time constraints

- Multi-level escalation with e-mail based notification to involve additional people or services when the progress of a human task falls behind the modeled expectations
  - Customizable e-mail Notification



### ➤ Enhanced human-centric BPM capabilities

- IBM Lotus Forms integration for human task activities for business user clients

Delete human tasks on success only  
*Exercise more granular control over the tasks that are deleted by providing an option to delete only those that have completed successfully, while retaining those tasks that likely require investigation*

# SOA delivers business value today on System z

Flexibility, growth, reuse, decreased cost



- **97% of customers justified their SOA project on cost**
- **100% saw increased business flexibility**
- **51% saw revenue growth**

Source: The Business Value of SOA, 2006  
Institute for Business Value Study

## SOA System z customer benefits

**1. Eliminated system downtime**

*Fifth Third Bank*

**2. Increased business efficiency**

*HSBC*

**3. Reduced time to value by over 50%**

*Crowley Maritime*

**4. Lowered costs while improving qualities**

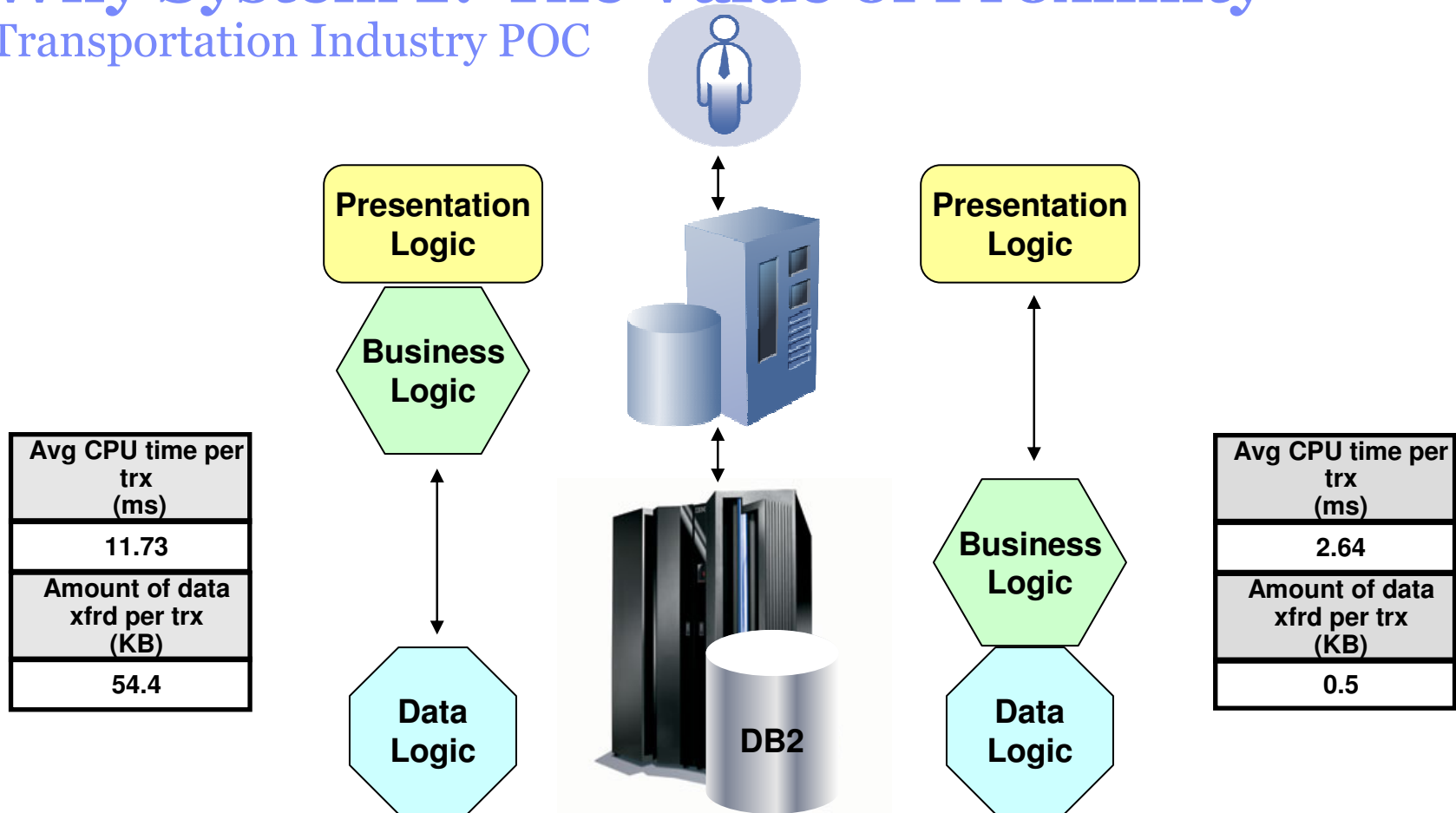
*Insurance Services Office, Inc.*

**5. Differentiation through a flexible technology model**

*Hoplon Infotainment*

# Why System z? The Value of Proximity

## Transportation Industry POC



- **Effect of refactoring business logic to be co-resident with z/OS data:**

- Average CPU time per EJB transaction was reduced by over 77%
- Number of bytes of data transferred per EJB transaction was reduced by 99%

*<http://www.ibm.com/support/techdocs>, Optimizing WebSphere Performance on DB2, WP100558*



# 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

