



# New Features in Market Leading Solutions

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IBM BPM Architect

**Impact2012**  
Comes To You

Change the Game



# Business Process Effectiveness is the Top Priority for Executives

McKinsey's Global Technology Survey found that

"Improving business process effectiveness" ranked as the **#1** priority for executives



McKinsey Global Technology Survey, December 2011 , How IT is Managing New Demands  
[https://www.mckinseyquarterly.com/High\\_Tech/Strategy\\_Analysis/A\\_rising\\_role\\_for\\_IT\\_McKinsey\\_Global\\_Survey\\_results\\_2900](https://www.mckinseyquarterly.com/High_Tech/Strategy_Analysis/A_rising_role_for_IT_McKinsey_Global_Survey_results_2900)



# McKinsey Global Technology Survey: Process is Still King

*Process effectiveness and efficiency ranked #1 and 2 overall*

## Focus on effectiveness and efficiency

% of respondents<sup>1</sup>

### Current IT priorities at respondent's company

### Ranking by current priority

	Total, n = 927	Non-IT executives, n = 427	IT executives, n = 471	Ranking by ideal priority, total, n = 927
Improving effectiveness of business processes	47	1	2	1
Improving efficiency of business processes	45	2	3	4
Reducing IT costs	44	5	1	7
Providing managers with information to support planning and decision making	40	3	4	3
Creating new products or services	29	4	6	2
Ensuring compliance with regulations	23	6	8	8
Entering new markets	20	7	5	5
Managing risk	14	8	7	6

*Even in strategic intent, respondents ranked process above creating new products and services*

<sup>1</sup> Respondents who answered "other" or "don't know" are not shown.



## Effective and Efficient Processes Deliver *Significant Results...*

Horizon Healthcare *speeds up payments to members and providers* while achieving **over 300%** return on investment



City of Madrid *reduces emergency response time* by **25%** through end-to-end co-ordination of emergency and municipal services

Globe Telecom *increases promotion related sales* by **112%** through an improved customer experience and more effective campaigns





... *but* Process Defects can Topple Major Global Companies

“Between *now and year-end 2014*, overlooked but easily detectable business process defects will *topple 10* Global 2000 companies”

~ Gartner



<http://www.gartner.com/it/page.jsp?id=1530114>

IBM.

# Cross-Functional Outcomes Require Cross-Functional Processes

The background of the slide is a photograph of the Golden Gate Bridge in San Francisco at dusk or night. The bridge's towers and suspension cables are illuminated with warm orange lights, and the city lights are visible in the distance across the water. The sky is a deep blue.

Interconnect and synchronize departments with enterprise-wide visibility

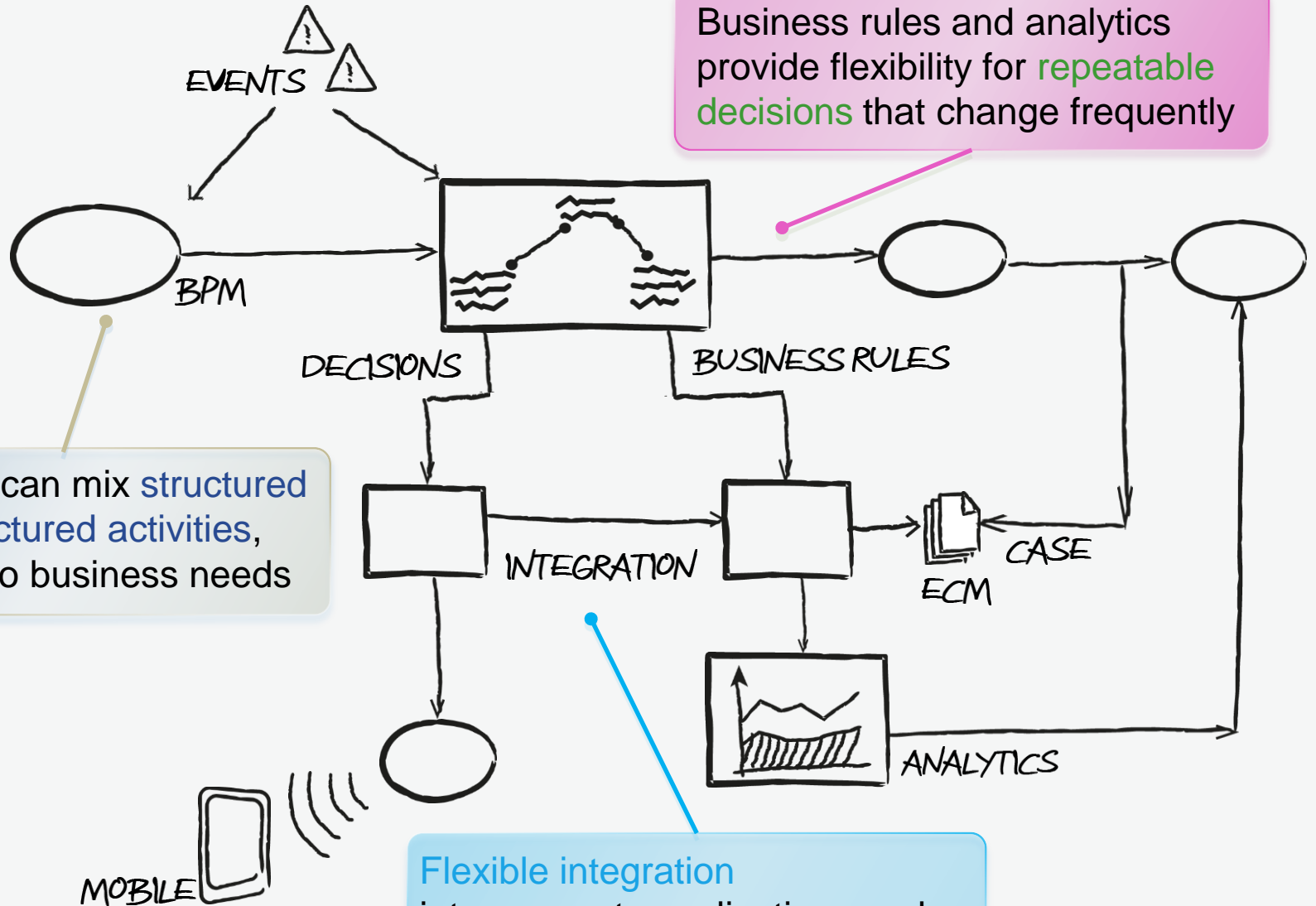
Manage for cross-functional outcomes enabled by collaboration

Prevent sub-optimized 'islands of excellence' with simple, easy to use governance

*Capabilities must be simple, yet powerful to bridge across silos in a continually changing environment*

# Building Blocks to Achieve Process Innovation

*Empowering business and IT users to easily manage change*

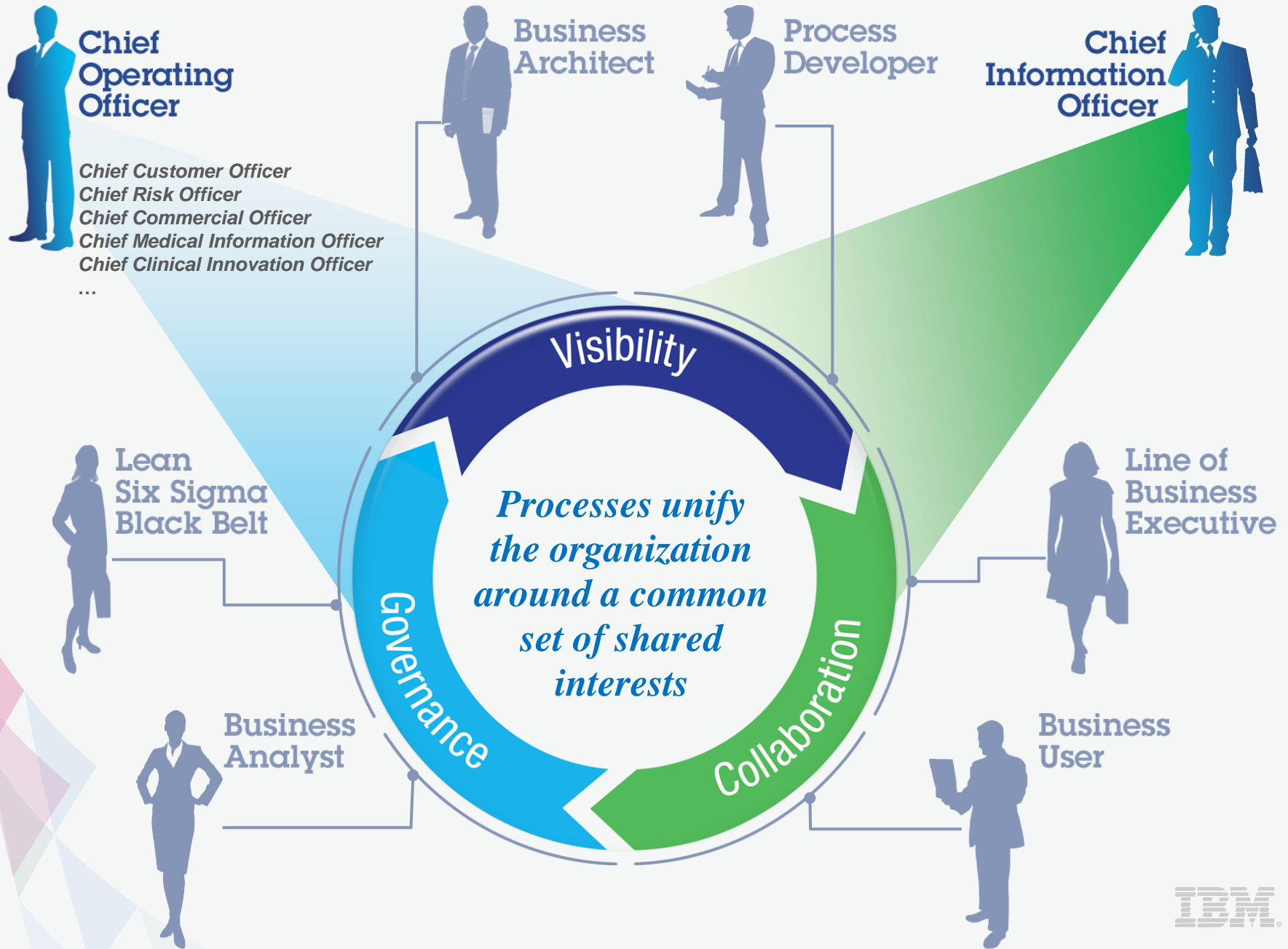


Business rules and analytics provide flexibility for **repeatable decisions** that change frequently

Processes can mix **structured and unstructured activities**, according to business needs

**Flexible integration** interconnects applications and services across the organization

# A Focus on Business Operations Connects the C-Suite to Execution





# Each Business Operation Should be Iteratively Improved

## VISIBILITY

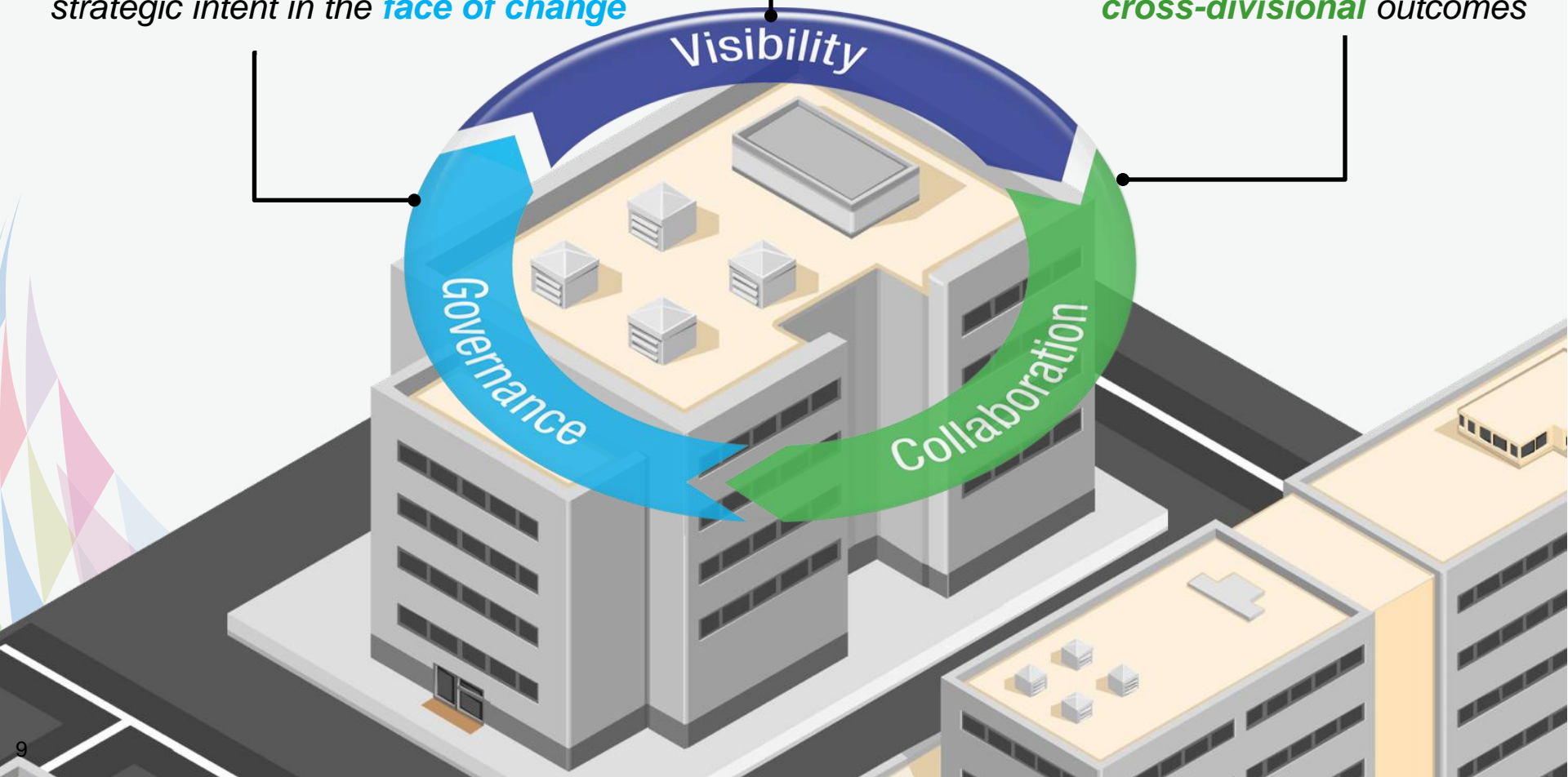
Achieve *clearer line-of-sight* to business operations

## GOVERNANCE

Align business operations with strategic intent in the *face of change*

## COLLABORATION

Foster *cross-functional* and *cross-divisional* outcomes





# Start at the Point of Greatest Need

*Typical entry points to achieve process innovation*

## Product Development

- Reduce time to market of new products & services
- Streamline production procurement sourcing

## Go-to-Market

- Dynamic pricing
- Leverage customer insights for target marketing

## Order to Cash

- Account opening process automation
- Automated order processing & fulfillment



### Insurance

- Automated claims processing
- Improved fraud detection



### Banking

- Reduced loan processing times
- Risk & regulatory compliance



### Healthcare

- Improved patient care
- Fitness & nutrition



### Government

- Customs & border control
- Public safety



### Energy & Utilities

- Power grid management
- Energy consumption



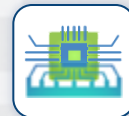
### Travel & Transportation

- Online ticketing and reservations
- Travel and hotel pricing management



### Retail

- Retail distribution supply chain automation
- Customer loyalty programs

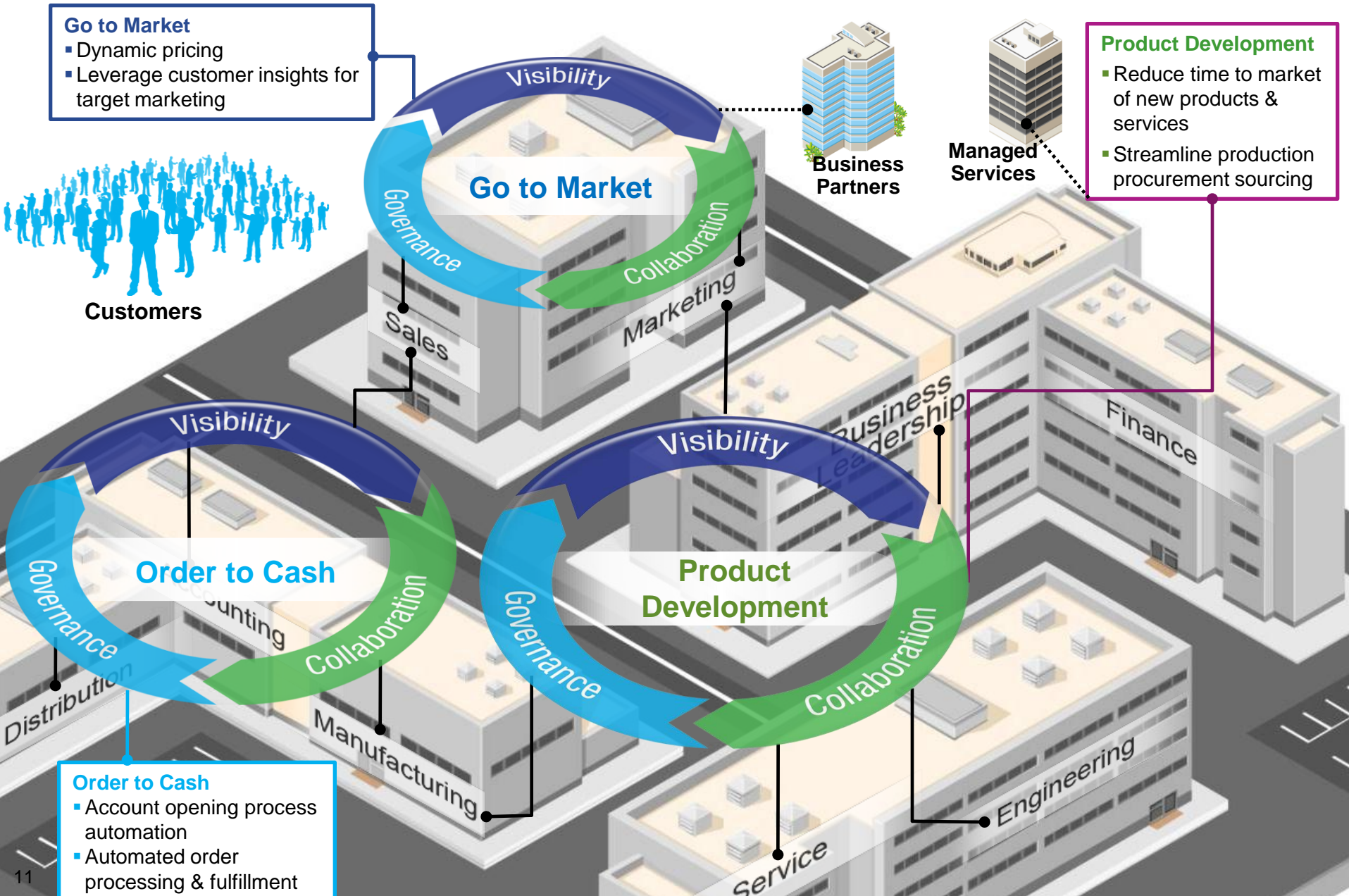


### Manufacturing

- Manufacturing production quality and control
- Reduced manufacturing production time

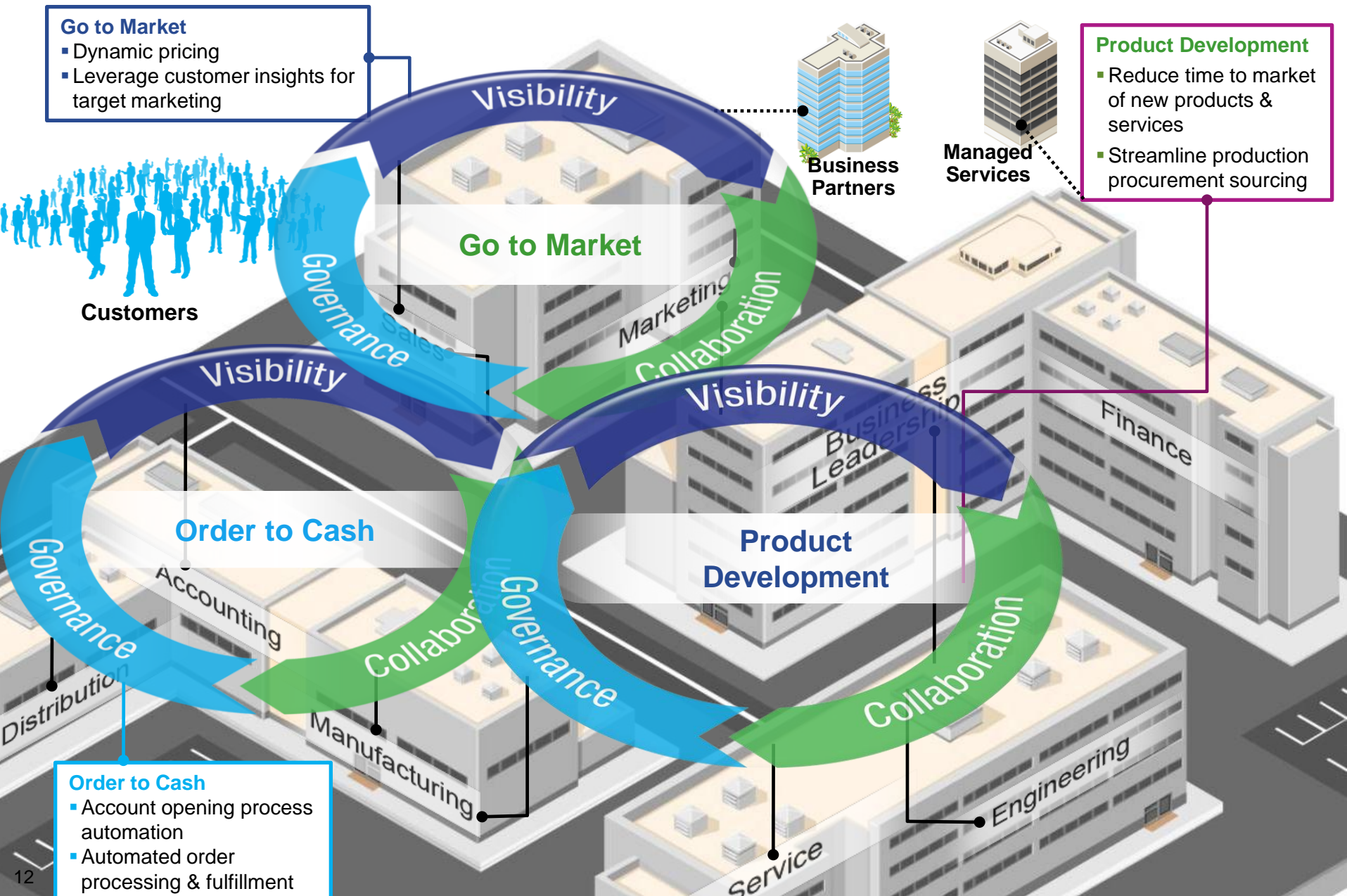
# Process Innovation in Action

*Interconnecting the design and execution of business operations*





# An Enterprise View of Synchronized Business Operations



# Key Capabilities Help Clients Achieve Process Innovation

*Software Capabilities*

*Industry Expertise and Solutions*

Process Discovery & Design

Business  
Process  
Management

Operational  
Decision  
Management

Advanced  
Case  
Management

Business Monitoring

*Master Data  
Management*

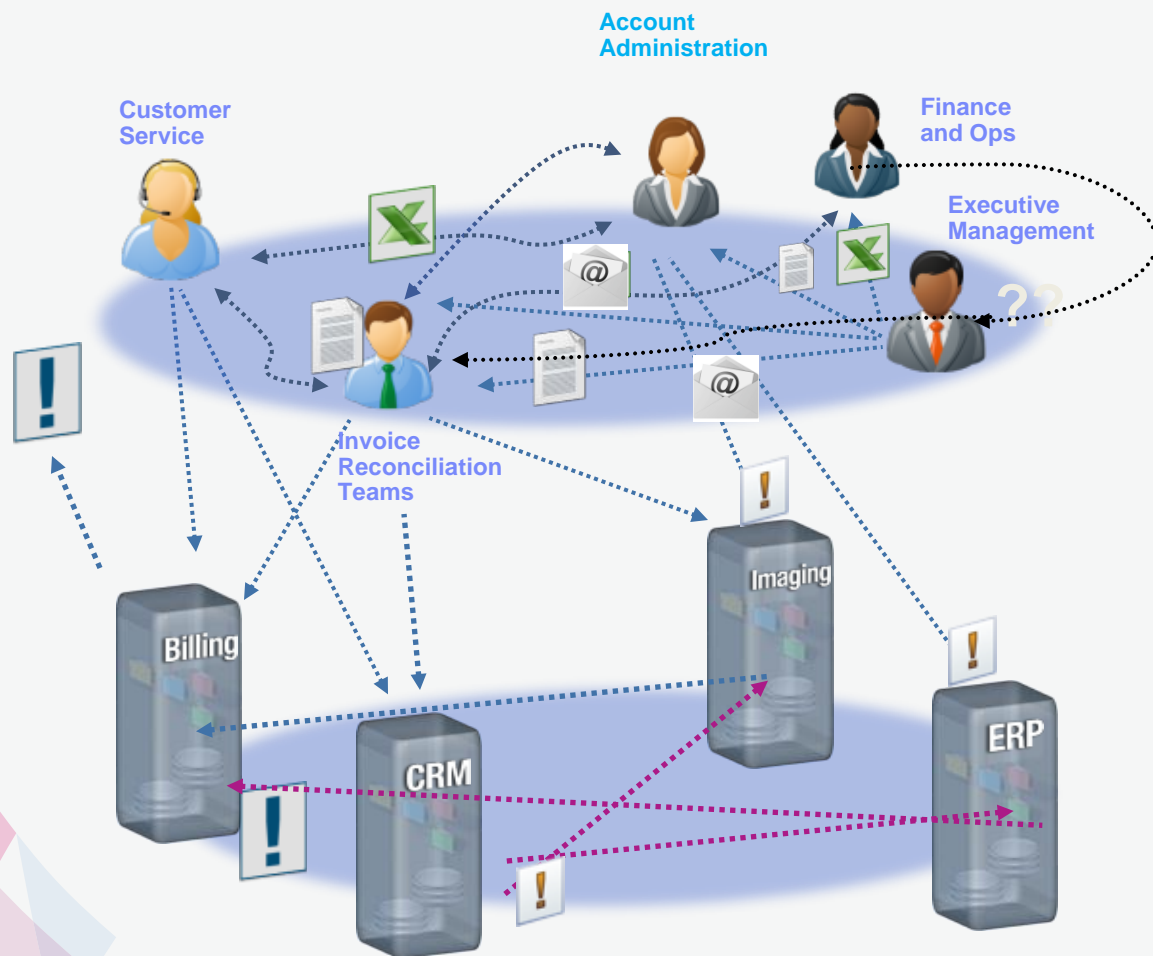
*Integration*

*Analytics*

*Enterprise Content  
Management*

**IBM.**

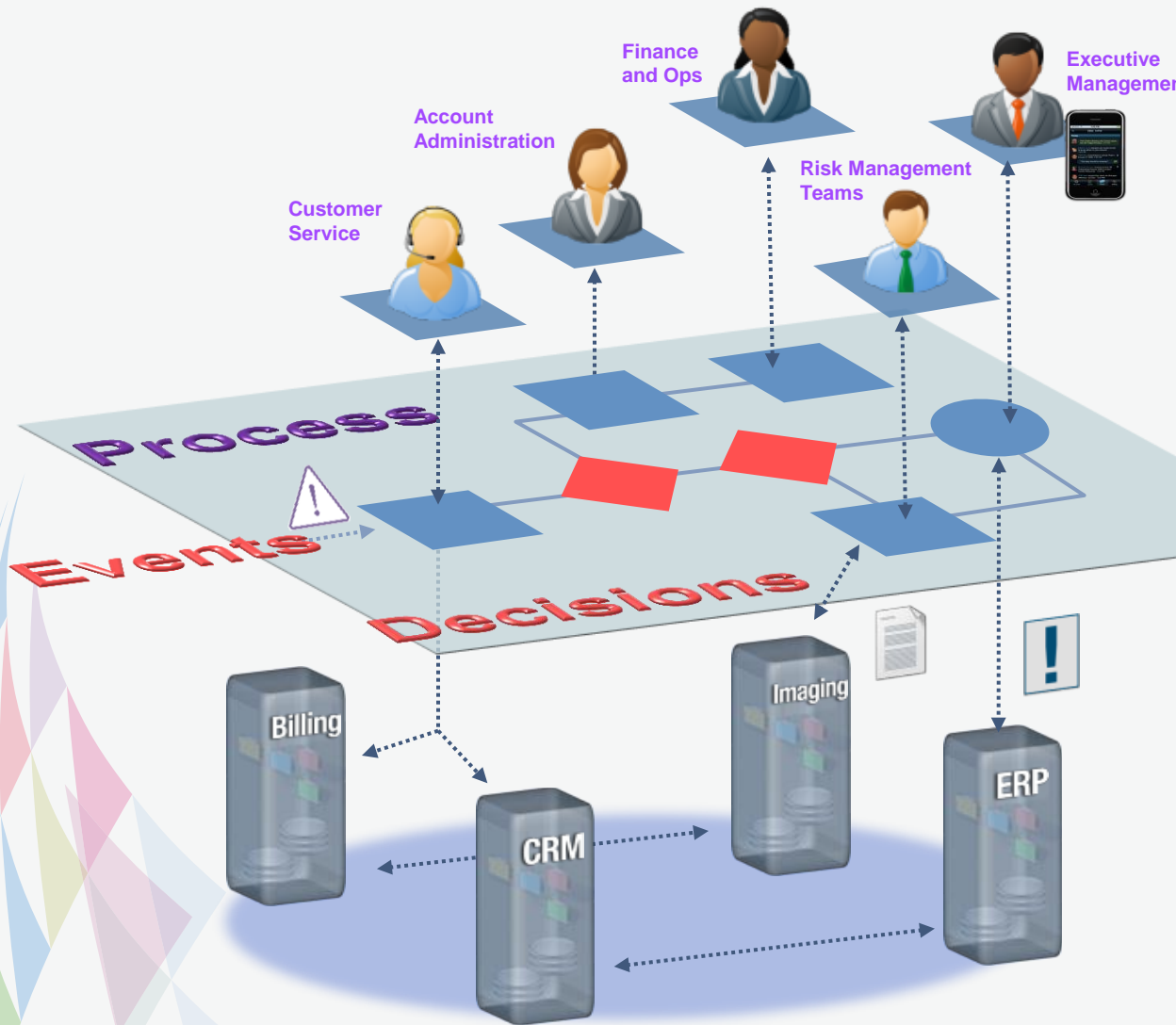
# “Business As Usual” Begs for Operational Improvement



***Inefficient***  
***Ineffective***  
***Inaccurate***  
***Incomplete***  
***Inconsistent***  
***Inflexible***  
***Invisible***

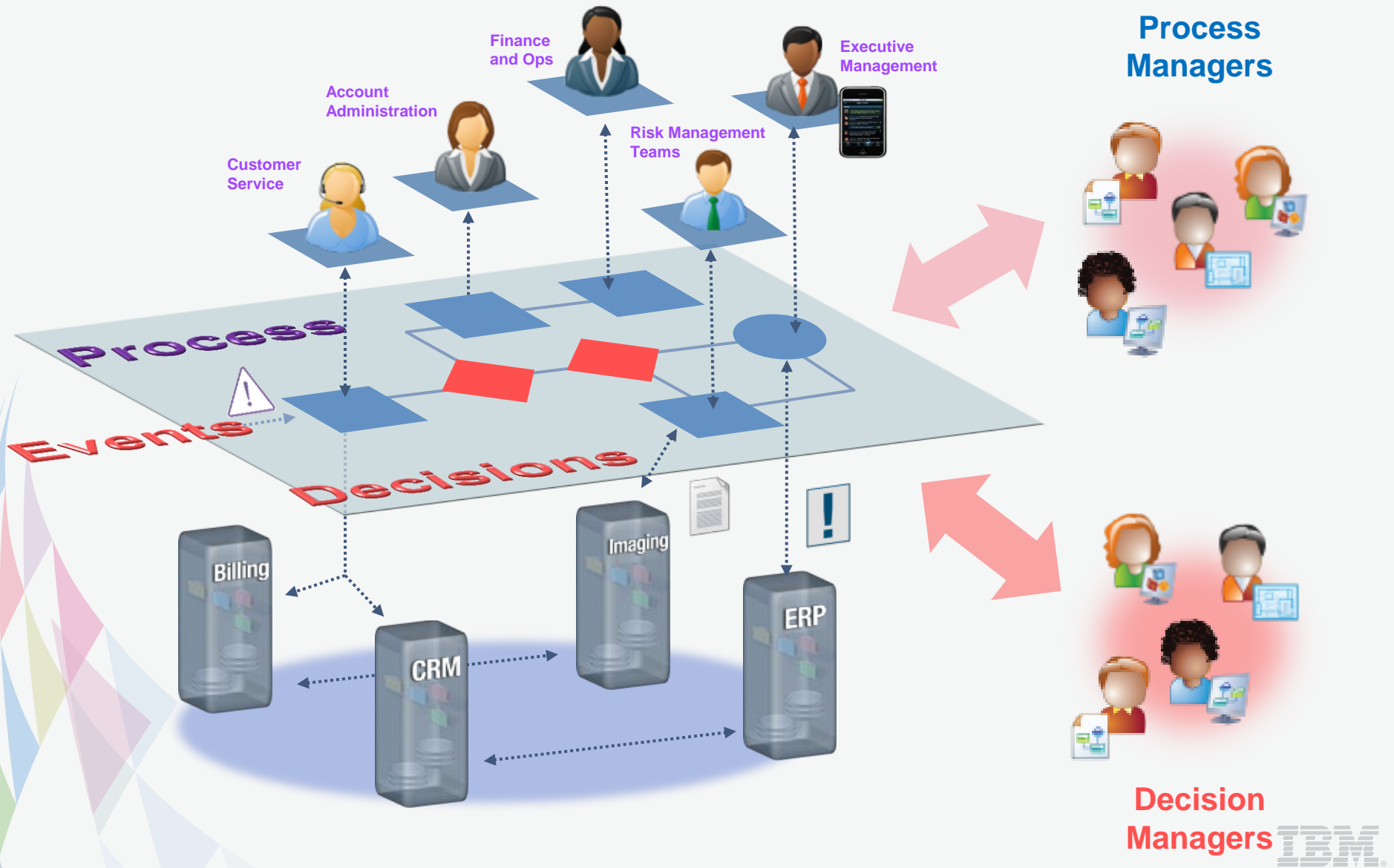


# IBM's Process & Operational Decision Management for Intelligent Business Operations

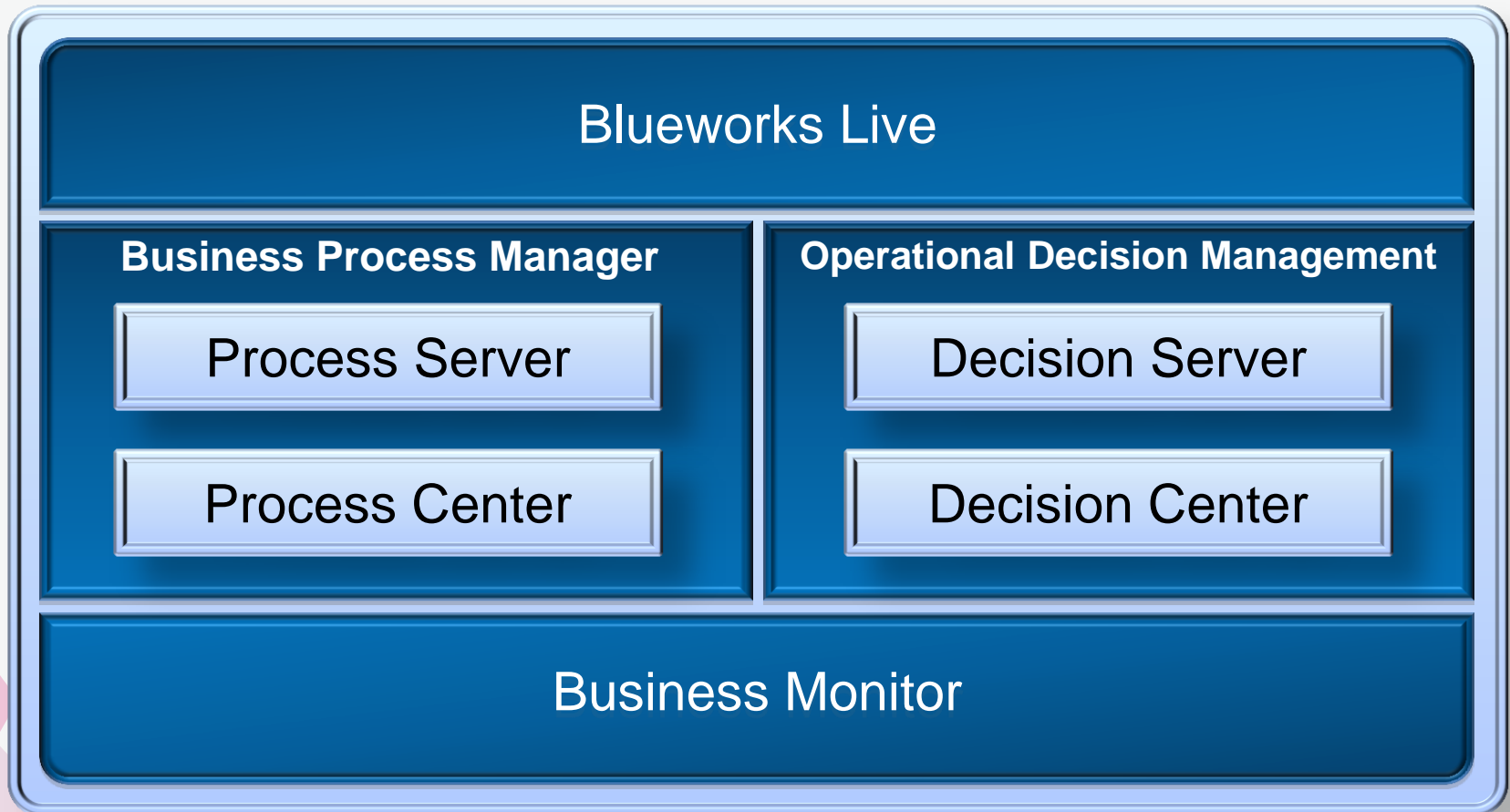


**What to do.  
How to do it.  
When to do it.**

# Give Visibility & Control to Process & Decision Managers



# IBM Products for Business Process & Decision Management



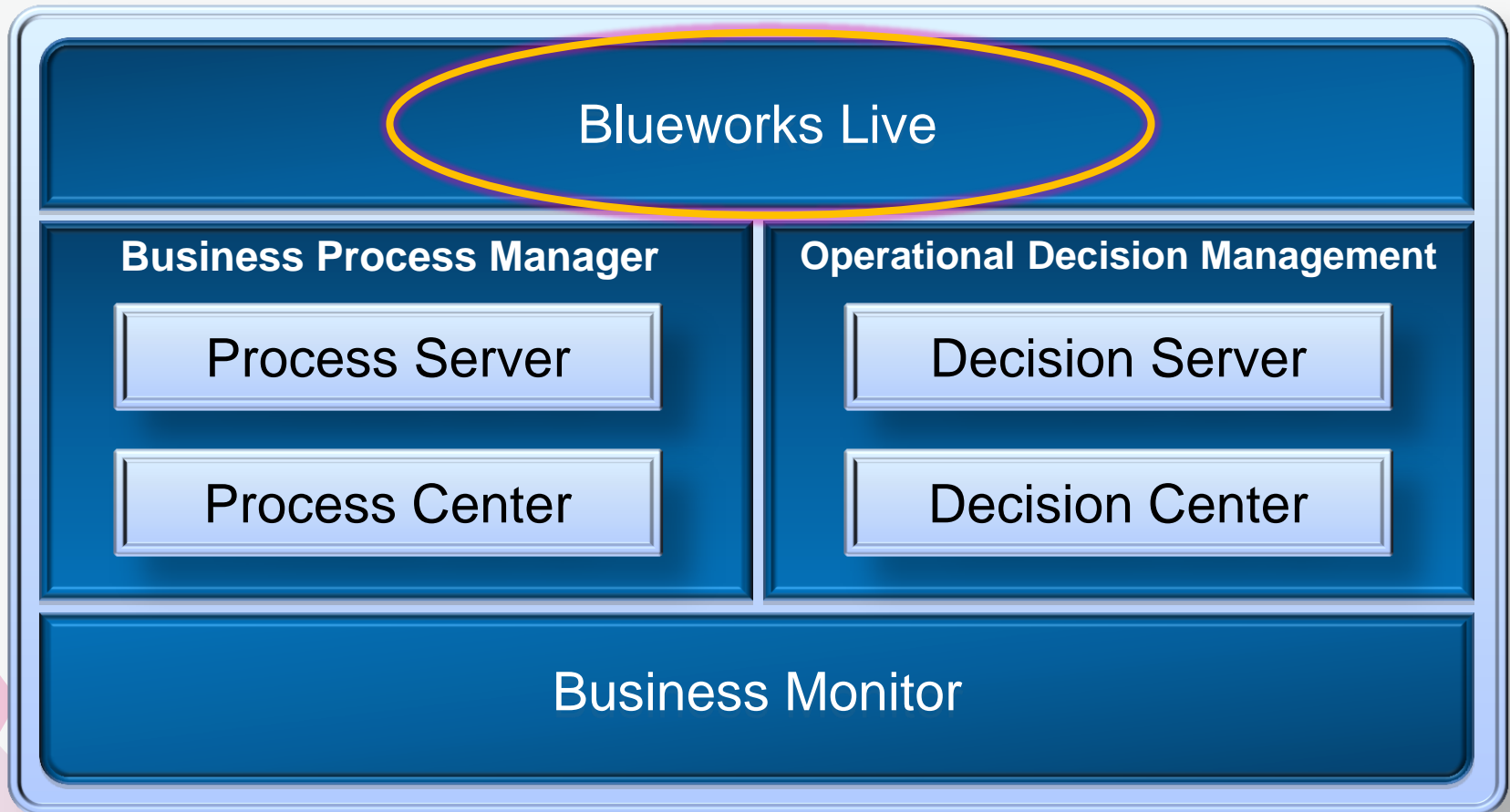
Work together to deliver effective solutions for business operation improvement

# Works together. Works the same

The image displays three overlapping screenshots of IBM software interfaces, illustrating a unified workflow across different tools.

- Top Left (My Tasks):** Shows a task management dashboard with sections for "Overdue (3)", "At Risk (2)", "Due Today (9)", and "Due This Week (4)". Tasks include "Initiate Credit Check" and "Approve Home Loan".
- Top Right (BlueworksLive):** Shows a workspace for "12.0 Process Expert Network". It includes a search bar, navigation tabs for "Overview" and "Users", and buttons for "Blueprint a Process", "Automate a Process", and "Import". A list of "Processes (11)" is visible, with "AppRetireCoEToBeV2" highlighted.
- Bottom (IBM DecisionCenter):** Shows a "mini-loan rules > Q2release" project page. It features a "Details" section (Created by Davis Neable, August 19, 2011), a "Changes" log (e.g., "Taxes was created", "Surcharge was deleted"), and a "Current Content" list (e.g., "New Jersey Sedan Surcharge", "Global Sedan Surcharge").

# IBM Products for Business Process & Decision Management



Work together to deliver effective solutions for business operation improvement



If someone asked you where the latest version of a critical process is documented, would you know how to answer?

Over 300,000 processes have been documented to date easily and securely in Blueworks Live

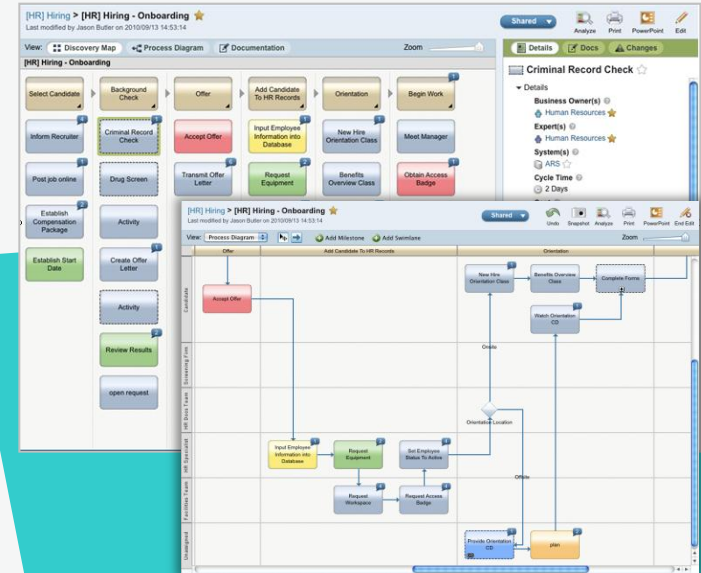
If change is required in a daily process, do you know who you need to communicate it to?  
What business functions are impacted?

15,000+ Blueworks Live users are being kept “in the loop” about the latest process changes impacting their businesses



# One shared repository of your most critical business assets

- **Simple enough** for everyone, yet **feature rich** enough to discover and document complex processes
- **Collaboration** to discover, leverage and improve upon each other's work
- **Follow the items you care most about** and stay in the "loop"
- **Automate simple processes** in 90 seconds or less for increased visibility into your operations



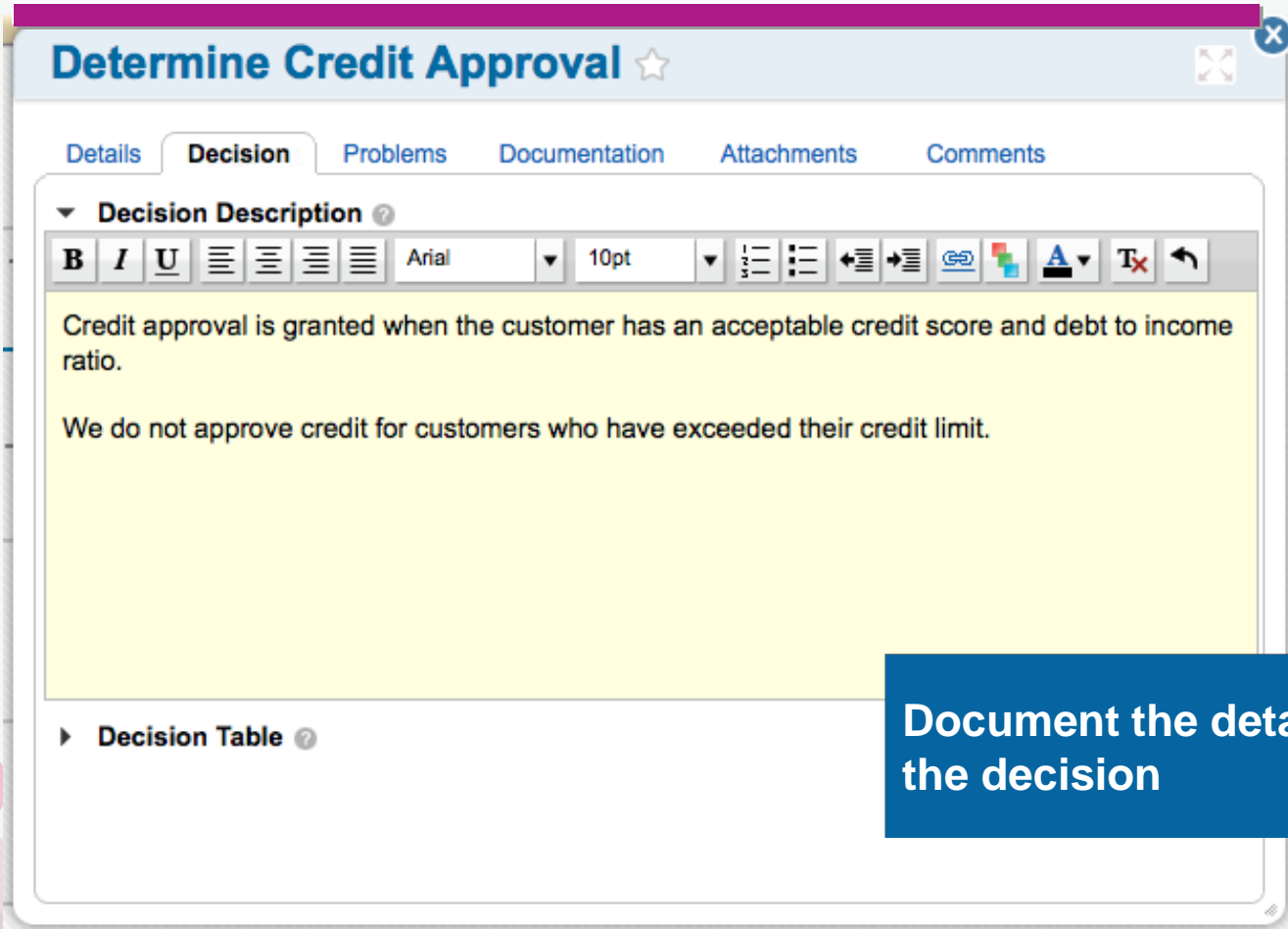
# New: Identify Decisions in Process Diagrams

The screenshot displays the IBM Blueworks Live interface for a process diagram titled "Rules Example > Order Handling". The diagram is organized into swimlanes: Sales, Finance, Warehouse, and Customer. The process flow is as follows:

- Initiation:** A "Start" node in the Customer swimlane leads to a "Receive Order" task in the Sales swimlane.
- Processing:** A dashed box labeled "Credit Check" contains a "Request Credit Score" task in the Finance swimlane, followed by a "Receive Credit Score" marker, and then a "Determine Credit Approval" task in the Finance swimlane. The "Determine Credit Approval" task is highlighted with a green border.
- Decision:** A diamond-shaped decision node labeled "Credit Approved?" is located in the Finance swimlane. It branches into "Yes" and "No" paths.
- Fulfillment:** The "Yes" path leads to a "Fulfill Order" task in the Warehouse swimlane. The "No" path leads to an "Order Failed" end node in the Sales swimlane.
- Invoicing:** Both the "Yes" and "No" paths eventually lead to a "Send Invoice" task in the Finance swimlane, which then leads to an "End" node in the Finance swimlane.

A context menu is open over the "Determine Credit Approval" task, showing options such as "Details...", "Delete", "Follow this activity", "Hide in Map", "Link to Process...", "Convert to Sub-process", "Type", and "Marker". The "Marker" option is expanded, showing a list of task types: "Normal", "Decision Task", "User Task", and "Service Task". The "Decision Task" option is circled in red, and a blue callout box points to it with the text "Designate an activity as a 'Decision Task'".

# New: Document Decision Details



**Determine Credit Approval** ☆

Details **Decision** Problems Documentation Attachments Comments

▼ **Decision Description** ?

**B** *I* U [List Icons] Arial 10pt [List Icons] [Link Icon] [Image Icon] [Color Icon] [Text Icon] [Undo Icon]

Credit approval is granted when the customer has an acceptable credit score and debt to income ratio.

We do not approve credit for customers who have exceeded their credit limit.

► **Decision Table** ?

Document the details that describe the decision



# New: Structure Decision Details in Decision Tables

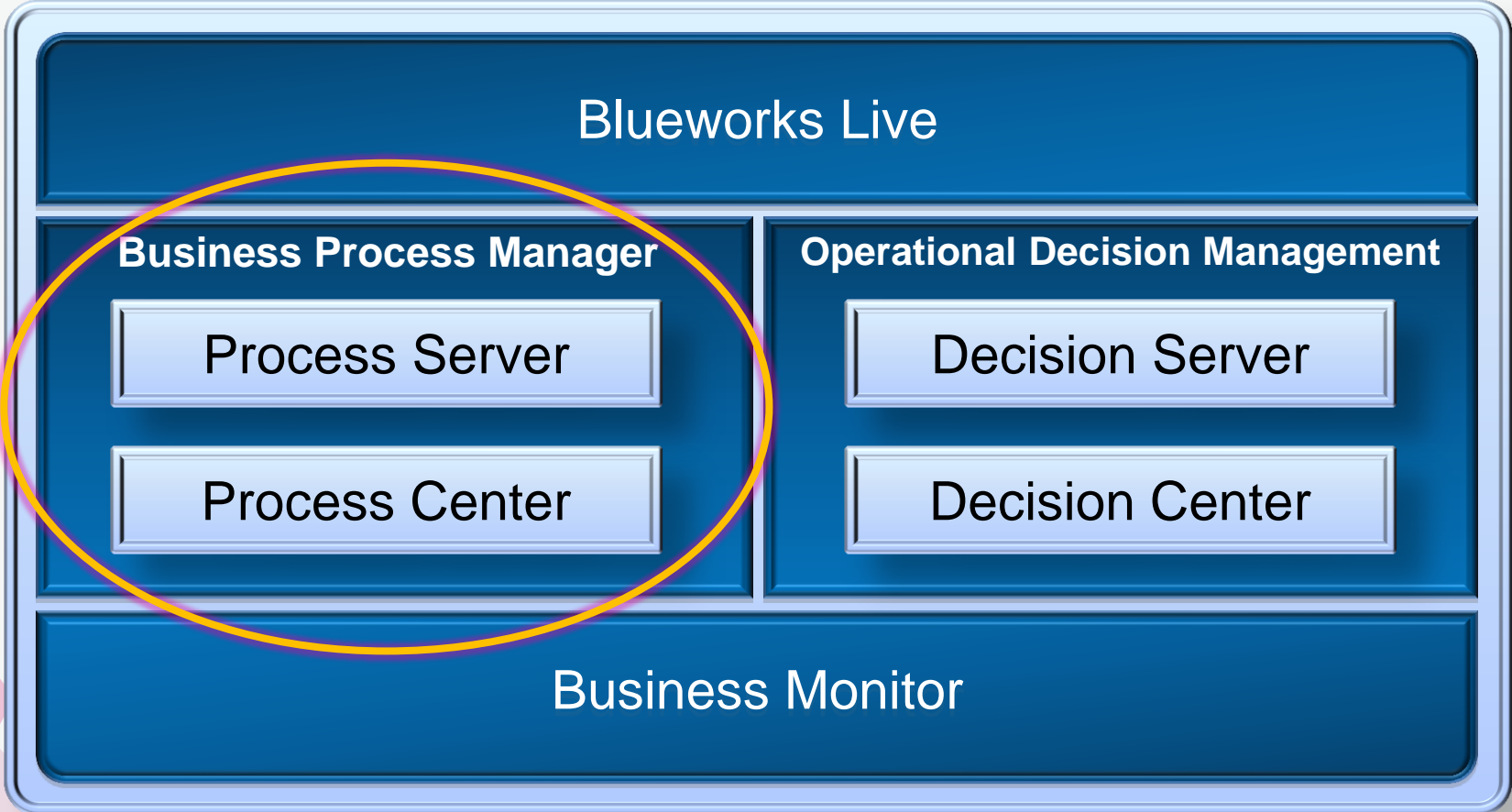
## ▼ Decision Table ?

Determine Credit Approval

Considerations		Conclusions
Credit Score	Debt to Income Ratio	Credit Approval
At Least 720	Less Than 16%	Yes
Between 650 and 720	Less Than 16%	Yes
At Least 720	Between 16% and 19%	Yes
	At Least 20%	No

Create a structured representation of the decision in a Decision Table

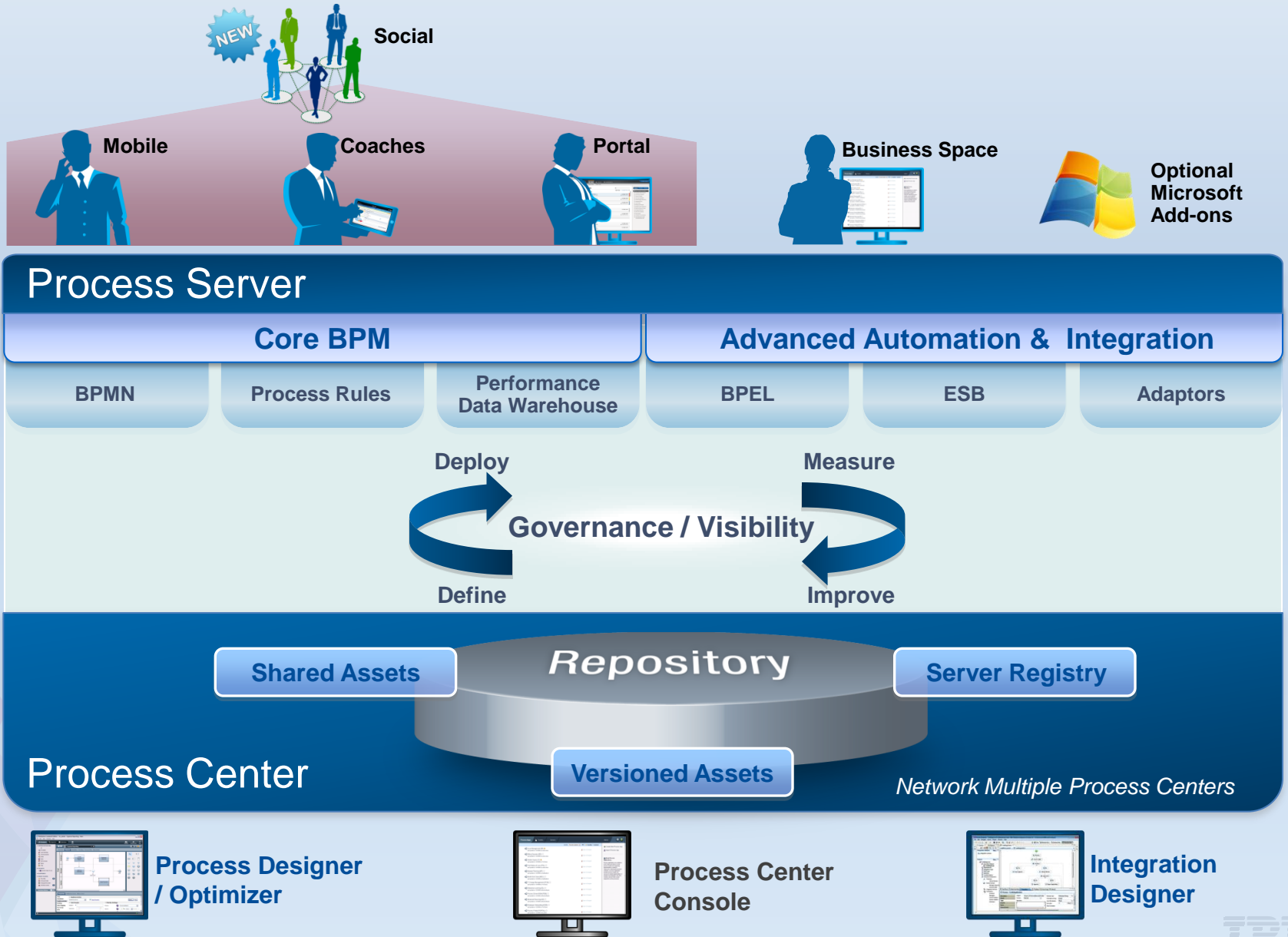
# IBM Products for Business Process & Decision Management



Work together to deliver effective solutions for business operation improvement



# IBM Business Process Manager



# What's New in IBM Business Process Manager v8?

## Social Collaboration



## Mobile



## Content



## zOS



## Enhanced Governance

# What's New in IBM Business Process Manager v8?

The screenshot displays the IBM Business Process Manager v8 interface, highlighting social collaboration features. It shows a main activity stream on the left and a detailed view of an activity on the right. The main stream includes:

- A post by Benjamin Short: "Overdue Form Completion for Benjamin Short" (May 16, 2011 at 3:34 pm) with a red exclamation mark icon.
- A post by Benjamin Short: "SLA Violation for Form Completion deadline" (May 16, 2011 at 3:34 pm) with a blue ribbon icon.
- A post by Craig Moser: "The rejection date is - next year. Is that right?" (May 15, 2011 at 11:23 am).
- A post by Elizabeth Jensen: "@Craig Moser sorry! My mistake. The actual date is May 5, 2011." (May 15, 2011 at 5:50 pm).
- A post by Benjamin Short: "shared a file Minner\_Credit\_Score.pdf" (May 14, 2011 at 3:45 pm).
- A post by Benjamin Short: "Form Completion task assigned to Benjamin Short" (May 14, 2011 at 12:28 pm) with a gear icon.

The detailed view on the right shows the "Experts" tab for an activity, listing:

- Recommended Experts (7)**: Benjamin Short (@Mention | Collaborate | Chat) and Craig Moser (@Mention | Collaborate).
- Experts Recommended by the Subject Matter Experts Group (19)**: Chris Walk (@Mention | Collaborate), Mandy Peloski (@Mention | Collaborate | Chat), and Lauren Shupp (@Mention | Collaborate).

## Social Collaboration

- **New Process Portal and Coaches** enable users to work together on the same tasks via **real-time interactions**.
- **Activity streams** provide a way for you to monitor and perform **ad-hoc actions** on your “favorite” processes and tasks.
- **Experts** – either pre-defined or discovered dynamically (using **social analytics**) – can help you complete process tasks.



## My Tasks



Open Tasks | Completed Tasks

## ▼ Overdue (3)

**Initiate Credit Check**  Due: **May 11, 2011**  
*Credit Check Application - 239417* Underwriter Group

**Initiate Credit Check**  Due: **May 12, 2011**  
*Credit Check Application - 239420* Underwriter Group

**Approve Home Loan**  Due: **May 12, 2011**  
*Home Loan Application - 4281726*

## ▼ At Risk (2)

**Answer Help Request from John Henson**  Due: **May 15, 2011**  
*Credit Check Application - 239420*

**Complete Loan Rejection Form**  Due: **May 16, 2011**  
*Loan Process - 3847264918* Underwriter Group

## ► Due Today (9)

## ▼ Due This Week (4)

**Initiate Credit Check**  Due: **May 15, 2011**  
*Credit Check Application - 239434* Underwriter Group

**Initiate Credit Check**  Due: **May 15, 2011**  
*Credit Check Application - 239435*

Launch

Following

@Mentions

## Card Transaction Authorization

- Corporate Vendor Payments
- Credit Score Application
- Fees and Charges
- Home Loan Application
- Initiate Mortgage Refinancing
- Interactive Bill Pay
- Loan Process
- Manage Card Request
- Manage Contact Preferences
- Maximize Revenue Process
- Mortgage Refinancing
- New Account Opening
- Stop Payment
- Transaction Fraud Detection
- Travel Approval for Cross-Continental Sales Visits

## My Tasks



Open Tasks | Completed Tasks

## ▼ Overdue (3)



## Initiate Credit Check

Credit Check Application - 239417

Due: May 11, 2011

Underwriter Group



## Initiate Credit Check

Credit Check Application - 239420

Due: May 12, 2011

Underwriter Group



## Approve Home Loan

Home Loan Application - 4281726

Due: May 12, 2011

The Jones family has applied for a \$350,000 home loan to help pay for a house in Brantly Park. The Jones are looking to sign contracts and move in by July 1, 2011.

**Loan Amount:** \$350,000    **Credit Score:** 810    **Annual Household Income:** \$180,000

Approve

Reject

## ▼ At Risk (2)



## Answer Help Request from John Henson

Credit Check Application - 239420

Due: May 15, 2011



## Complete Loan Rejection Form

Loan Process - 3847264918

Due: May 16, 2011

Underwriter Group

## ▼ Due Today (4)

Launch

Following

@Mentions

## Card Transaction Authorization

- Corporate Vendor Payments
- Credit Score Application
- Fees and Charges
- Home Loan Application
- Initiate Mortgage Refinancing
- Interactive Bill Pay
- Loan Process
- Manage Card Request
- Manage Contact Preferences
- Maximize Revenue Process
- Mortgage Refinancing
- New Account Opening
- Stop Payment
- Transaction Fraud Detection
- Travel Approval for Cross-Continental Sales Visits

work &gt;

# Complete Loan Rejection Form ▾

Due: **May 15, 2011**

Name:	<input type="text"/>		Sex:	<input type="radio"/> Male	<input type="radio"/> Female	
Date of birth:	<input type="text"/> / <input type="text"/> / <input type="text"/>	Reason for credit check:	<input type="text"/>			
Primary account number:	<input type="text"/>		Secondary account number:	<input type="text"/>		
Group number:	<input type="text"/>		Relationship:	<input type="radio"/> Married	<input type="radio"/> Single	<input type="radio"/> Divorced/Widowed
First reason for rejection:	<input type="text"/>		Second reason for rejection:	<input type="text"/>		
Third reason for rejection:	<input type="text"/>		Credit score:	<input type="text"/>	Number of credit cards:	<input type="text"/>
Credit score source:	<input type="text"/>		Rejection date:	<input type="text"/> / <input type="text"/> / <input type="text"/>		

[Complete](#)

**Complete view of process details from within any task**

- Details
- Stream
- Experts

## Loan Request 3847264918 ★ ▾

Applicant name: **Minner, Edward N.**  
 Account Num: **1237890095748392013**  
 SSN: **\*\*\*-\*\*-1234**  
 Phone: **222-333-4444**  
 Banker: **Cutler, Susan**

### Tasks

[View Process Diagram](#)

- Initiate Credit Check**  
 Elizabeth Jensen  
*Started: May 15, 2011 at 9:00 am*  
*Due: May 15, 2011 at 5:00 pm*
- Verify Information**  
 Craig Moser  
*Started: May 14, 2011 at 3:45 pm*  
*Completed: May 14, 2011 at 5:00 pm*
- Submit Applicant Information for Pro...**  
 Benjamin Short  
*Started: May 13, 2011 at 3:45 pm*  
*Completed: May 13, 2011 at 5:00 pm*
- Collect Applicant Information**  
 Elizabeth Jensen

work &gt;

# Complete Loan Rejection Form

Due: **May 15, 2011**

Name:

Sex:

 Male  Female

Date of birth:

 /  / 

Reason for credit check:

Primary account number:

Secondary account number:

Group number:

Relationship:

 Married  Single  Divorced/Widowed

First reason for rejection:

Second reason for rejection:

Third reason for rejection:

Credit score:

Number of credit cards:

Credit score source:

Rejection date:

 /  / [Complete](#)

Dynamic activity notifications facilitate real-time collaboration and responsiveness

Details

Stream

Experts

Post...



Overdue Form Completion for **Benjamin Short**

May 16, 2011 at 3:34 pm



SLA Violation for Form Completion task deadline

May 16, 2011 at 3:34 pm



**Craig Moser:** The rejection date is for 2012 - next year. Is that right?

May 15, 2011 at 11:23 am



**Elizabeth Jensen:** @Craig Moser sorry!

My mistake. The actual date is May 5, 2011.

May 15, 2011 at 5:50 pm



**Benjamin Short** shared a file

[Minner\\_Credit\\_Score.pdf](#)

May 14, 2011 at 3:45 pm



Form Completion task assigned to

**Benjamin Short**

May 14, 2011 at 12:28 pm



work >

# Complete Loan Rejection Form



Due: **May 15, 2011**

Name:

Sex:  Male  Female

Date of birth:  /  /

Reason for credit check:

Primary account number:

Secondary account number:

Group number:

Relationship:  Married  Single  Divorced/Widowed

First reason for rejection:

Second reason for rejection:

Third reason for rejection:

Credit score:  Number of credit cards:

Credit score source:

Rejection date:  /  /

**Complete**

**Connect to other pre-defined & discovered Experts to get help with your task**

- Details
- Stream
- Experts

### Recommended Experts (7)

- Benjamin Short**  
@Mention | Collaborate | Chat
- Craig Moser**  
@Mention | Collaborate
- David Van**  
@Mention | Collaborate | Chat
- Elizabeth Jensen**  
@Mention | Collaborate | Chat
- Cliff Vars**  
@Mention | Collaborate

[+ Show All](#)

### Experts Recommended by the Subject Matter Experts Group (19)

- Benjamin Short**  
@Mention | Collaborate | Chat
- Craig Moser**  
@Mention | Collaborate
- Chris Walk**  
@Mention | Collaborate
- Mandy Peloski**  
@Mention | Collaborate | Chat
- Lauren Shupp**  
@Mention | Collaborate

[+ Show All](#)

# In-Task Collaboration

*Lisa sees a Collaboration request from Vicky ...*

The screenshot displays the IBM Work Dashboard interface. The top navigation bar includes the IBM logo, a 'WORK' tab with a gear icon, and a 'DASHBOARDS' dropdown menu. The user's name 'lisa' and a 'Go To Spaces' link are visible in the top right corner. The main content area is titled 'My Tasks' and is divided into two sections: 'My Tasks' and '@Mentions'.

**My Tasks Section:**

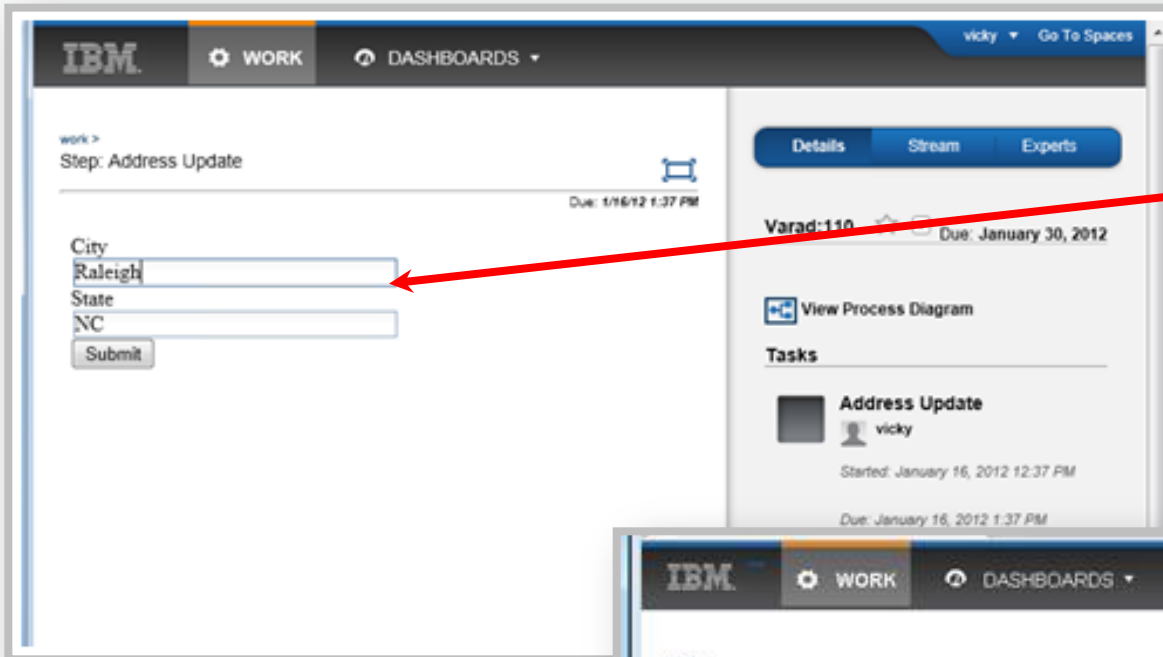
- Overdue (2):**
  - Task 1: Step: Address Update (dropdown), Due: 1/16/12 10:17 AM, Varad:105. Marked as overdue with a red exclamation mark icon.
  - Task 2: Step: Flight (dropdown), Due: 1/16/12 12:15 PM, Flight Booking:107. Marked as overdue with a red exclamation mark icon.
- At Risk (1):**
  - Task 3: Step: Flight, Due: 1/16/12 1:44 PM, Flight Booking:111, All Users. Marked as at risk with a yellow warning triangle icon.

Below the task lists, it says 'Showing 3 of approximately 3 results' and a 'Show More' button.

**@Mentions Section:**

- Buttons: Launch, Following, @Mentions (selected).
- Clear all x
- Post 1: vicky mentioned you in a post in **Flight Booking:112** on January 16, 2012 2:45 AM. Content: "lisa , Can you look at this trip itinerary?"
- Post 2: vicky invited you to collaborate on the **Address Update** task for **Varad:110** on January 16, 2012 2:38 AM. Content: "Can you help me with this task?" (This post is highlighted with a red border).

# Lisa and Vicky can work together in the same Coach



Vicky is typing here

Lisa and Vicky can see each other's changes in real time, and collaborate to complete the task!



# Collaboration Through Rich, Dynamic Coaches

IBM WORK DASHBOARDS vicky Go To Spaces

work > Step: Flight Due: 1/16/12 1:44 PM

Details Stream Experts

Attachment Link Post

vicky: Can you look at this trip itinerary? January 16, 2012 2:45 AM Comment

vicky started the task titled Step: Flight and associated with the Flight activity. January 16, 2012 2:44 AM

Leaving from

Going to

Map Sat Ter Earth

Address: Toronto, ON

Directions Search nearby more

Departure date 2012-01-16

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11

2011 2012 2013

Returning date 2012-01-17

S	M	T	W	T	F	S
1	2	3	4	5	6	7

https://varadvn...4/mum/enabler? x REST API Tester x

IBM WORK DASHBOARDS vicky Go To Spaces

work > Step: Flight Due: 1/16/12 1:44 PM

Details Stream Experts

Flight Booking:112 ☆

Due: January 30, 2012

View Process Diagram

Tasks

Flight wicky

Started: January 16, 2012 12:44 PM

Due: January 16, 2012 1:44 PM

Leaving from

Going to

Map Sat Ter Earth

Address: Toronto, ON

Directions Search nearby more

Departure date 2012-01-16

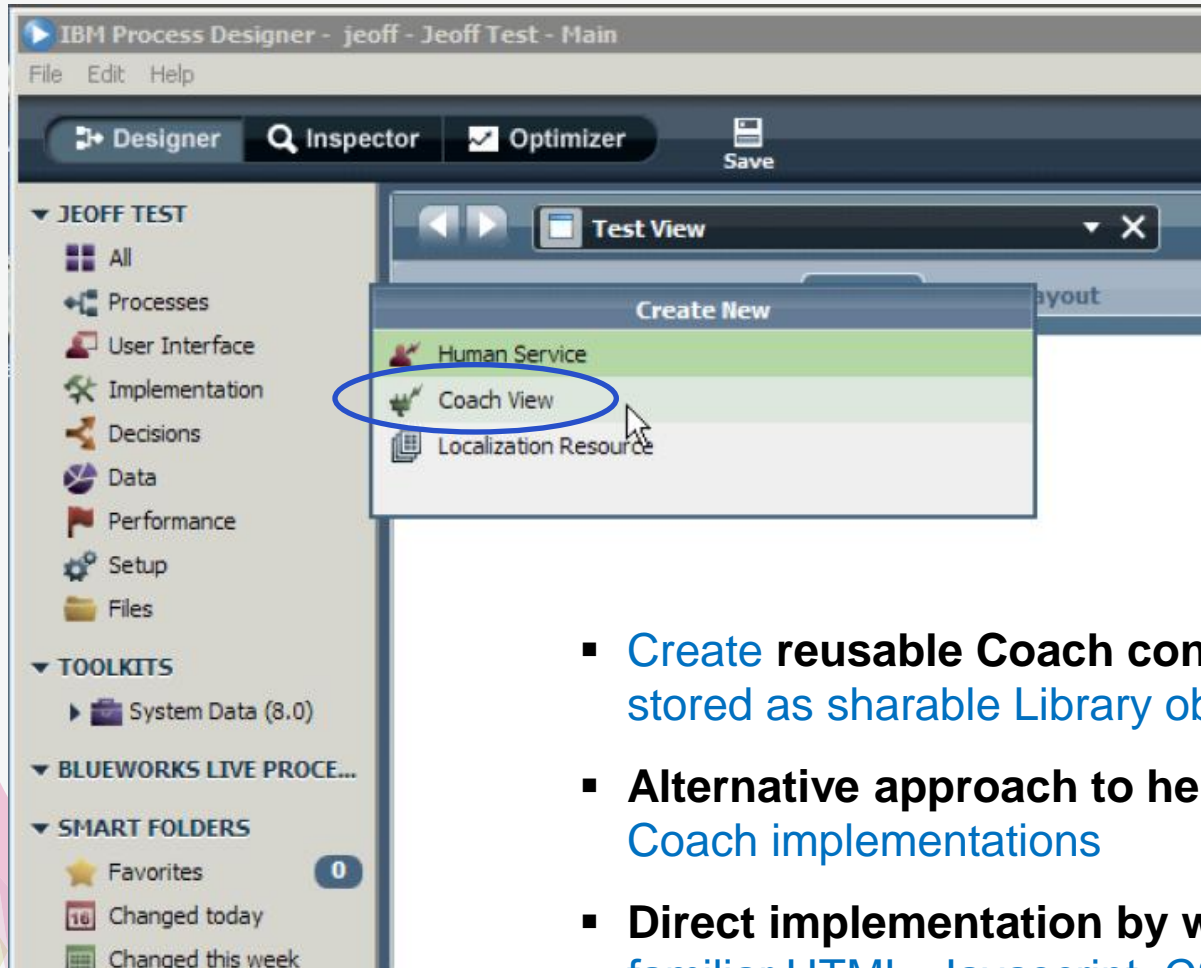
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11

2011 2012 2013

Returning date 2012-01-17

# Reusable “Coach Views”

*Implement reusable UI components that look & behave exactly as you want*



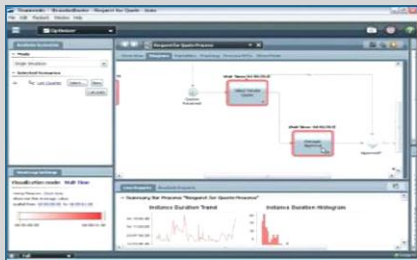
- **Create reusable Coach controls and templates, stored as sharable Library objects**
- **Alternative approach to heritage “modeled” Coach implementations**
- **Direct implementation by web developers using familiar HTML, Javascript, CSS, Ajax, JSON, ...**



# Situational Awareness with Process Monitoring and Analytics

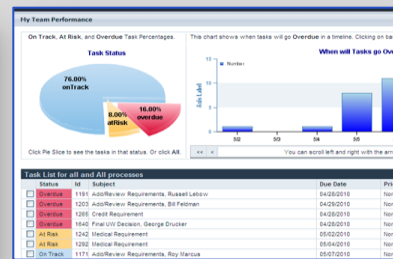
## Performance Data Warehouse Opening New Frontiers

### Real-time Scoreboards



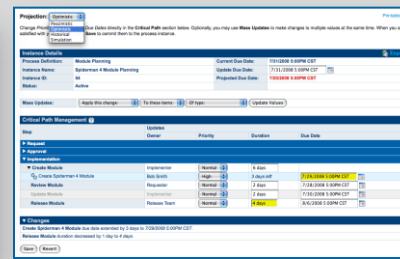
Provides visibility into work-in-progress & the ability to take corrective action when necessary

### Heat Map Overlays



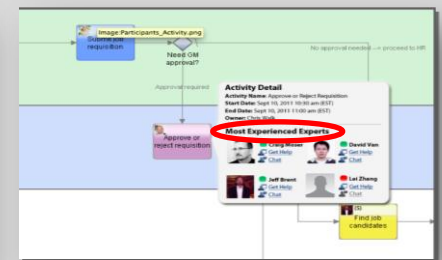
Detects bottlenecks and performance thresholds and displays them visually

### Critical Path Management



Selection of projected path; visibility into details of each activity in the process

### Coach Toolbar



Collaborate directly on work with participants and experts for simpler task completion

# The IBM BPM Process Center

*Simplify the process with visibility and control of the entire BPM lifecycle*

Maximize your process content investment with rich search and sharing capabilities

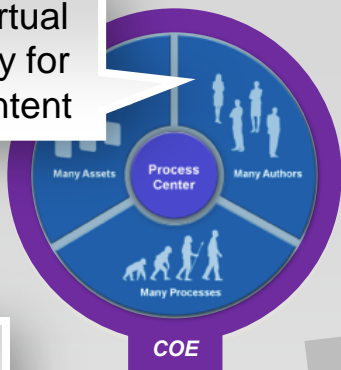
Facilitate the transition from project to program with intelligent governance capabilities



# Managing change with governance across the enterprise



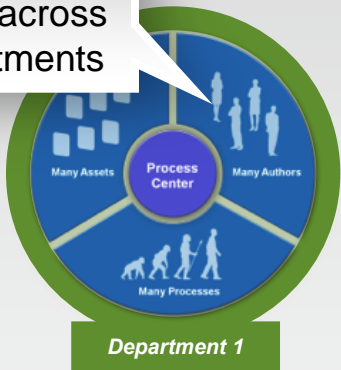
Establish a Virtual CoE repository for exemplary content



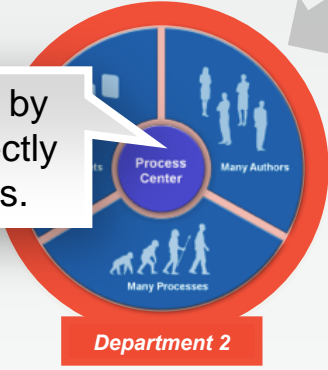
Download cloud based solution content



Facilitate reuse across departments



Simplify reuse by integrating directly into LOB tools.



Reference Assets in other enterprise repositories



# Mobile



# What's New in IBM Business Process Manager v8?

## Mobile Access



- Native mobile app promotes **broader adoption and easy access to Blueworks Live & IBM BPM**
- **Similar access to processes, tasks, Coaches, and Activity Streams as on the web**
- Extensive REST APIs & examples enable **customized access to IBM BPM from any mobile device**



# iOS App for Mobile Users

*Flexible access to promote broader adoption*

Choose the type of account you want to access. [Learn more](#) >

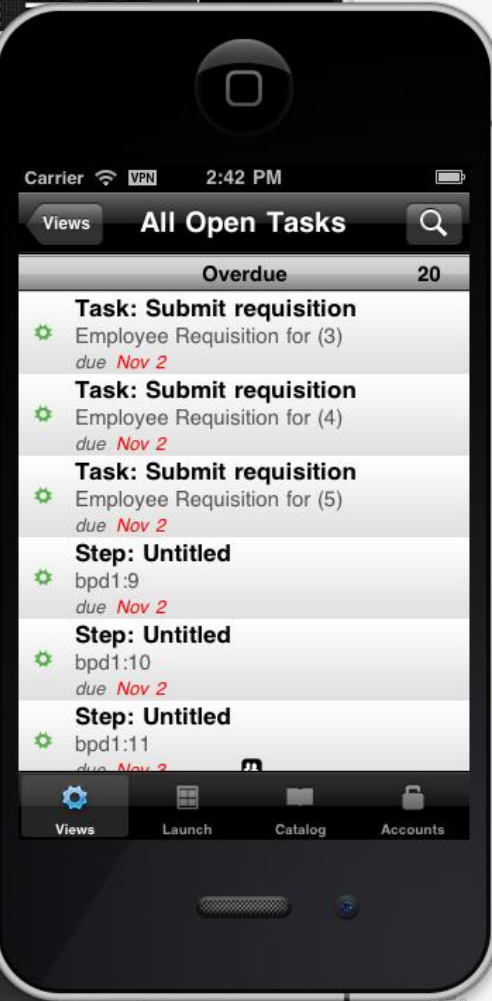


**Business Process Manager**



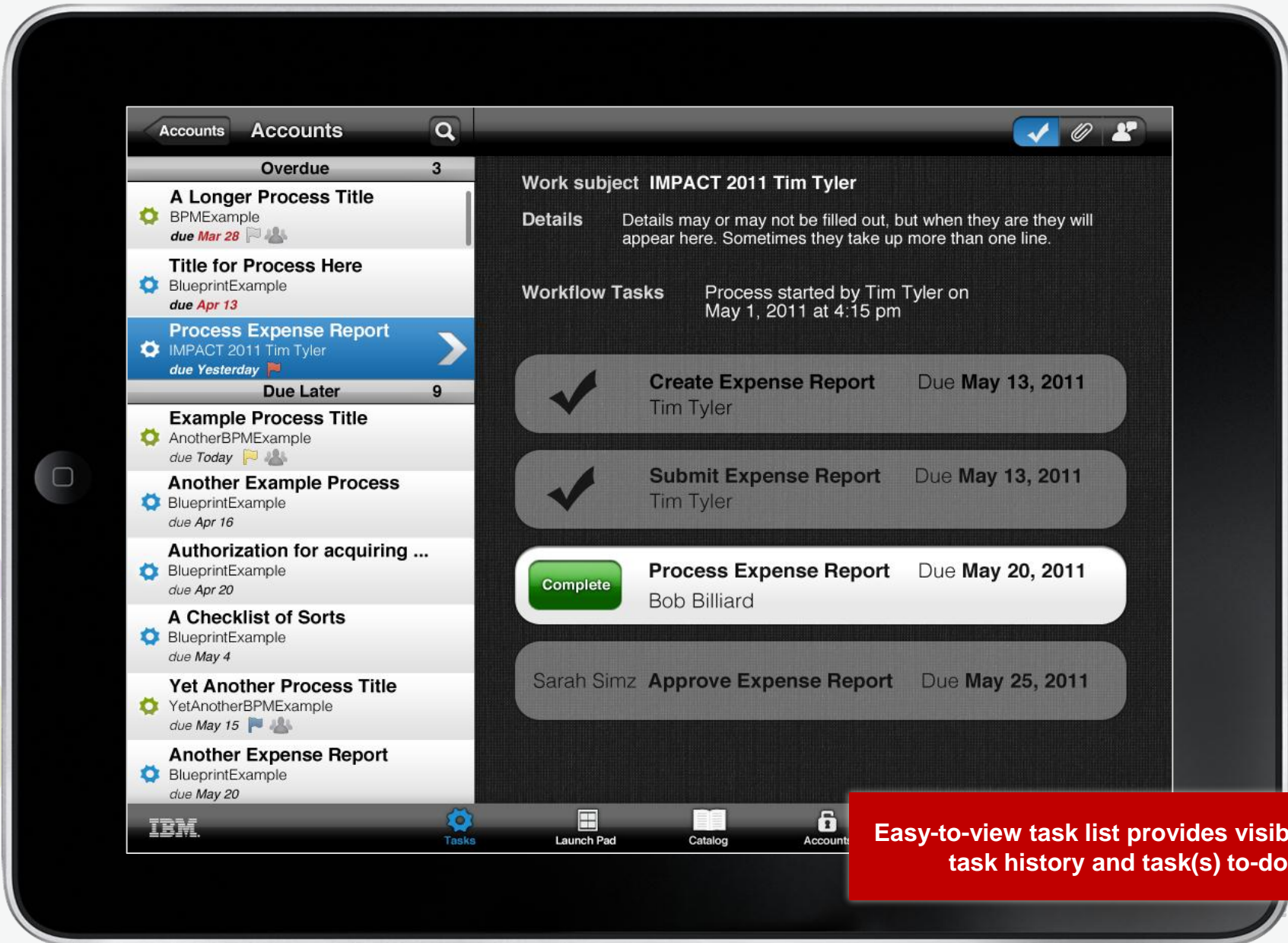
**Blueworks Live**

**iOS App provides access to both IBM BPM  
and Blueworks Live**



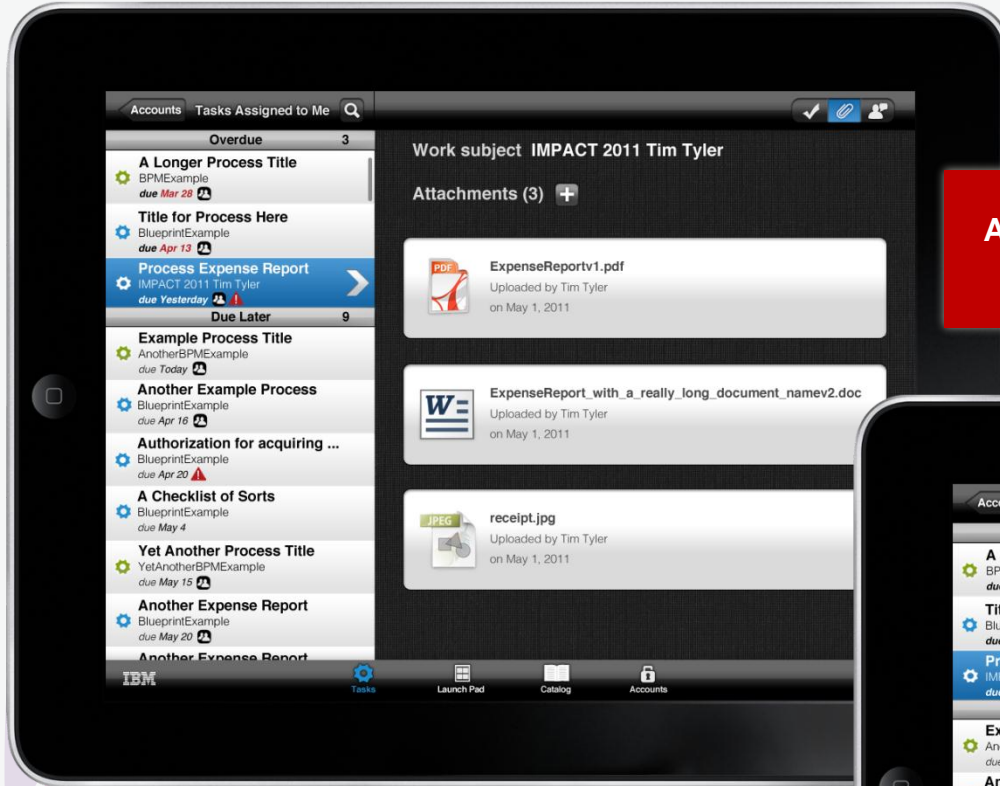
# iOS App for Mobile Users: Task Details

*Flexible access to promote broader adoption*



# iOS App: Dynamic Activity Stream Communication

*Improve productivity with streamlined communication*



**Attach supporting documents and images to any process task**

**Improve productivity among business stakeholders through dynamic communication of activities – reduce ‘back channel’ emails, messages, etc.**



# Content



# What's New in IBM Business Process Manager v8?

## Content Access



- Utilize industry standard (CMIS) to **access content in any ECM repository** from IBM BPM processes
- Search, browse, and display the **“right process documents at right time”** within Process Coaches
- Support process patterns where access to content & cases generally requires a **repeatable, prescriptive flow**



# Access Process Documents from Any ECM Repositories Using CMIS Standard

Title/Name	MIME Type	Version ID	XYZ_AdjustDate	XYZ_AdjustFName	XYZ_AdjustLName	XYZ_ClaimNumber	XYZ_PolicyNum
<a href="#">A1001001A10116B03909J91650</a>	image/tiff	1	2001-01-31	Michael	Reed	6-987654	10452136412
<a href="#">A1001001A10116B03910E37638</a>	image/jpeg	2	2001-05-07	John	Johnson	5-654123	10315975308
<a href="#">A1001001A10116B03910D09798</a>	image/tiff	1	2001-08-01	Catherine	Green	4-852369	10285265410
<a href="#">pic.png</a>	null	1	2010-10-24	Johnny	Crow	1234	5678
<a href="#">pic.png</a>	null	1	2010-10-24	Johnny	Crow	1234	5678
<a href="#">pic.png</a>	null	1	2010-10-24	Chalky	White	1234	5678
<a href="#">pic.png</a>	null	1	2010-10-24	Chalky	White	1234	5678
<a href="#">aaaacoachdesigner-414.xls</a>	null	1	2010-10-25	Michael	Lastname	1234	56788
<a href="#">Diff_Report_for_6.1.0_HF28.pdf</a>	application/pdf	1	1970-01-11	Rolie	Fingers	909090	171717
<a href="#">ECM APIs guide.pdf</a>	application/pdf	1	1970-01-23	Mayim	Bialk	090909	717171
<a href="#">xwing-car.jpg</a>	image/jpeg	1	1969-12-31	Jackie	Gleason	50505050	70707070

Document Viewer



[open in new window](#)

OK

**CMIS = Content Management Interoperability Services**

- **View a list of existing documents**
- **Add a new document attachment**
- **View a document in the Coach**
- **Open a document in its own window**



# Drag-and-Drop Content Integration in IBM BPM

The screenshot displays the IBM BPM Designer interface for a process named "My Integration Service". The main workspace shows a workflow diagram with the following elements:

- Start**: A blue circle event.
- ECM Create Document**: A task box with a document icon and a refresh icon. A red arrow points to this task from the "Content Integration" category in the palette.
- Handle ECM Error**: A task box with a document icon and a refresh icon, connected to the "ECM Create Document" task via a flow arrow.
- End**: A blue circle event, connected to the "ECM Create Document" task.
- Error**: A blue circle event with a refresh icon, connected to the "Handle ECM Error" task.

The right-hand palette, titled "Common", lists the following integration options:

- Web Service Integration
- Java Integration
- Content Integration** (highlighted with a red arrow)
- Server Script
- Server Scriptlet
- Decision Gateway
- End Event

The bottom "Properties" panel is active, showing the configuration for the selected "ECM Create Document" task:

- Step**: Enterprise Content Management Server
- Implementation**: Server: MyECMServer
- Content Operation**: Operation name: Create document
- Data Mapping**: [Use Process Application Settings to add a server](#)
- Pre & Post**: (Empty)

# Cloud



# IBM SmartCloud Enterprise

The screenshot shows the IBM SmartCloud Enterprise website. At the top, it says "IBM SmartCloud Enterprise" and "Explore our Infrastructure as a Service". Below this is a navigation menu with "Overview", "Benefits", "Details", and "Licensing and pricing". The main content area features a "Smart. Secure. Ready for business." headline and an "Order now" button. A description of the service is provided, followed by five key features: Storage pilot, Control access, Configure security, On-demand support, and Enterprise+. Each feature has a brief description and a "Learn more" link. At the bottom, there are "Purchase options" and "Experience IBM SmartCloud" links.

The screenshot shows the IBM SmartCloud Enterprise user interface. The top navigation bar includes "Overview", "Control panel", "Account", and "Support". The main content area is titled "Sign in" and contains a form for entering a User ID and Password. A "Submit" button is located below the form. To the right of the sign-in form is a "Product information" section with a "Learn more" link. Below the sign-in form is a "Watch the demo" video player. To the right of the video player is a "Related links" section with several links to external resources.

More at: [ibm.com/cloud/solutions/enterprise](http://ibm.com/cloud/solutions/enterprise)

Cloud Portal: [ibm.com/cloud/enterprise](http://ibm.com/cloud/enterprise)

## Hardware:

- Intel servers with 2-16 cores
- Memory up to 16 GB
- Storage with up to 10 TB
- Server access from Internet or through secure VPN

## Software:

- Linux or Windows
- Catalog of IBM & Partner product images

## Payment :

- Bring-your-own-license
  - Per hour charges for server
- Pay-as-you-go
  - Per hour charges for server + software



# IBM SmartCloud Enterprise delivery centers





# Leveraging the Cloud on your BPM and DM Journey

## BluworksLive



- Process and Decision Discovery
- Monthly User Subscriptions



- Proof of Concepts
- Quick access
- **Pay-As-You-Go**



- Quick Win pilots
- Development and Test
- **Bring-Your-Own-Licenses**

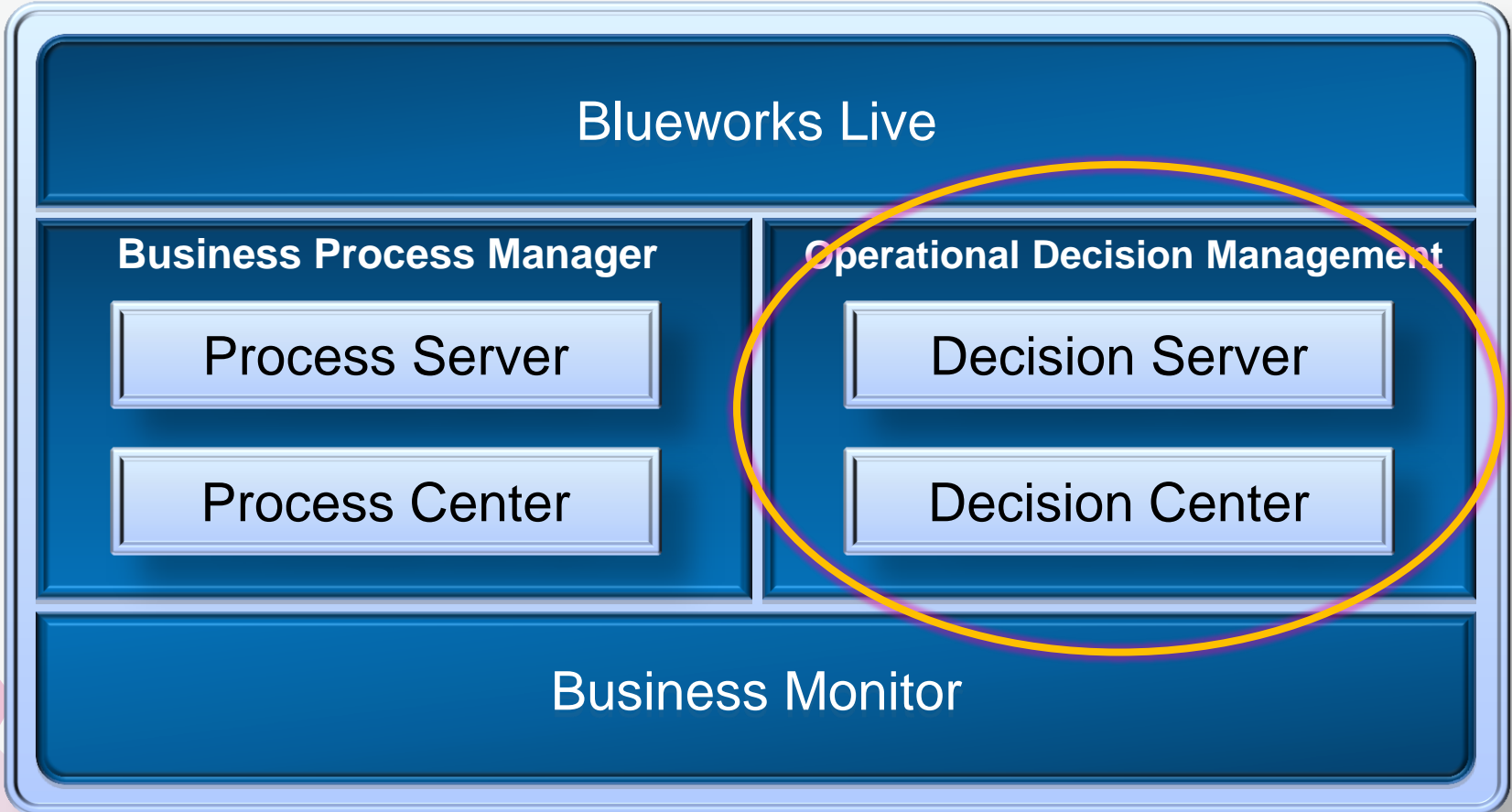
**NEW!**

- Cloud Servers
- In-house Dev & Test
- Production Deployments



Project Lifecycle

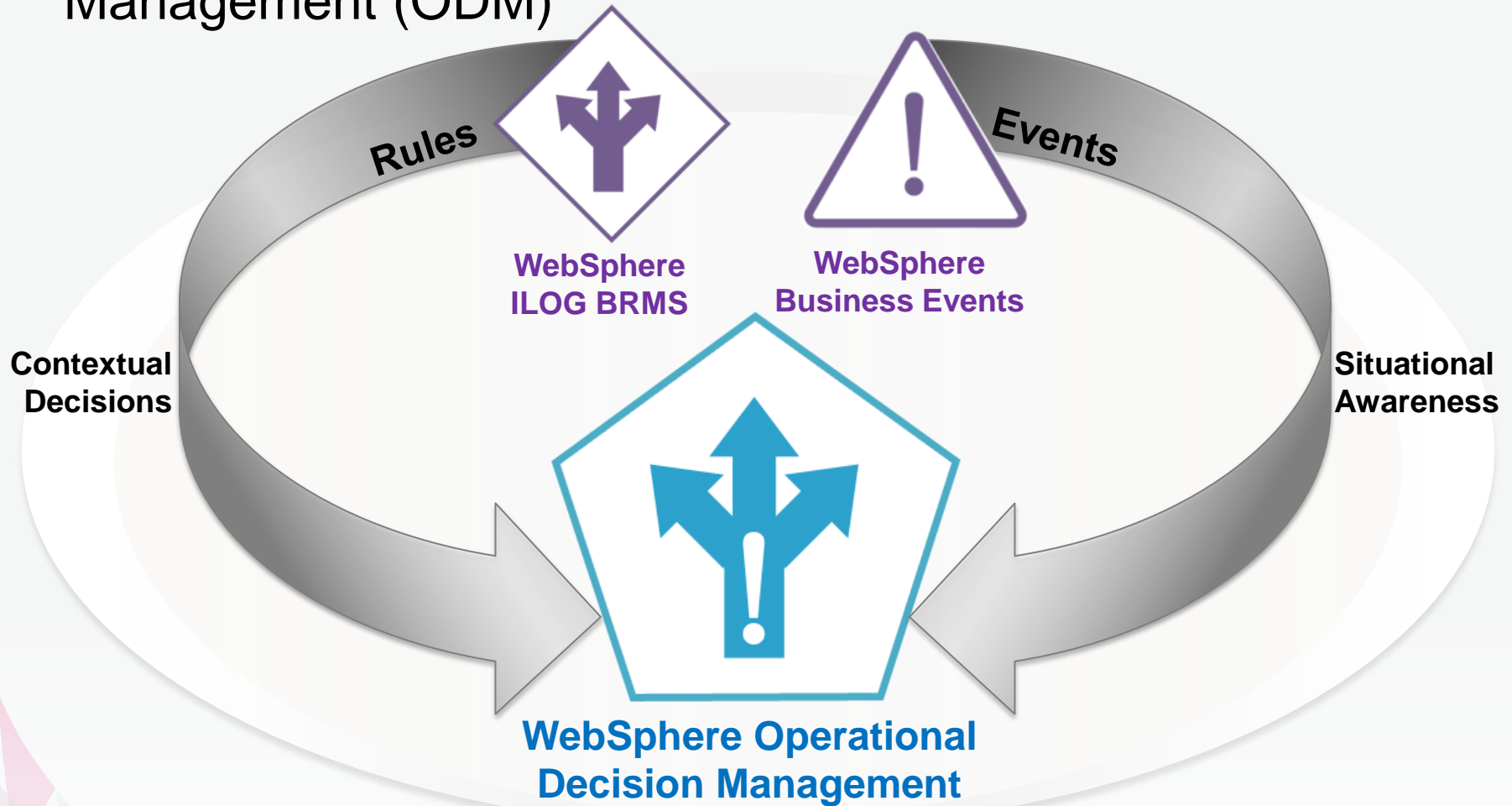
# IBM Products for Business Process & Decision Management



Work together to deliver effective solutions for business operation improvement



# Introducing WebSphere Operational Decision Management (ODM)



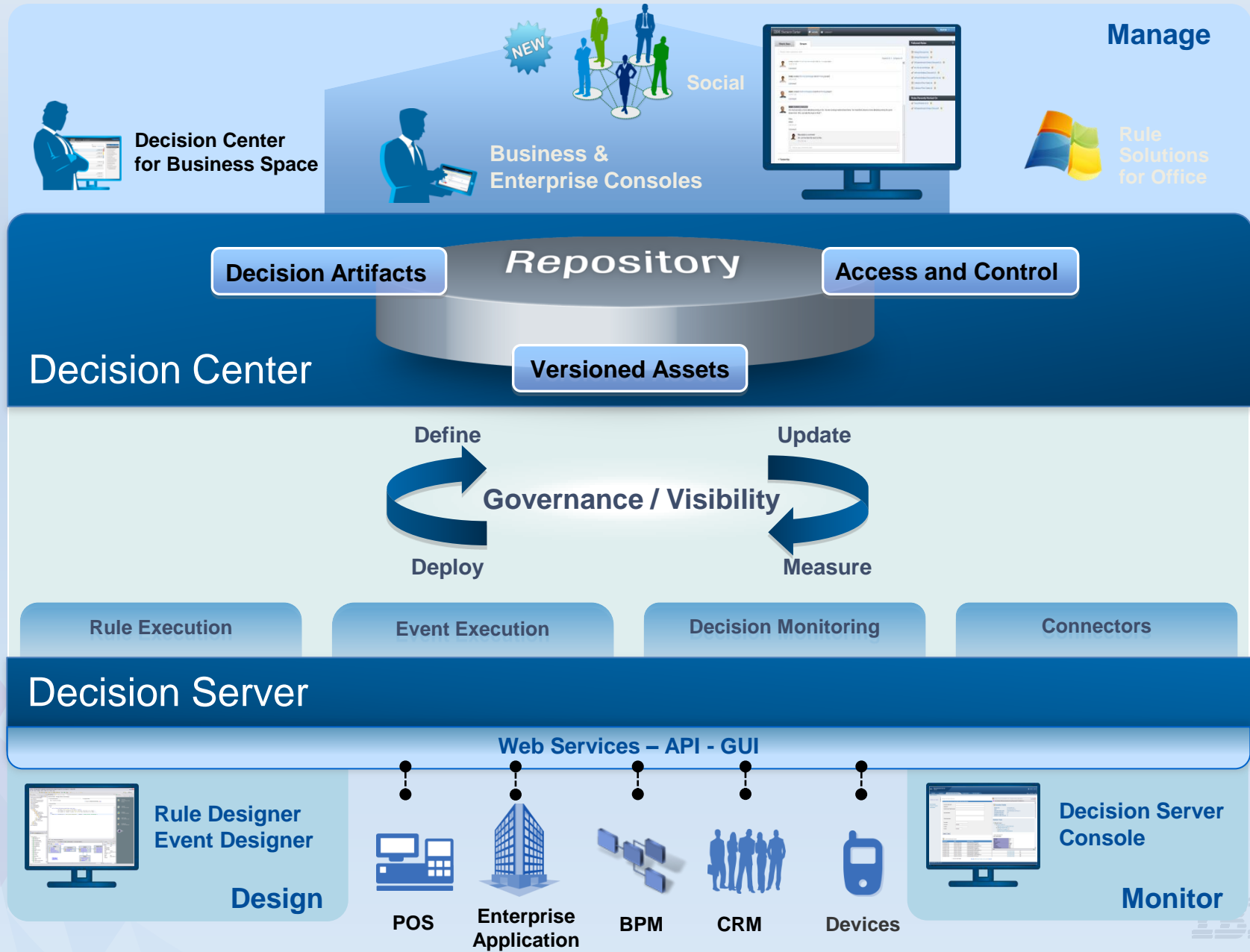
*Your business decisions.*

Made by your business *experts*.

Delivered in *real-time* by technology.

IBM.

# WebSphere Operational Decision Management



# New in 8.0: Social Collaboration around Business Decisions

## Business Console



Communication & Governance



*Easy decision maintenance in an collaborative centric environment*



# Business Console Home Page – Tailor-made for you!

**IBM DecisionCenter** | HOME | LIBRARY | *Quick access to new changes, work done previously* | Laure Boyer

**What's New** | Stream

**New Business Rules**  
No new business rules have been created.

**New Updates on Followed Items** (7)

- Young Driver Surcharge ★
- SUV Surcharge ★
- Airbag Discount ★
- Anti-lock Brakes Discount for NJ ★
- Liability Price Table ★
- Comprehensive Price Table ★
- Collision Price Table ★

**New Comments in Activity Stream** (21)

**Interaction with other contributors**

Nicolas Carre created a new post  
Laure, could you take a look at New Jersey pricing policy and see if we can find some ways to retain good drivers?  
Today at 5:18 PM

**Followed Items**

- Airbag Discount ★
- Airbag Discount ★
- All Experienced Drivers Discount ★
- Anti-lock Brakes Discount ★
- Anti-lock Brakes Discount for NJ ★
- Collision Price Table ★
- Collision Price Table ★
- Comprehensive Price Table ★
- Comprehensive Price Table ★
- Driver Ed Discount ★

**Rules Recently Worked On**

- Good Driver Discount ★

**Easily subscribe to content of interest**

**Overview of my recent activities**

# Collaboration through Dynamic Activity Stream

The screenshot displays the IBM DecisionCenter interface. At the top, there is a navigation bar with the IBM logo, 'DecisionCenter', and navigation links for 'HOME' and 'LIBRARY'. The user 'Laure Boyer' is logged in. The main content area is divided into 'What's New' and 'Stream' tabs. The 'Stream' tab is active, showing a comment input field with the placeholder 'Post a new comment here'. Below this, a section titled 'Today' contains three activity items:

- Nicolas Carre created a new post** (5:18:55 PM): Laure, could you take a look at New Jersey pricing policy and see if we can find some ways to retain good drivers? Comment
- You added a comment** (5:21:45 PM): Yes. We can apply some discount for good driver. I'll add a discount rule in the spring release. Comment
- Nicolas Carre created a version in Young Driver Surcharge rule in Pricing project** (5:16:15 PM): Comment
- Ryan Yheng created a version in SUV Surcharge rule in Pricing project** (5:09:09 PM): Comment

On the right side, there are two panels: 'Followed Items' and 'Rules Recently Worked On'. The 'Followed Items' panel lists several items with star icons, including 'Airbag Discount', 'All Experienced Drivers Discount', 'Anti-lock Brakes Discount', 'Collision Price Table', 'Comprehensive Price Table', and 'Driver Ed Discount'. The 'Rules Recently Worked On' panel shows the message 'You have not worked on any rules yet.'

Real-time collaboration on assets-of-interest enabled by comments and change notifications



# Business Console Library – Quickly find what you need

IBM DecisionCenter

HOME LIBRARY

Laure Boyer

Date Name Filter

**Pricing** ☆  
Last updated by Laure Boyer - Mar 22, 2012

**Recent Activity:**

- ★ Laure Boyer updated **Good Driver Discount**  
Today at 5:31 PM
- ★ Laure Boyer created **Good Driver Discount**  
Today at 5:28 PM
- ★ Nicolas Carre updated **Young Driver Surcharge**  
Today at 5:16 PM

**Eligibility**  
Created by Ryan Yheng - Mar 22, 2012

**AutoInsuranceQuotingBOM**  
Created by Ryan Yheng - Mar 22, 2012

**miniloan-rules**  
Created by Ryan Yheng - Mar 19, 2012

**DataValidation**  
Created by Ryan Yheng - Mar 22, 2012

**loanvalidation-rules**  
Last updated by Antoine Melki - Mar 19, 2012

**Hover over to display last project updates**

**Visibility on all the projects I have access to**



# Improved Decision Tables

IBM Decision Center

HOME LIBRARY

loanvalidation-rules-multivoc > main > grade (v1.0)

	Yearly repayment	Corporate score	Grade	Message
1	[0, 10000[	≥ 900	A	Very low risk loan
2	[0, 10000[	[600, 900[	A	Very low risk loan
3	[0, 10000[	[300, 600[	B	Low risk loan
4	[10000, 30000[	≥ 900	A	Very low risk loan
5	[10000, 30000[	[600, 900[	B	Low risk loan
6	[10000, 30000[	[300, 600[	C	Average risk loan

**if**  
all of the following conditions are true :  
- ( the yearly repayment of 'the loan' is at least 10000 and less than 30000 )  
- ( the corporate score in 'the loan report' is at least 600 and less than 900 ) ,  
**then**  
set the grade of 'the loan report' to "B" ;  
in 'the loan report', add the message "Low risk loan" ;

Properties Stream

Created by rtsAdmin  
About 2 days ago

There is currently no description added.

Status New

Group

Effective Date

Expiration Date

Increased productivity with  
find, sort, filter & Rule  
Preview hover



# Track Versions through Timeline

The screenshot shows the IBM Decision Center interface. At the top, there is a navigation bar with 'IBM DecisionCenter', 'HOME', and 'LIBRARY' buttons. The user's name 'Nicolas Carre' is displayed in the top right. Below the navigation bar, the breadcrumb path is 'Pricing > main > Good Driver Discount'. There are 'New Rule' and 'Edit Rule' buttons on the right. A tab bar shows 'Current' and 'Timeline' tabs, with 'Timeline' selected. The main content area displays a vertical timeline for the year 2012. The timeline starts with '2012 Today'. Three version cards are shown: 'Version 1.2' (blue) created by Nicolas Carre on Mar 22, 2012, with the description 'Added a condition on the number of traffic tickets received.'; 'Version 1.0' (grey) created by Laure Boyer on Mar 22, 2012; and 'Version 1.1' (grey) created by Laure Boyer on Mar 22, 2012, with the description 'New discount rule for good drivers in New Jersey.' A vertical timeline line with a '2012' marker is positioned to the right of the cards.

IBM DecisionCenter HOME LIBRARY Nicolas Carre

Pricing > main > Good Driver Discount New Rule Edit Rule

Current Timeline

2012 Today

**Version 1.2**  
Created by Nicolas Carre - Mar 22, 2012  
Added a condition on the number of traffic tickets received.

**Version 1.0**  
Created by Laure Boyer - Mar 22, 2012

**Version 1.1**  
Created by Laure Boyer - Mar 22, 2012  
New discount rule for good drivers in New Jersey.

2012

*Quickly browse through past versions*

# Create a Snapshot

The screenshot displays the IBM DecisionCenter interface. At the top, the navigation bar includes 'HOME' and 'LIBRARY' buttons, and the user name 'Ryan Yheng'. Below the navigation bar, the breadcrumb path is 'All projects > Pricing > main'. A 'Take Snapshot' button is visible in the top right. A modal dialog titled 'Take a Snapshot' is open, containing the following text: 'Taking a snapshot lets you capture the state of your project at a given moment in time. Click a snapshot from the Changes pane to preview.' The dialog has two input fields: 'Snapshot Name' with the text 'Surcharge rule added' and 'Description' with the text 'Surcharge rule for New Jersey is added in this snapshot.'. A 'Create' button is located at the bottom right of the dialog. In the background, the 'Changes' pane shows a list of updates: 'New Rule A was updated', 'Airbag Discount was updated', and 'All Experienced Drivers Discount was updated', all by 'Ryan Yheng'.

**Easy capture: Take a point-in-time snapshot of all assets related to a DM project with a single click and restore project to snapshot if needed**

# One Click Access to Snapshots

IBM DecisionCenter HOME LIBRARY Ryan Yheng

You are viewing a snapshot of this project. Select restore or click X to return to the current project

< All projects

Pricing > Discount for New Jersey rule is added. Search

**Details**

Created by Ryan Yheng  
Yesterday

Changes All | Snapshots

**Older**

- Discount for New Jersey rule is added. was created Yesterday restore  
Nicolas Carre
- Good Driver Discount was updated Yesterday  
Nicolas Carre
- Good Driver Discount was updated Yesterday  
Laure Boyer
- Good Driver Discount was created Yesterday  
Laure Boyer
- Young Driver Surcharge was updated Yesterday  
Nicolas Carre
- SUV Surcharge was updated Yesterday  
Ryan Yheng
- Airbag Discount was updated Yesterday  
Ryan Yheng

**Discount for New Jersey rule is added.**

Created by Nicolas Carre  
Yesterday  
Click to add a description

**Folder** **Name** Filter

- Pricing**
  - Coverage Pricing**
    - Base Premium**
    - Discounts**
      - Collision
      - Comprehensive
      - Liability
      - Mechanical Breakdown Insurance
      - Uninsured and Underinsured Motorist
        - Good Driver Discount
    - Surcharges
    - Global Adjustments

# Simplified Search Across a Project

The screenshot shows the IBM DecisionCenter interface. At the top, the navigation bar includes the IBM logo, 'DecisionCenter', and navigation links for 'HOME' and 'LIBRARY'. The user 'Jess Zimmerman' is logged in. The breadcrumb path is 'Mini-Loan Rules > Branch 1'. A search bar on the right contains the query 'loan'. On the left, there are filters for 'Type' (All, Action Rules: 80, Decision Tables: 50, Folders: 20), 'Status' (All, New: 50, Defined: 10, Deployable: 80, Validated: 10), 'Find in' (Content: 72, Properties: 68), and a 'Last edited' slider from 'Older' to 'Newer'. The main area displays 'Search Results for "loan" 150 matches'. The results list includes: 'New Loan Policy' (Action Rules icon, last edited by Abu on September 9, 2010, Location: Computation / Score, Category: Loan, Details: This is a new policy about the loan), 'Rate' (Decision Table icon, last edited by Virginia on September 9, 2010, Location: Calculation, Category: Loan, Details: This is a new policy about the loan), 'Rate 2' (Decision Table icon, last edited by Rachel on September 9, 2010, Location: Computation, Category: Loan), 'Loan' (Folder icon, last edited by Bea on September 9, 2010, Location: Calculation), 'Test Loan' (Folder icon, last edited by Bea on September 9, 2010), and 'Calculation Rule' (Action Rules icon, last edited by Abu on September 9, 2010, Location: Calculation / Rate / Loan).

Full text search of rules, rule flows, decision tables and folders within a project

# New in 8.0 Enhanced Rules and Event integration

## Decision Repository

### Business Rules Ruleset

Action Rule

Action Rule

Decision Table

Decision Table

Emit Event

```
if
  it is not true that 'the loan' is approved
  and the ssn id of 'the borrower' is not null
then
  emit rejectedEvent ;|
  add "Send loan Rejected event" to the messages of 'the loan' ;
```



Invoke Ruleset

### Business Events

Event

Event

Context

Action

Action



# Why IBM for Process Innovation?



## Unparalleled Expertise and Investment

- Expert consulting and implementation services for ***fast realization*** of business value
- Industry expertise to ***customize solutions*** for your specific industry

## Largest Customer Base

- **#1** in Business Process Management (BPM) market share according to all leading analysts
- **#1** in Business Rule Management Systems (BRMS) market share according to all leading analysts

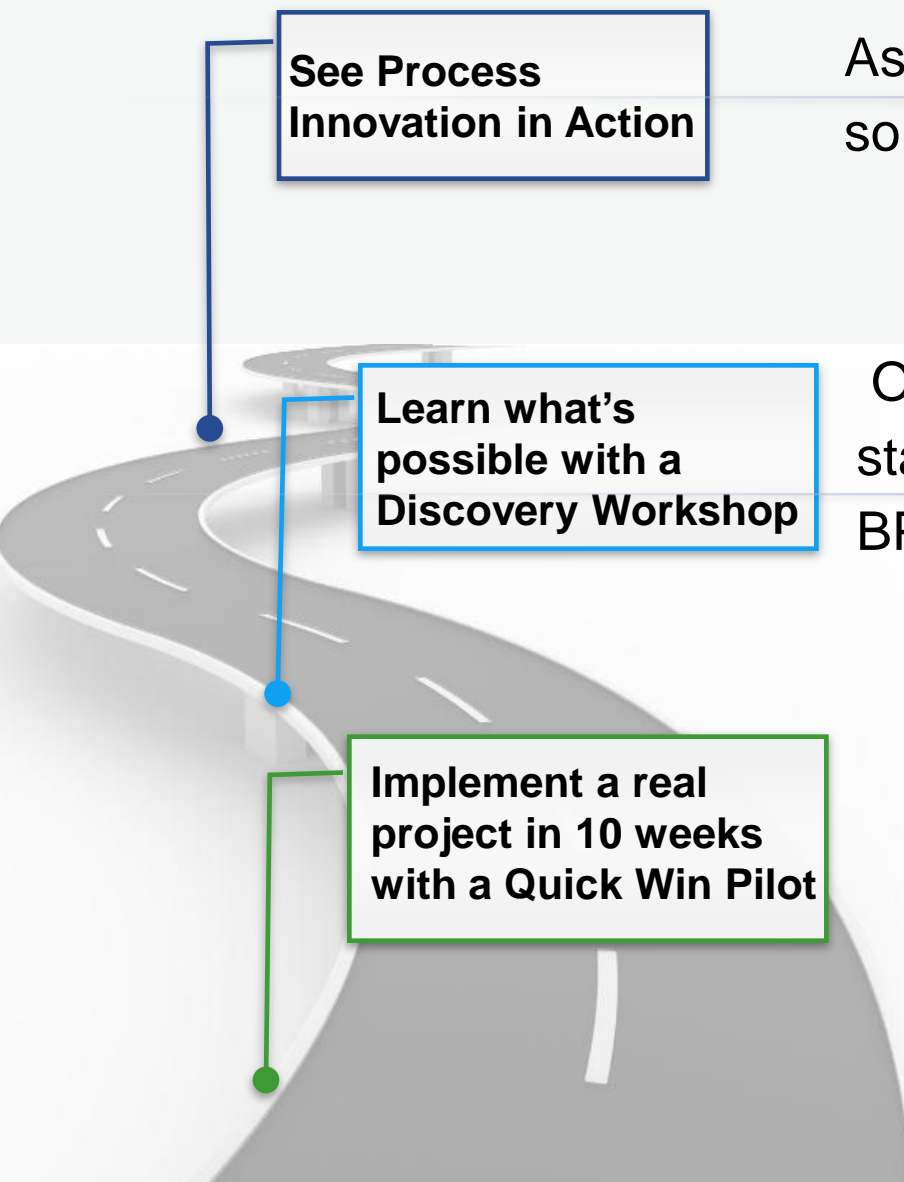


## Strongest Ecosystem and Partner Network

- **800+** Business Partners authorized and certified to support customers
- Strongest global ecosystem including major global and regional system integrators skilled to provide ***comprehensive solutions***



# Next Steps



**See Process  
Innovation in Action**

Ask your sales representative to see the solution live

**Learn what's  
possible with a  
Discovery Workshop**

On-site workshop with business and IT stakeholders to evaluate the applicability of BPM and Business Rules for your project

**Implement a real  
project in 10 weeks  
with a Quick Win Pilot**

Demonstrate immediate value to your LOB end-users with your first 'Quick Win' in 10 weeks

## Please Note:

IBM's statements regarding its plans, directions, and intent are subject to change or withdrawal at IBM's sole discretion.

Information regarding potential future products is intended to outline our general product direction and it should not be relied on in making a purchasing decision.

The information mentioned regarding potential future products is not a commitment, promise, or legal obligation to deliver any material, code or functionality. Information about potential future products may not be incorporated into any contract. The development, release, and timing of any future features or functionality described for our products remains at our sole discretion.

Performance is based on measurements and projections using standard IBM benchmarks in a controlled environment. The actual throughput or performance that any user will experience will vary depending upon many factors, including considerations such as the amount of multiprogramming in the user's job stream, the I/O configuration, the storage configuration, and the workload processed. Therefore, no assurance can be given that an individual user will achieve results similar to those stated here.