

BPM and Rules Technical Update

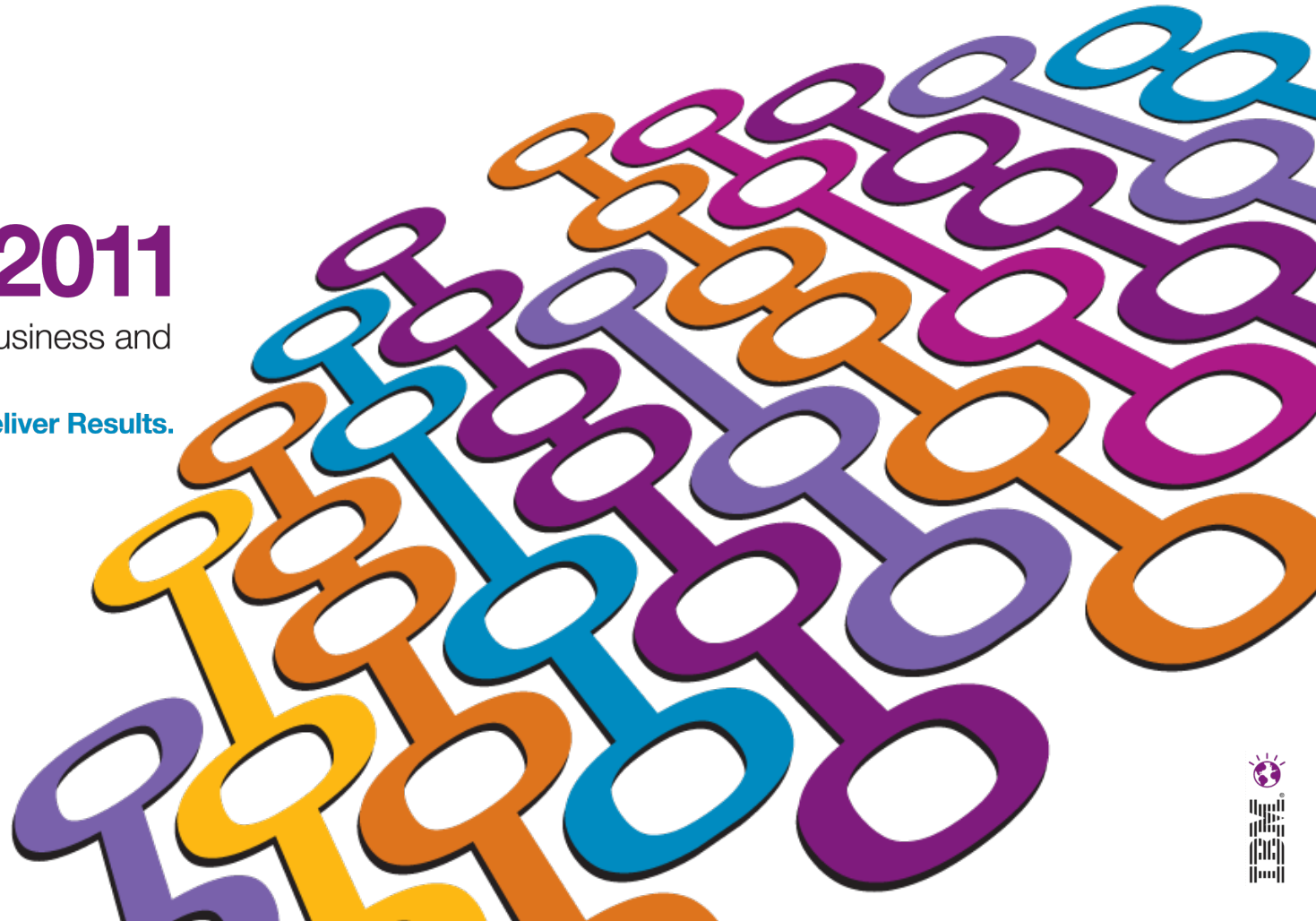
**Sunil Aggarwal, WebSphere BPM
Leader UK&I**

IBM Software

Impact2011

Changing the Way Business and
IT Leaders Work

Optimize for Growth. Deliver Results.





IBM BPM Overview



Change, complexity and uncertainty have become the new normal

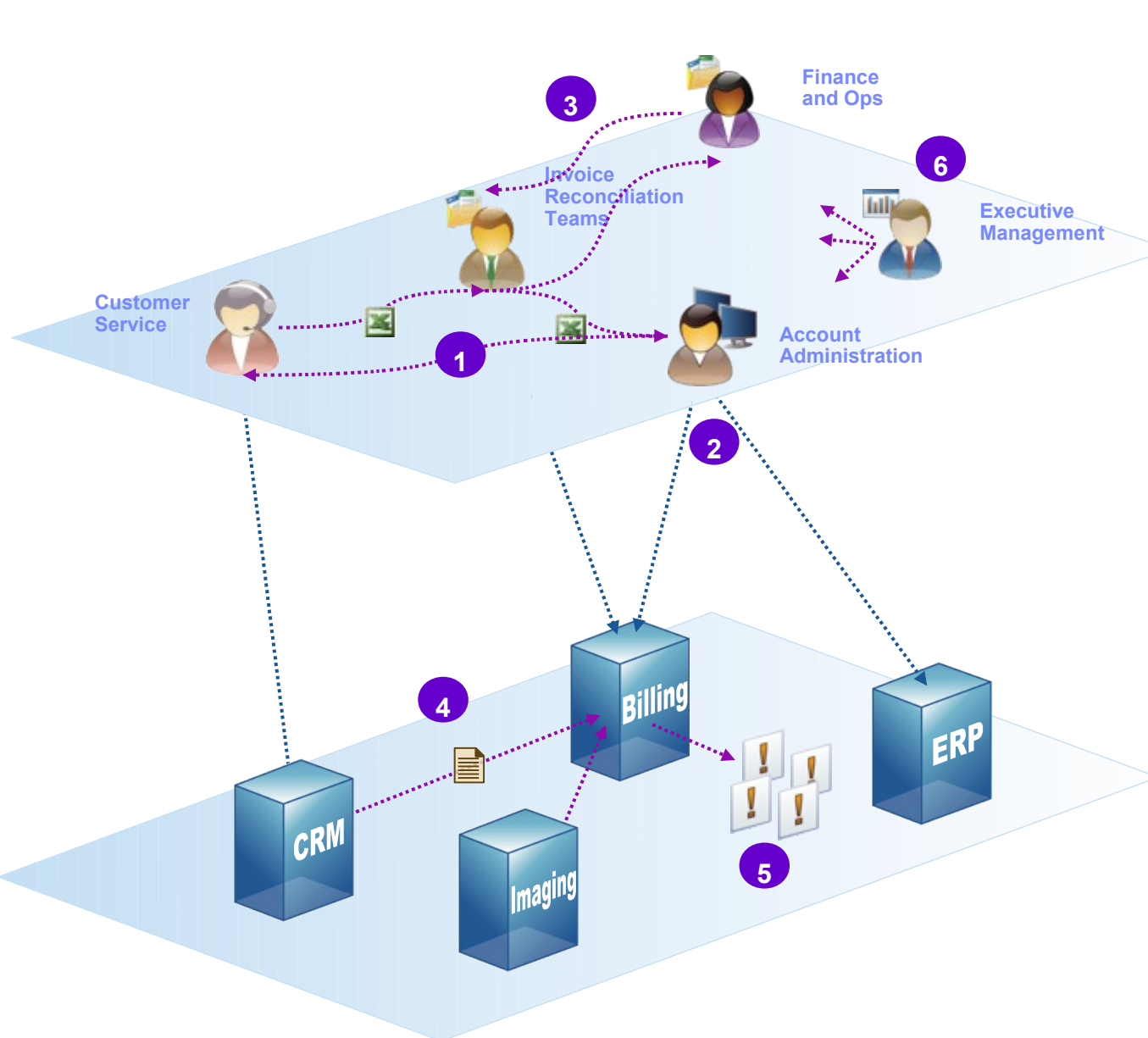


- **Escalating expectations** require visibility and rapid response to an ever-changing landscape
- The **velocity of change** and new technologies require more flexible processes and systems
- **Limitless sourcing and partnering opportunities** that can arise from anywhere around the globe





Typical Process Problems



- 1 Unstructured tasks and communication (i.e., paper or e-mail)
- 2 Inefficient Working Environment Spans Systems
- 3 Inconsistent Prioritization
- 4 Incomplete or Inaccurate Data Flow Between Systems
- 5 Lack of Control Over System and Business Events (Exceptions)
- 6 Poor Visibility Into Process Performance

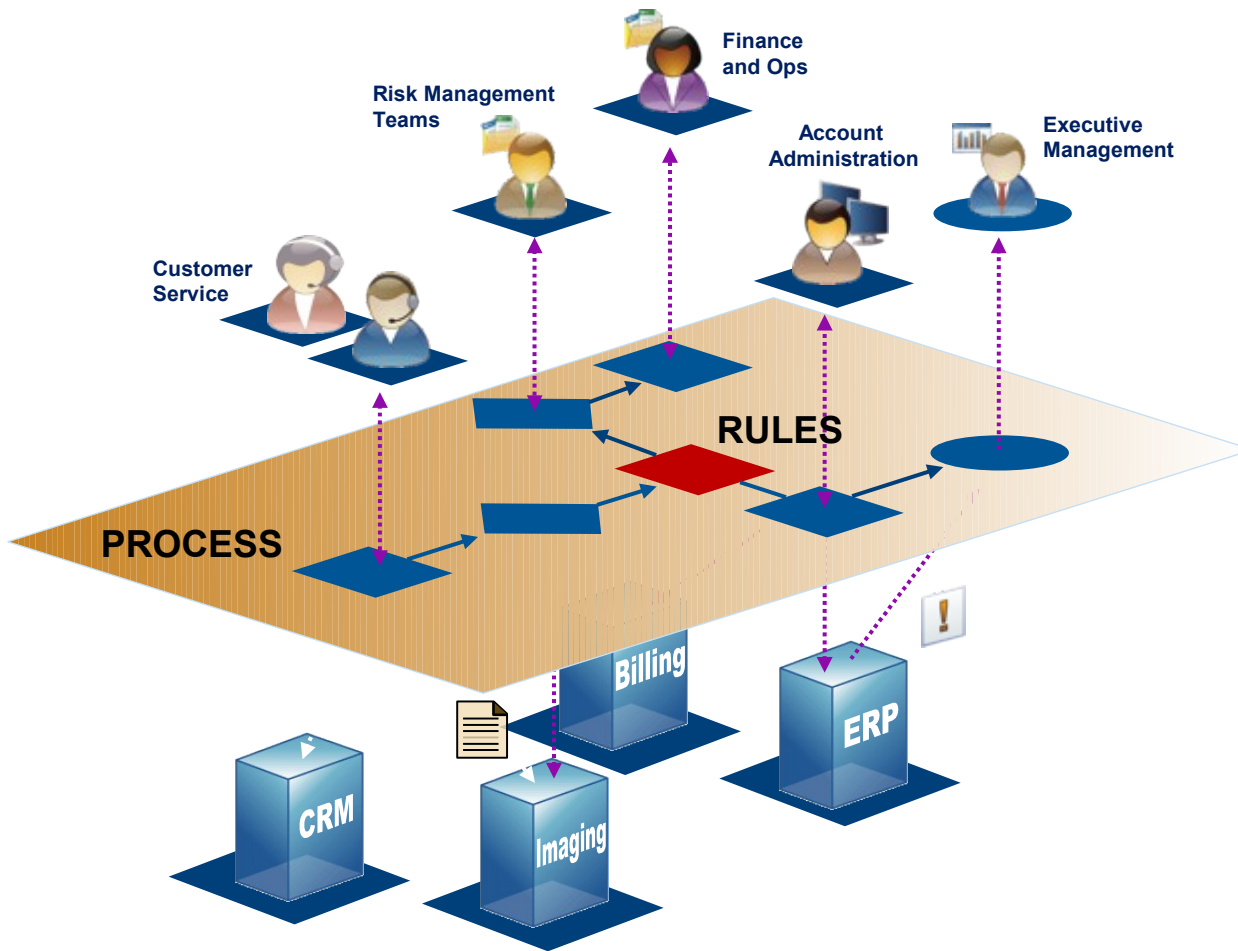
Customer Problem:

- Cannot Grow Efficiently
- Customer Satisfaction





BPM Brings Order to the Chaos



- 1 Automate workflow & decision making
- 2 Reduce errors and improve consistency
- 3 Standardize resolution across geographies
- 4 Leverage existing systems and data
- 5 Monitor for business events and initiate actions
- 6 Real-time visibility and process control

Customer Benefits:

- Huge Reduction in Manual Work, Errors
- Faster, More Consistent Issue Resolution
- Easier to Manage the Business
- Consistent Case Handling



IBM Business Process Manager

Unifying Two Market-Leading Platforms





Introducing a New Solution to a Complex Problem

Embrace complexity, adapt quickly and exceed expectations

Simplicity

Simplifies operations and **improves** entire experience

Easy enough to engage all process participants

Power

Powerful, dependable for mission critical processes

Scales smoothly and easily from initial project to enterprise-wide program



New!

IBM Business Process Manager V7.5

Visibility

Centralizes **visibility and control**

Empowers knowledge workers with built-in **real time** analytics to optimize business processes

Governance

Achieve **consistency and repeatability** to ensure processes execute as designed

Simplify life-cycle management of process applications **across 1000s of projects**





IBM Business Process Manager: Configurations

Different configurations match typical entry points or stages in a company's BPM program

Advanced

Transformation

Complete set of advanced BPM capabilities

- Extended support for high-volume process automation, with high quality-of-service
- Built-in SOA components for extensive enterprise-wide service integration, orchestration

Standard

Program

Configured for typical BPM projects

- For multi-project improvement programs, with high business involvement
- Basic system integration support
- Rapid time-to-value: improved user productivity

Express

Project

Configured for first BPM project

- For small number of users – single server, no clustering
- Low entry price
- Easy to install, easy to use



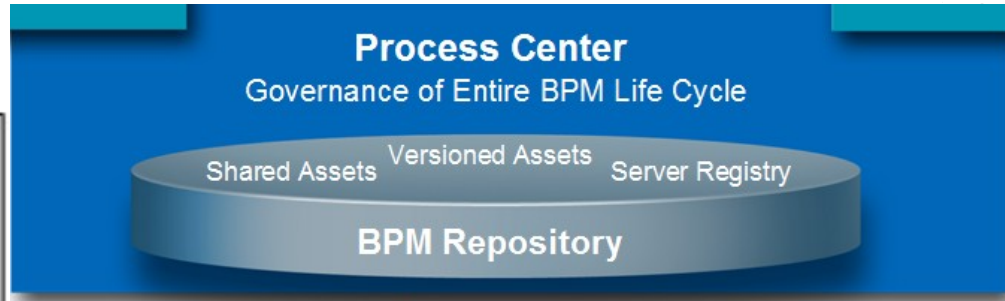
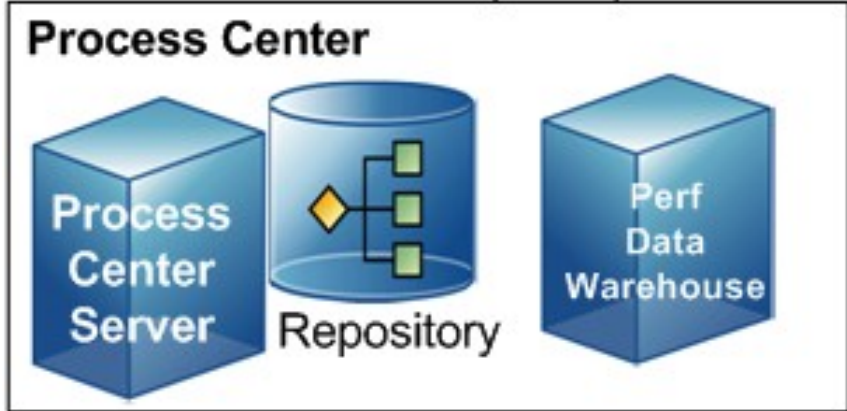


IBM BPM v7.5 Capabilities and Components





Process Center



The screenshot shows a web browser window displaying the Process Center interface. The browser address bar shows 'http://localhost:9080/ProcessCenter/repo:'. The page has a navigation menu with 'Process Apps', 'Toolkits', 'Servers', and 'Admin'. Below the menu, there are options to 'Sort By: Recently Updated' and 'All | Favorites | Archived'. The main content area lists two items: 'Quick Start Tutorial (TWQST)' and 'Process Portal (TWP)', both last updated on 3/18/11 by tw_admin. On the right side, there is a sidebar with several actions: '+ Create New Process App', 'Import Process App', 'Download Process Designer', and 'Launch Getting Started'.

- Repository for all process applications
- Life-cycle management and deployment of all applications
- Includes execution environment for development and testing

Process Apps – key unit of organization and packaging

Download Process Designer

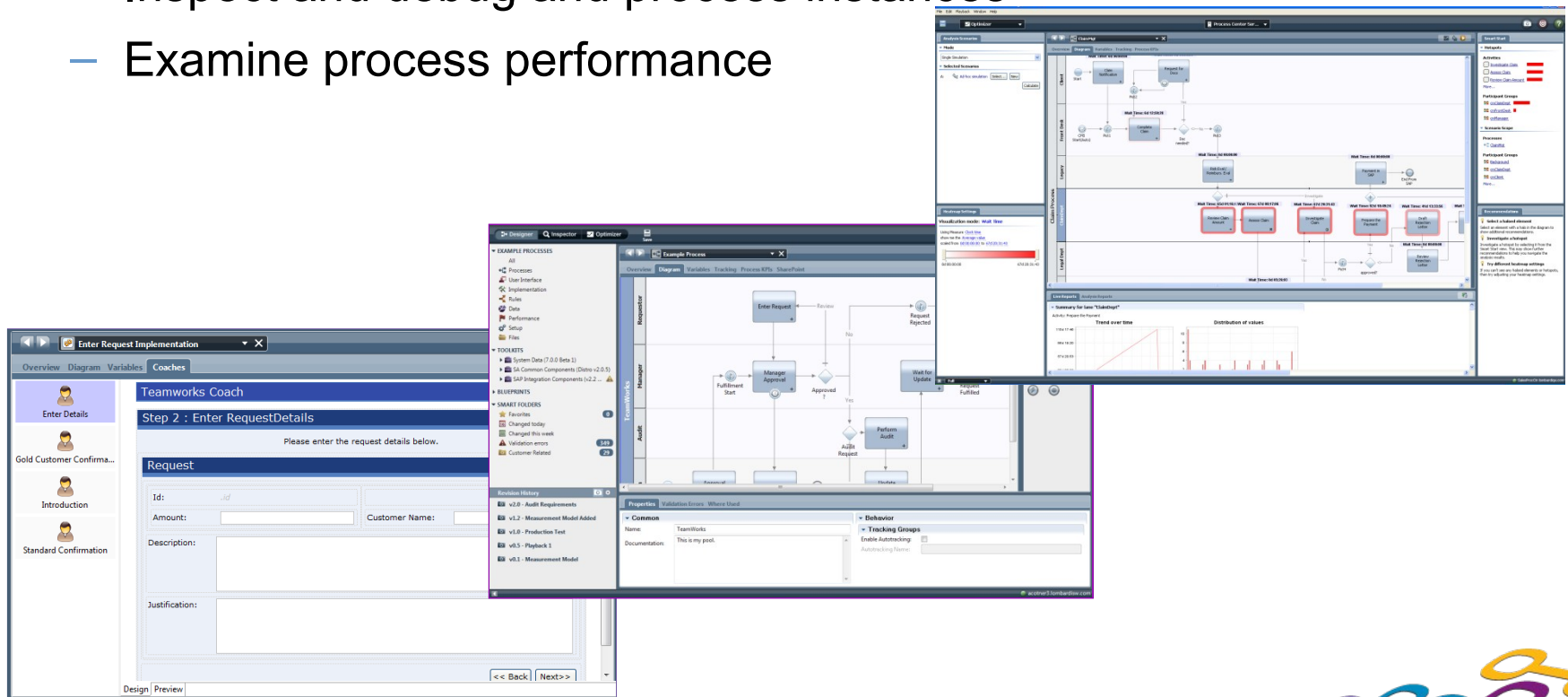


Process Designer



Process
Designer

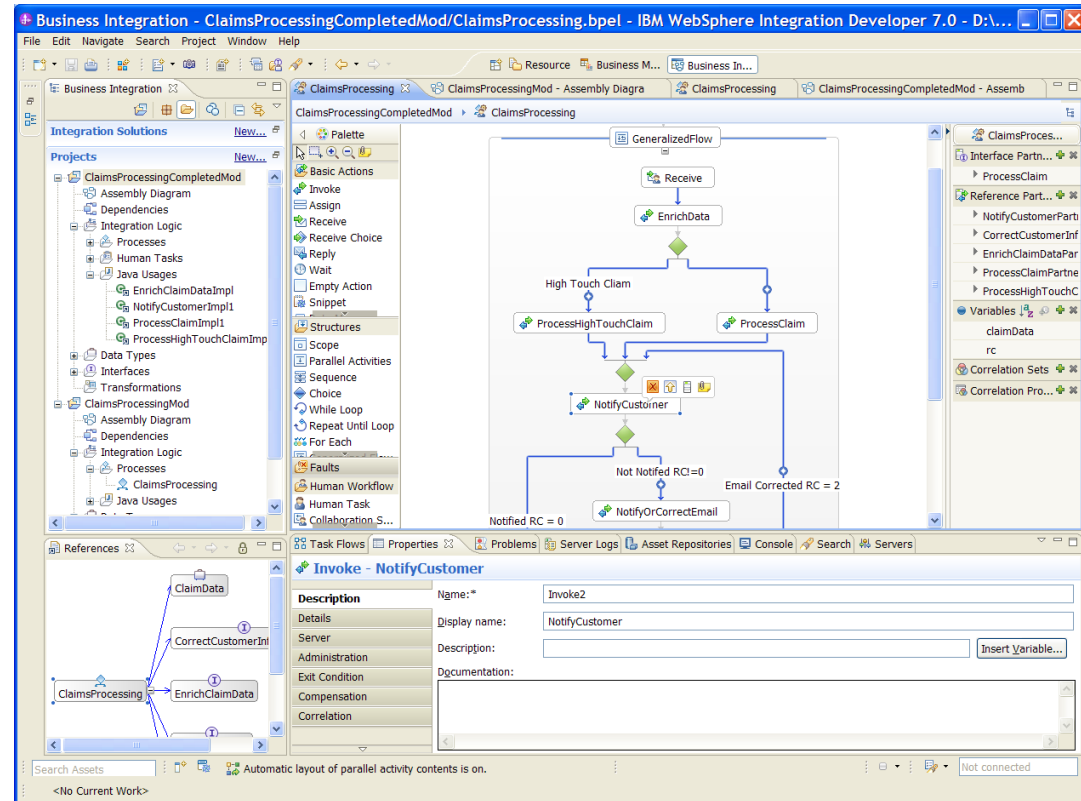
- Single Interface that enable business process authors and analysts to
 - Model and implement
 - Simulate
 - Inspect and debug and process instances
 - Examine process performance



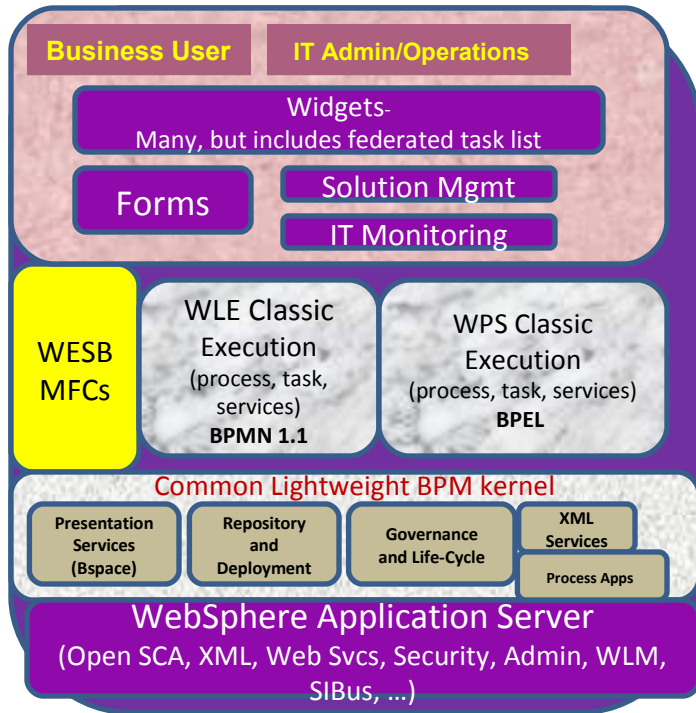
IBM Integration Designer



- Authoring of complex integrations and fully automated Straight Through Processes in supporting role of Process Apps authored in Process Designer
- Eclipse based Integration Designer makes it easier for service and integration developers to build reusable SOA services, orchestrating services, access backend systems



Process Server - Unified Runtime Architecture

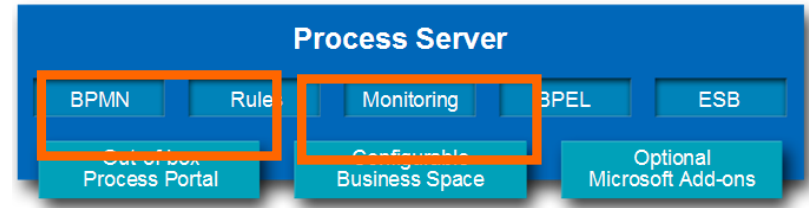


Above is an Advanced view – Standard view is subsetted accordingly

- Process Server
 - Single BPM runtime
 - Common kernel
 - Single JVM capable
 - Common configuration and topology
 - Task list
- Common WebSphere Application Server and thus common HA, WLM, server management and clustering.
- Includes capabilities from both WebSphere Process Server v7.0 and WebSphere Lombardi Edition v7.2
- **100%** compatible with existing WPS and WLE solutions



Process Server - End User Experience



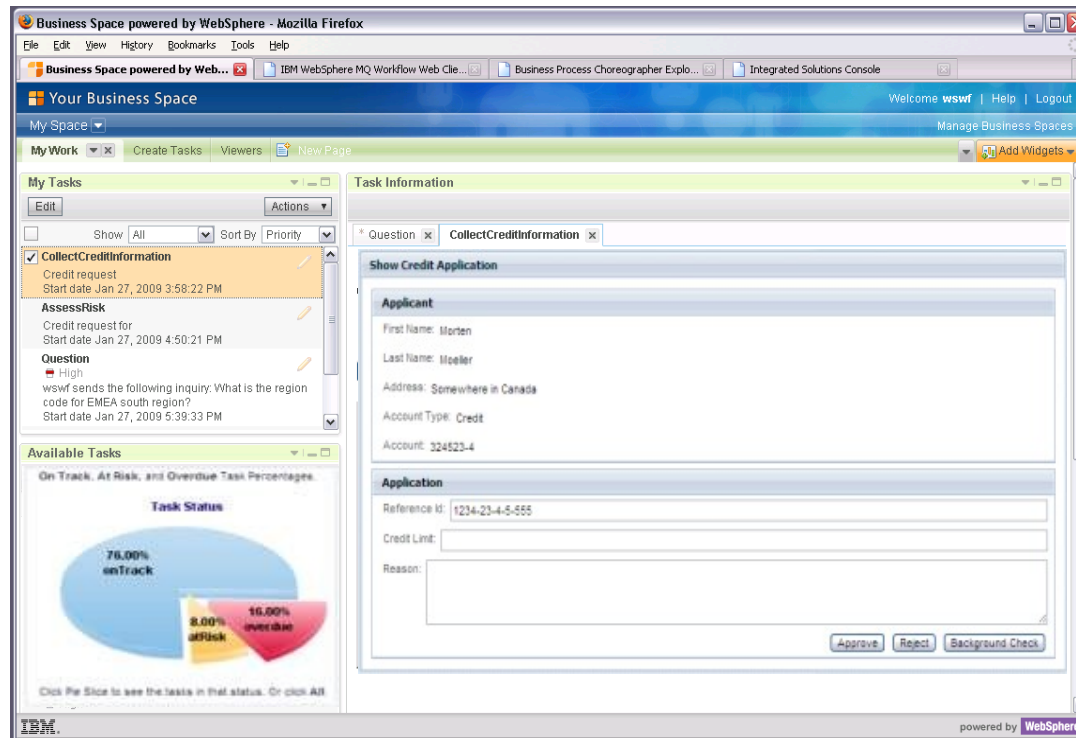
- New powerful UI features
 - **IBM Business Space UI framework** - for creating an integrated and customized user experience
 - **Federated task view** - for performing tasks, managing work items, tracking performance and responding to events-all in real time (based on federated REST services to get lists federated across engines and clusters)
- Classic Lombardi Edition BPM UI features
 - Process Portal provides out-of-box visibility of process performance giving users a consolidated view of all outstanding tasks and process performance
 - Process coach user interfaces
 - Real-time scoreboards provides out-of-box visibility into work-in-progress



User Experience: Unified Business Space for Tasks, Forms, Reports



Flexible end-user interface for performing tasks, managing work items, tracking performance, and responding to events.



Also available in IBM WebSphere Portal Server!

User Tasks

System Alerts

Performance Data





Summarizing the Basics - IBM Business Process Manager V7.5

Process End-Users
Process Owners



Business Process Authors

Process Designer



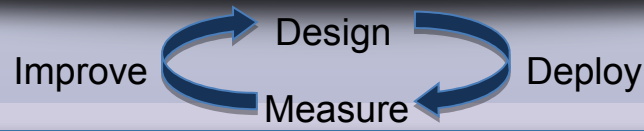
Authors & Admins



IT Developers

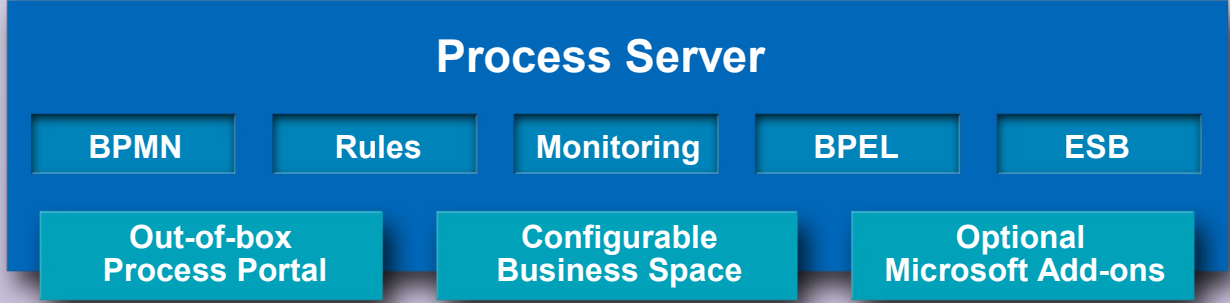
Integration Designer

Process Center
Governance of Entire BPM Life Cycle



IBM BPM widgets work with IBM WebSphere Portal

Backward compatibility, easy migration from WLE & WPS





IBM BPM Extended Capabilities





End-to-End Real Time Visibility with Business Activity Monitoring



IBM Business Monitor V7.5

IBM Business Monitor V7.5 for System z

- **Increases ROI** through real time operational visibility and low implementation costs
- **Enterprise mobility** enables views of KPIs, metrics, and alerts through Web interfaces, mobile devices, and corporate portals.
- **What's new?**
 - **Fully integrated Cognos Business Intelligence Server 10.1** for analysis and reporting
 - Built-in tools and runtime support for **integrated Business Activity Monitoring of IBM Business Process Manager**
 - **Fine-grained security** to enable or prevent anyone to see a wide range of information depth or detail
 - **Enhanced business user customization** of data filtering, dashboard controls & reports, and alerts

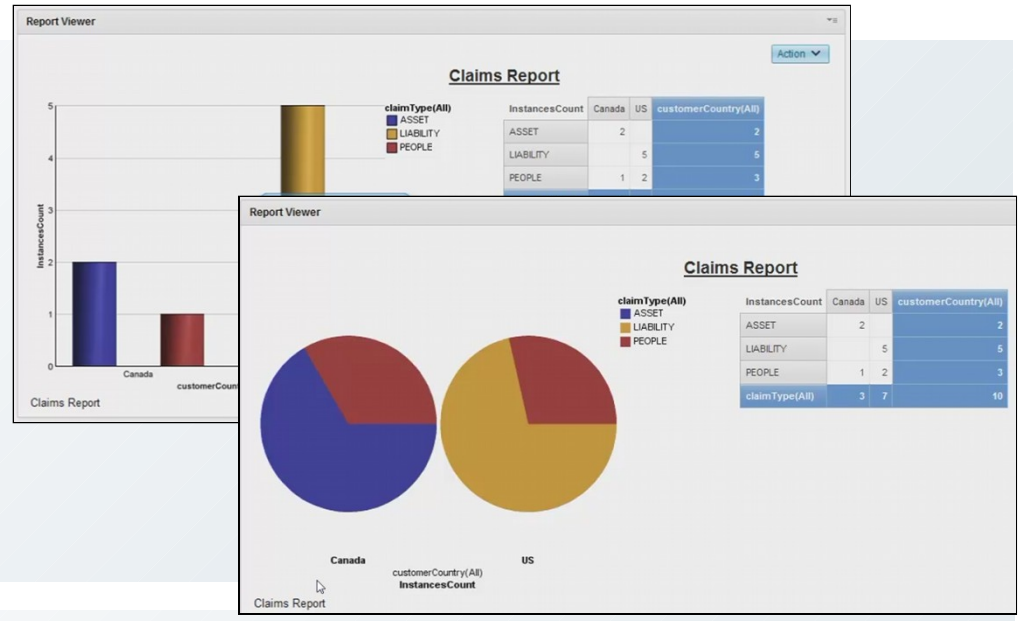


Provides visibility into real-time, end-to-end business operations, transactions, and processes to increase revenue, lower costs, and improve service

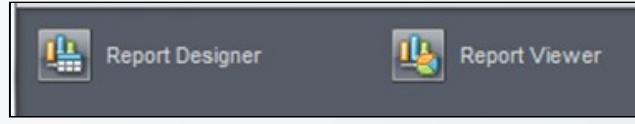


New - Improvements for Reporting and Dimensional Analysis

- New embedded technology from Cognos BI provides a more modern, business-user friendly interface
- More robust enterprise features, for example support for rolling time periods and fine-grained security
- Exploits new Cognos BI self-learning in-memory caching



New widgets in palette



Report Designer
This widget allows for creating a simple dimensional report.

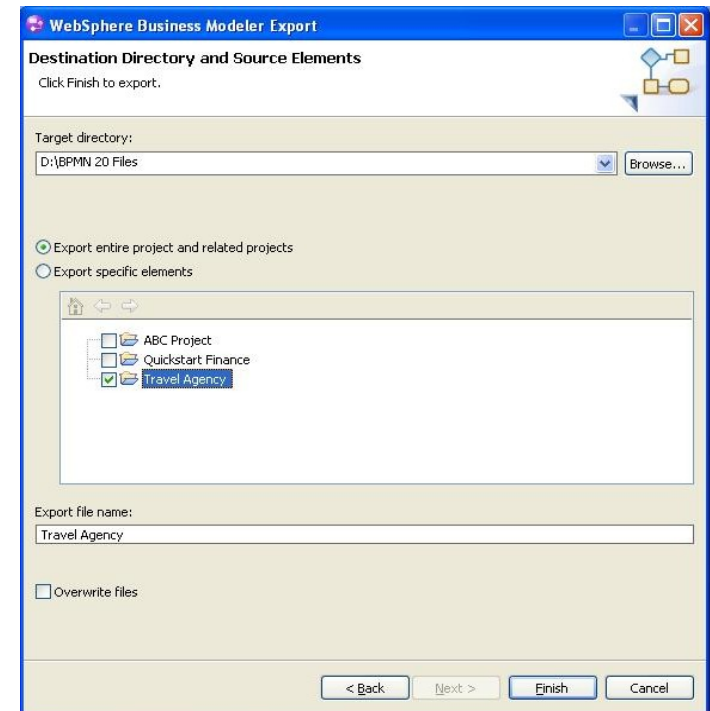
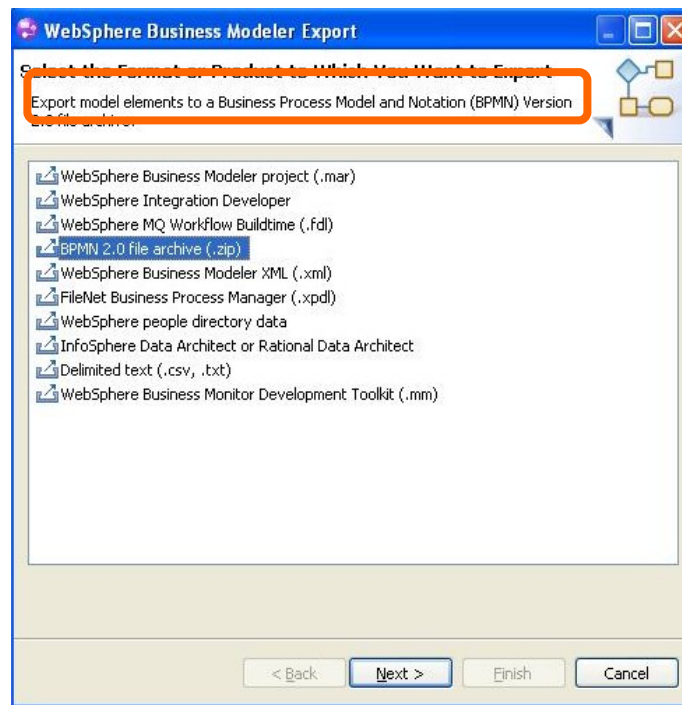
Report Viewer
This widget displays a dimensional report.





Modeler Enhancement: BPMN 2.0 Export in Modeler 7.004

New export option, based on the BPMN 2.0 standard. Utilizes the finalized BPMN 2.0 schema format (<http://www.omg.org/spec/BPMN/2.0/>)



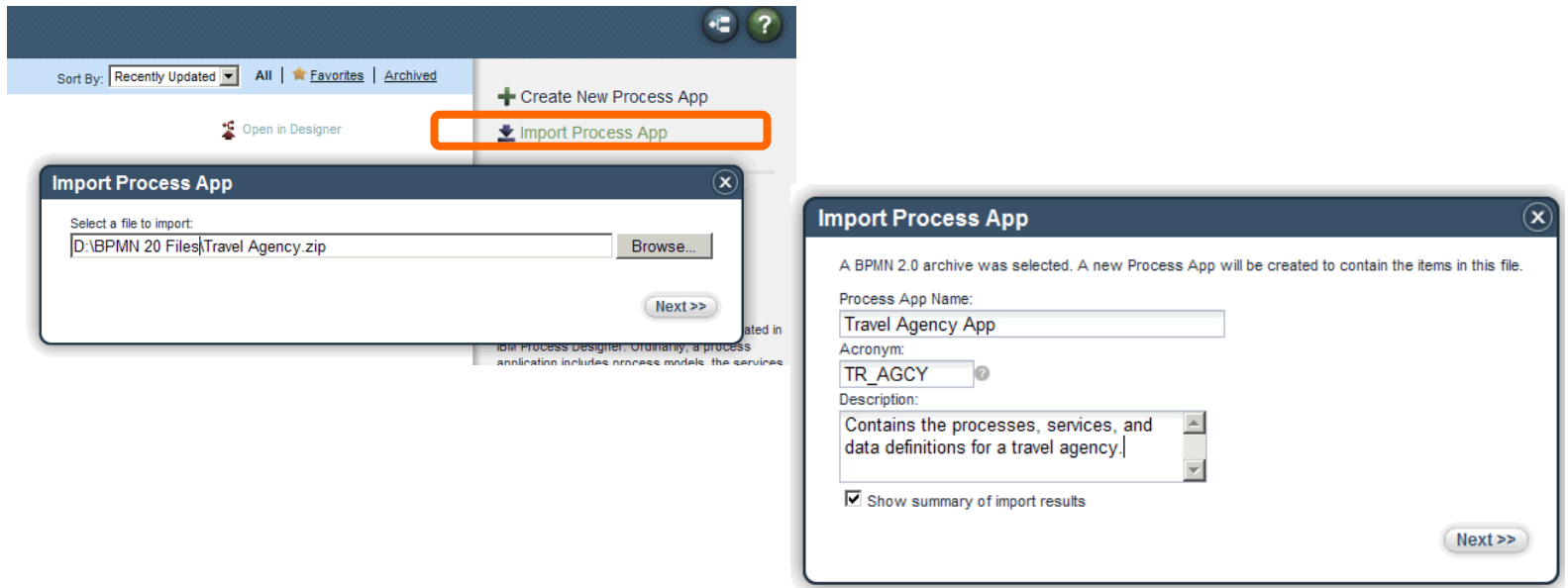
Can export individual models (e.g. processes), whole projects, or multiple projects at once.





BPMN 2.0 Import into the 7.5 Process Center

The **Import Process App** and **Import Toolkit** actions now recognize files in the BPMN 2.0 schema format (<http://www.omg.org/spec/BPMN/2.0/>)



The import generates a new Process App or Toolkit based on the user's selection. The BPMN is mapped into Business Process Diagrams, Business Objects, Services, and Participant Groups.

All of the imported contents are placed into the single Process App or Toolkit, and a snapshot is automatically created after import.





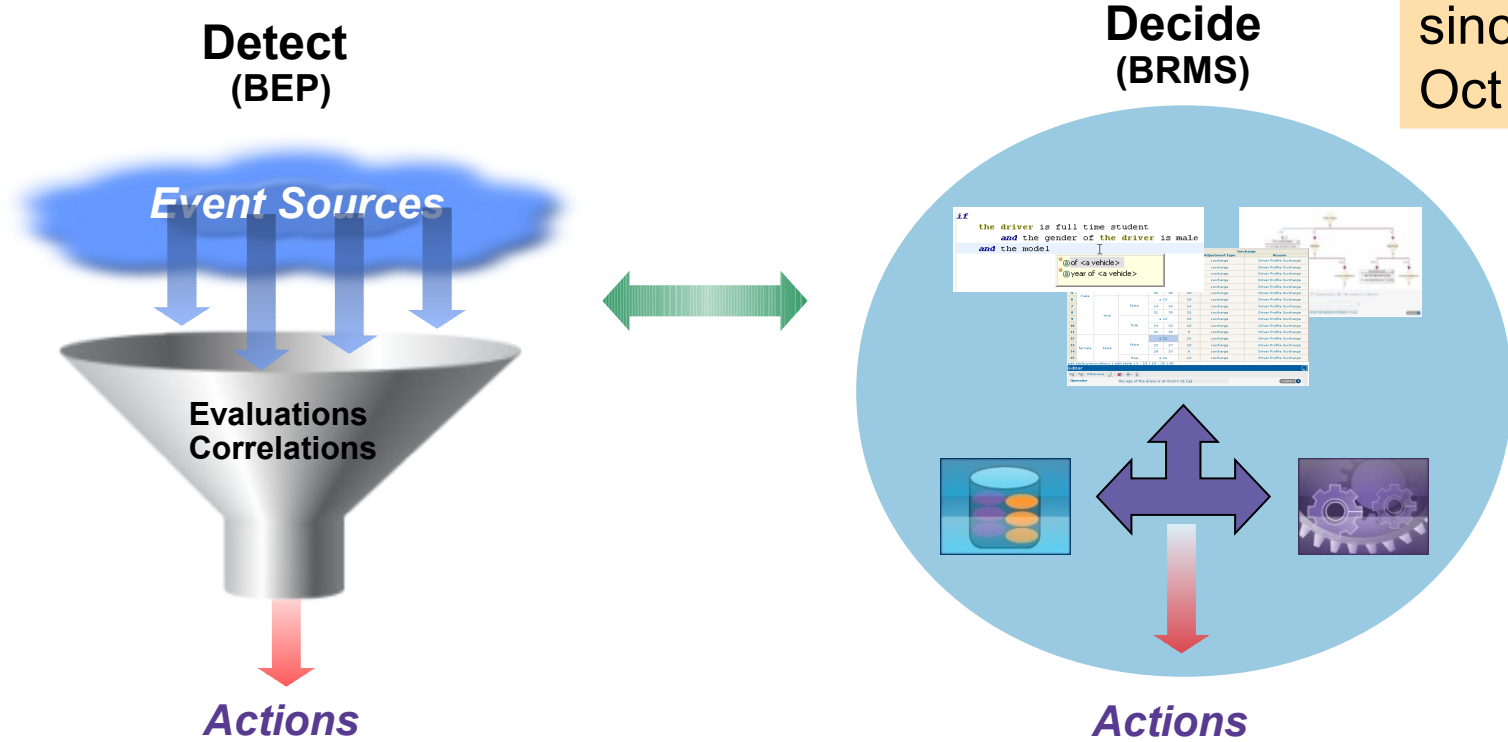
IBM Decision Management



WebSphere Decision Server Bringing Together Business Event Processing and Business Rule Management

Together : Contextual Awareness for Decision Making

Version 7.1 ,
available
since
Oct 15 2010



▶ **BEP - Detects when events or patterns of events occur to notify people or systems to take action**

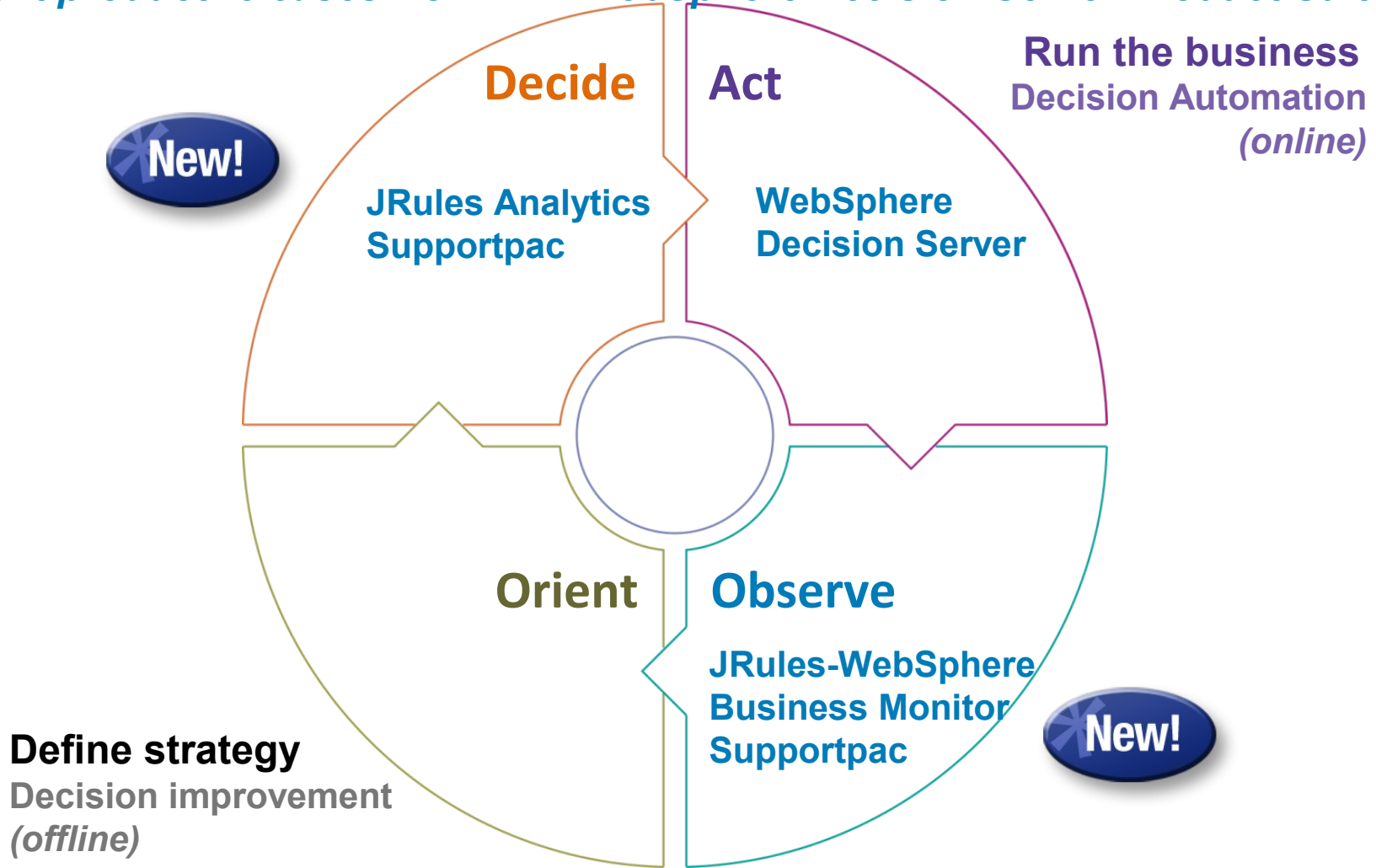
▶ **BRMS - Decides business outcome through execution of business rules against available data**



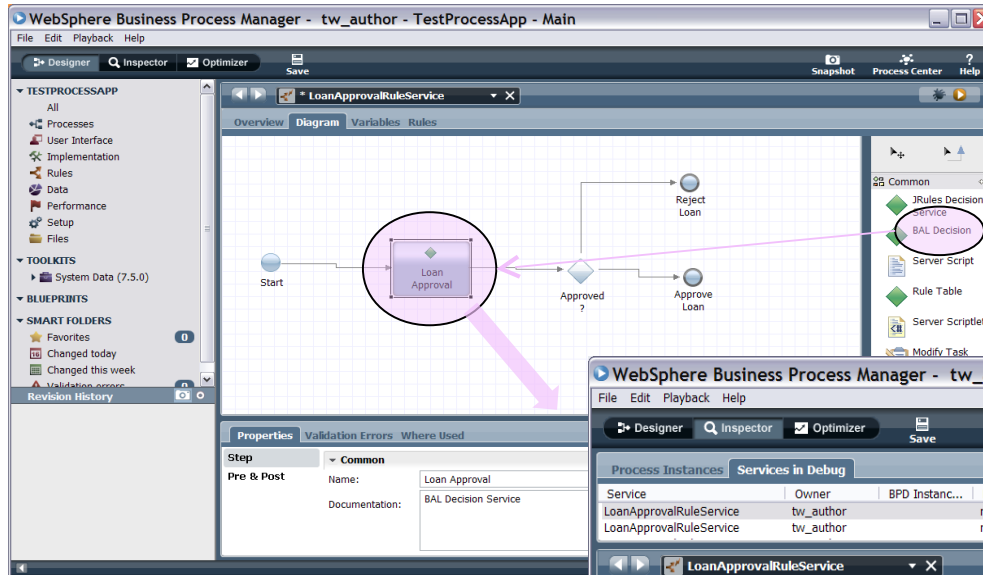


Building Velocity on Decision Management

Recent product releases from IBM WebSphere Decision Server Product Suite



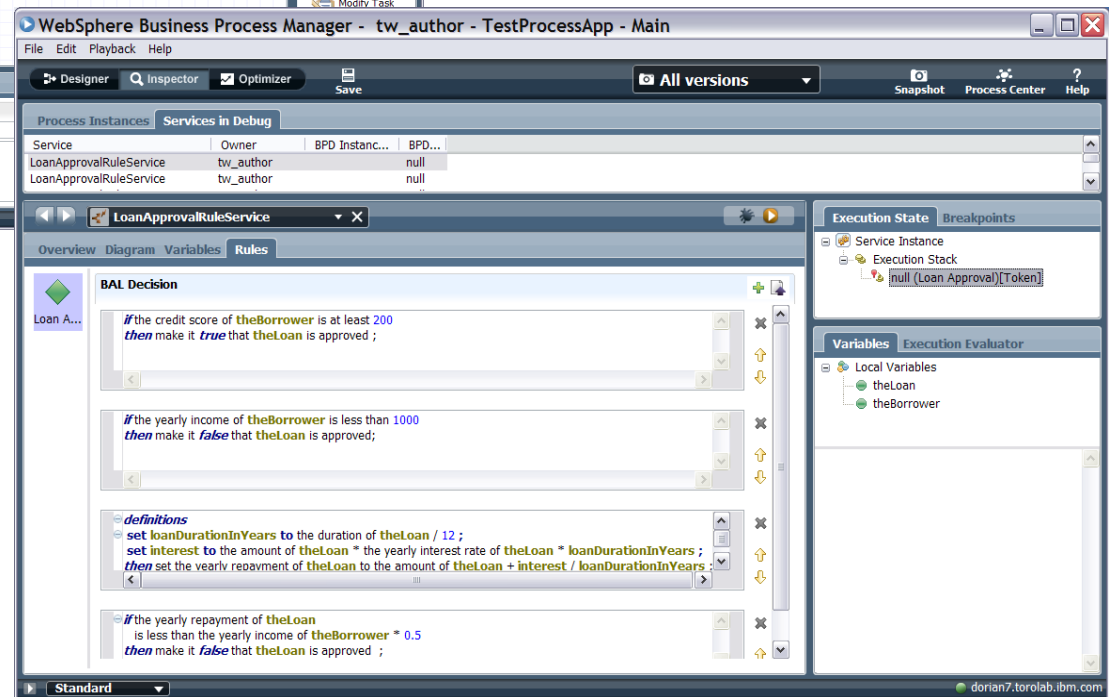
Rules Technology in WebSphere Business Process Manager 7.5



Same Rule Language & same Editor as WebSphere Decision Server

Embedded JRules engine

Export ruleset as a Rule Project to move from embedded rules to external Decision Service



Decision Monitoring SupportPac – JRules – WBM Integration



KPI Name	Status	Value	Target	Actions	Value in Range
Average Loan Amount		88,000	200,000		
Average Processing Time		141	60		
Avg nb of Rules Fired		0.72727272727273	1		
Max nb of Rules Fired		2			
Min nb of Rules Fired		0			
Percent Approved Loans		45.454545454545496%	70%		

Decision ID	CreationTime	Messages	Approved Loan Amount	Approved
2b27c8ef-91b0-45f1-a9bc-e377fde417d1	March 24, 2010 4:32:23 PM	debt-to-income too high compared to credit score for Michelle - from rule: 'repayment and score 7' Too big Debt-To-Income ratio for Michelle - from rule: 'minimum income'	0	0
5a07e80e-48b4-4053-8d6c-c7dec7ebc635	March 24, 2010 4:32:01 PM	Too big Debt-To-Income ratio for Kennedy - from rule: 'minimum income'	0	0
abf65825-9dfa-4401-bc36-8d0071bb2200	March 24, 2010 4:31:51 PM	Too big Debt-To-Income ratio for Mark - from rule: 'minimum income'	0	0
3c261ee2-38fc-41fd-a940-d511e85b47cc	March 24, 2010 4:31:37 PM	Too big Debt-To-Income ratio for Antony - from rule: 'minimum income'	0	0

Scope

- Monitor business performance in real-time to make better decisions
- Search decisions in Business Space
- Find explanations for a past decision

How?

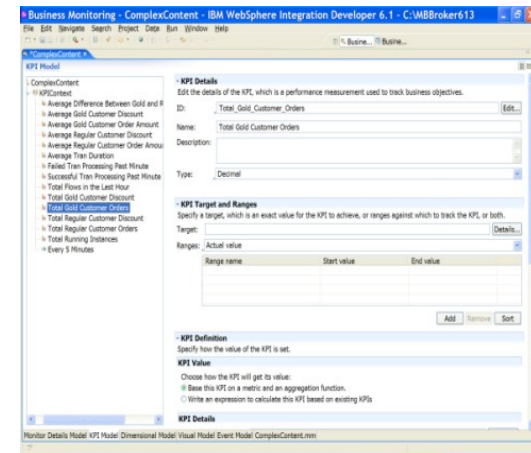
- Business users can enrich decisions with notification rules
- Rules easily throw events for consumption by monitoring
- Customizable messages for auditing and decision analysis
- Business users can define KPIs
- Tooling support for developer to set up the monitoring application

Access to audit traces

- Improve the quality of rules
- Improve customer satisfaction

Faster response to market changes

- Access to business metrics in real time
- Receive alert when there is unexpected behavior





IBM BPM Summary



Common Solution Patterns



<i>Typical Questions</i>	<i>Pattern</i>	<i>Outcomes Realized via BPM</i>
<ul style="list-style-type: none"> • Is there an excess of manual work? • Are activity sequences performed differently? 	<p>Workflow</p>	<ul style="list-style-type: none"> • Improved efficiency / effectiveness • Consistent and repeatable processes
<ul style="list-style-type: none"> • What are people doing? • Could people be doing it better? 	<p>Business Activity Monitoring</p>	<ul style="list-style-type: none"> • Visibility into productivity • Identified opportunities for improvement
<ul style="list-style-type: none"> • Is excessive time spent in different applications / systems? • Are training / ramp-up costs high? 	<p>Unified Workspace</p>	<ul style="list-style-type: none"> • Improved task efficiency / effectiveness • Lower training costs
<ul style="list-style-type: none"> • Is there unnecessary rework? • Do exceptions require disproportionate attention? 	<p>Exception Handling</p>	<ul style="list-style-type: none"> • Reduced rework • Reduced effort with increased flexibility
<ul style="list-style-type: none"> • Do projects take too long to deliver? • Is there a backlog of projects? 	<p>Application Development</p>	<ul style="list-style-type: none"> • Improved IT reactivity • Reduced backlog





Summary and Conclusion

- An evolved platform
 - Building on a strong foundation
 - Enabling simple business processes and letting them grow, mature and flourish

- IBM Business Process Manager 7.5
 - Supported by additional key enhancements across the portfolio
 - Architected and Engineered for future expansion and evolution

- Helping you deliver business value yesterday, today and tomorrow

