Business Process Management

Overview of BPM and the V7.5 product suite

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This presentation provides an introduction to the concepts of Business Process Management (BPM) and introduces the V7.5 suite of products from IBM.

Goals and agenda

- Goals
    - Introduction to Business Process Management
    - Provide insight into vision behind for IBM Business Process Manager V7.5
    - Introduction to the products from IBM that make up the V7.5 suite of Business Process Management products.
- Agenda
    - Business Process Management in 2011
    - IBM Business Process Manager V7.5 enables process improvement
    - Product Overview
        - IBM Business Process Manager V7.5 product packaging
        - IBM Business Process Manager V7.5 – Advanced configuration
        - IBM Industry Packs
        - IBM Business Monitor

The goal of this presentation is to provide an introduction to Business Process Management, or BPM, and an insight into the vision behind IBM Business Process Manager V7.5. You will also be introduced to the products from IBM that make up the version 7.5 suite of BPM products.

You will learn about enterprises need for effective process management, what is business process management and how IBM Business Process Manager V7.5 enables enterprises to meet that need. Then you will learn about the products within IBM Business Process Manager version 7.5 including product packaging, the BPM Advanced configuration, industry packs and business monitor.
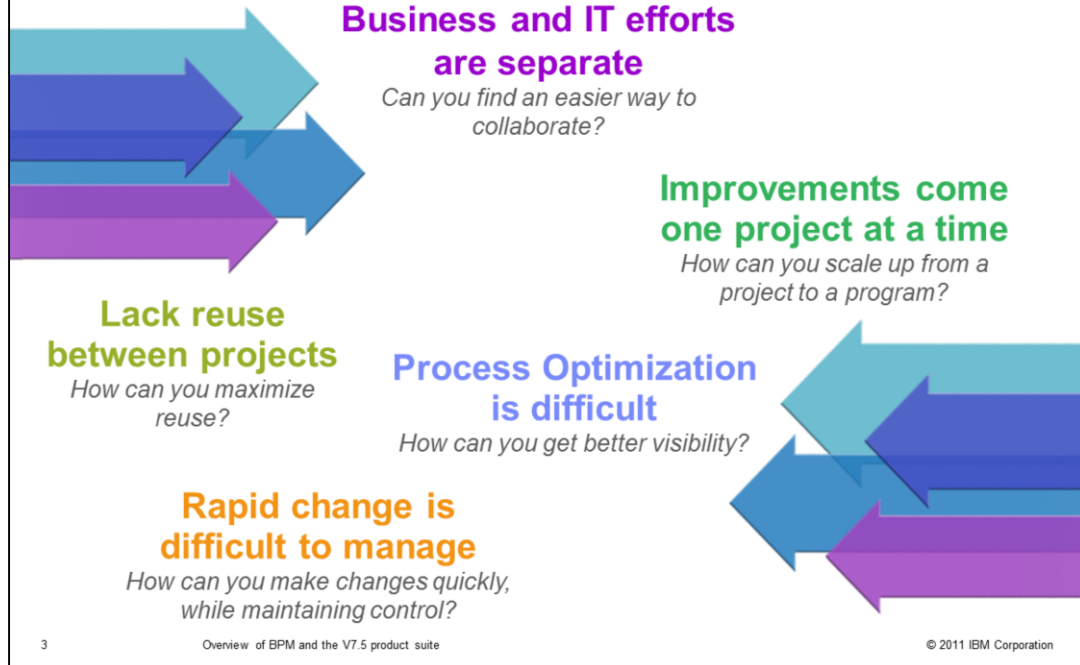
The world has become vastly more complex over the last decade. The technology and devices that are designed to make things easier have posed significant challenges for businesses as they struggle to meet the demands of today's smarter consumer. Think about the incredible influx of connected devices you have seen over the past few years.

There are now over 33 billion RFID tags embedded into various products throughout the world. It is expected that by the year 2013, there will be over one trillion devices connected to the internet. All these connected devices require some level of support, whether it's IT supporting them on a company's network, providing helpdesk and troubleshooting advice, configuring the devices, or tracking and monitoring the devices. This puts a tremendous burden on organizations to keep up with this influx of technology.

It's not just the number of devices that is adding to the world's complexity. New business models have emerged, which again bring both opportunity and complexity. 70% of companies today outsource one more of their core strategic activities, 85% of companies use external cloud services, and 50% of businesses plan to adopt more collaborative sourcing models. Competitors and partners can arise from anywhere around the globe. Nascent companies can be as formidable as established companies. Sourcing and partnering possibilities are almost limitless. The velocity of change and new technologies require organizations to have more flexible processes and systems.

However even in 2011, you still witness enterprises struggling to find effective ways implement IT and business systems that are flexible. Systems and processes that enable enterprises to stay ahead of the change and adoption of new technologies. Enterprises struggle with improving collaboration between IT and business, scaling up from a project to a program, maximizing reuse and making changes quickly while still maintaining control. Business process management helps companies effectively manage these struggles.

What is Business Process Management ?

- BPM provides robust and flexible software capabilities and industry expertise.
- BPM enables customers to discover, model, execute, rapidly change, govern, and gain end-to-end visibility on their business processes
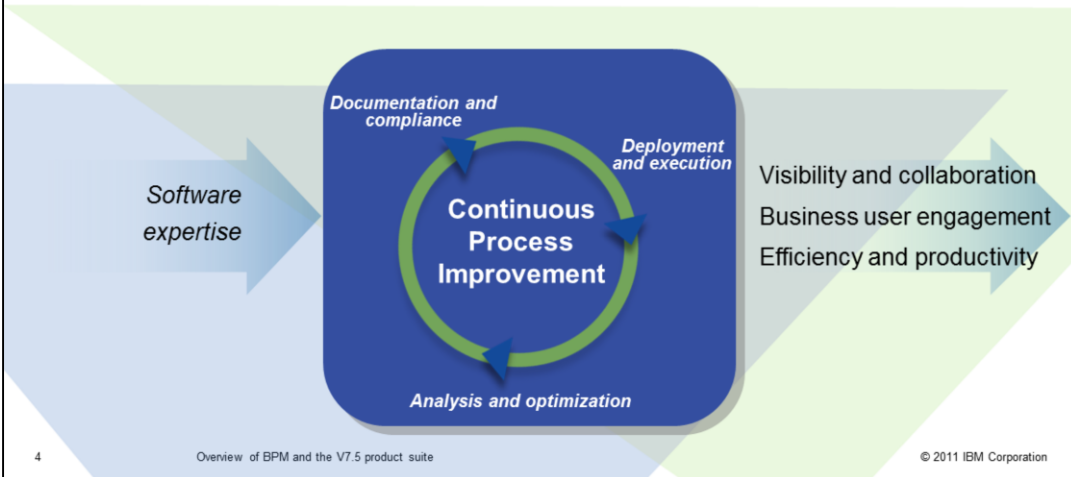
Business Process Management provides a way for business and IT to collaborate and continuously optimize business processes across the process life cycle supported by robust governance and compliance.
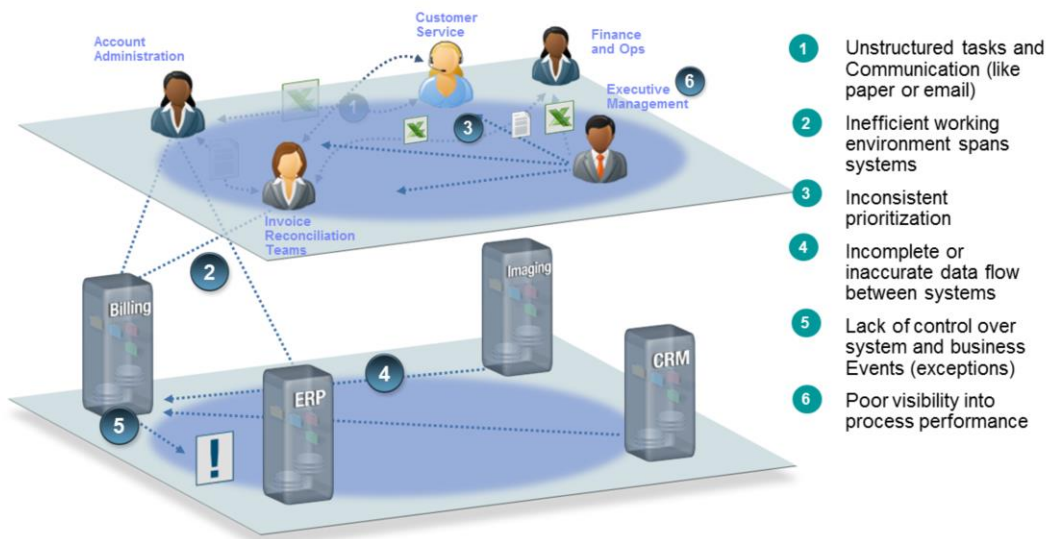
BPM is a discipline consisting of software and expertise to improve the performance, visibility, and agility of business processes and facilitate business innovation. This expertise can be internal, that of an industry partner working with you, that of integrators and consultants such as IBM Global Services or most likely a combination of more than one of these. Successful business outcomes come only with the involvement of the business expertise with IT expertise.

At its heart, business process management is about continuously optimizing business processes. This continuous optimization means working to improve business processes throughout the process life cycle. The process life cycle spans three steps. The first step is model and simulate, where business process improvements are documented, and tested before deployment. The second step is deploy, execute, and change, where new or improved processes are deployed in an automated, repeatable fashion with flexibility for rapid change. The last step is model, analyze, predict, and act where deployed processes are closely monitored and measured in real-time to enable rapid response to emerging business situations in addition to identifying new process improvement opportunities.

Underpinning this cycle of continuous process improvement is the need for robust governance and compliance to ensure that business processes are operating consistently and are complying with internal policies and external regulations and controls. Processes are also most effective and efficient when they are enabled with broad reuse of service-enabled IT assets.

Optimizing end-to-end business processes across the lifecycle requires participation and collaboration between business and IT. Business and IT leaders must work together to develop the flexibility processes and underlying systems that allow the organization to embrace change and achieve a dynamic business network. Business process management provides the means and the tools to facilitate this collaboration.

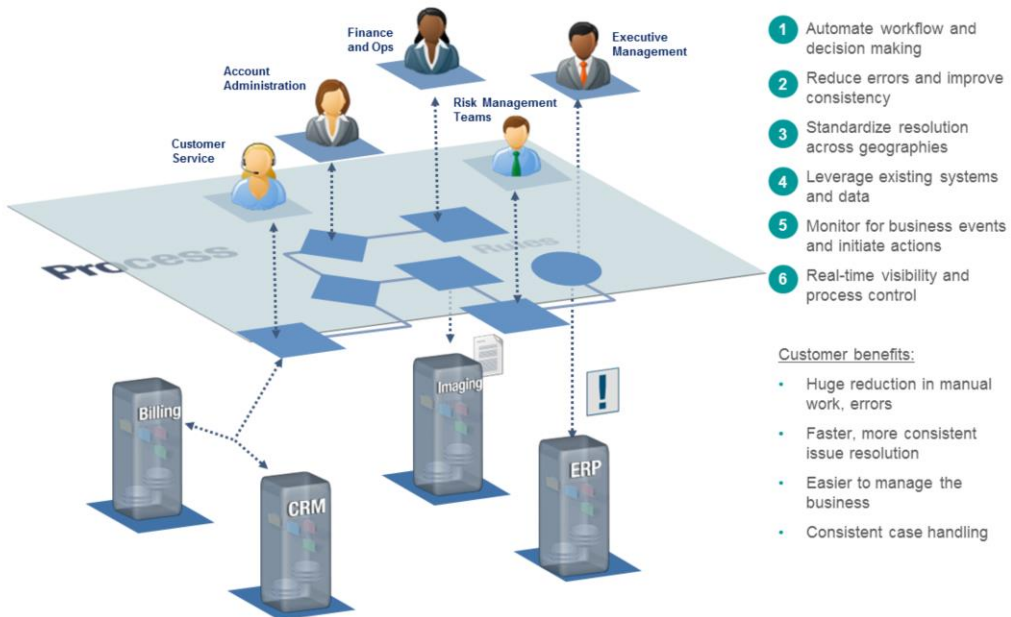Here is a deeper look at what causes process management problems. Business and IT environments today do have process implemented, but they are typically layered and lack collaboration between them. At the human level, the problem is that work is not well controlled and there is often inconsistency in prioritization and unstructured tasks and communication. To add to this the inefficiencies in working environments spans both humans and systems causing incomplete or inaccurate data flow between systems, poor visibility into process performance and lack of control over system and business events. Finally, there is no end to end visibility to the process and makes change management very complex.

BPM brings order to the chaos

Finance and Ops

Executive Management

Account Administration

Risk Management Teams

Customer Service

Process

Rules

Billing

CRM

Imaging

ERP

1. Automate workflow and 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

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Business Process Management enables effective process implementation, execution and management by providing a collaboration layer between business and IT. This layer gives you the control and visibility over processes, prioritizes your work, gives you visibility and control and when the process evolves or changes it enables you to quickly implement that change. This helps customers see significant reduction in manual work and errors, enables faster and more consistent issue resolution and provides overall effective management of business and IT processes. IBM Business Process Manager V7.5 provides the necessary tools to establish this BPM layer and build processes that enable you to reach your business goals.

IBM Business Process Manager is the most powerful BPM platform in the world. It is a simple, scalable, centralized process management system that can help organizations optimize their performance. It enables a company to design process applications that address its needs, integrate them with internal systems and manage productivity in real-time. IBM Business Process Manager is a comprehensive and consumable BPM platform that provides complete visibility and management of your business processes. It includes tools and run-time for process design, execution, monitoring and optimization, and is specifically designed to make it easy for process owners and business users to engage directly in the improvement of their business processes. It scales smoothly and easily from initial project to enterprise-wide program.

Section

IBM Business Process Management product suite overview

Overview of BPM and the V7.5 product suite

The next section will cover the products within IBM BPM version 7.5.

IBM Business Process Manager V7.5:
Unifying two market-leading platforms

WebSphere. Lombardi Edition
- simple to use
- fast time-to-value
- deep business engagement

WebSphere. Process Server
- high performance
- excellent integration
- superior integrity

IBM Business Process Manager

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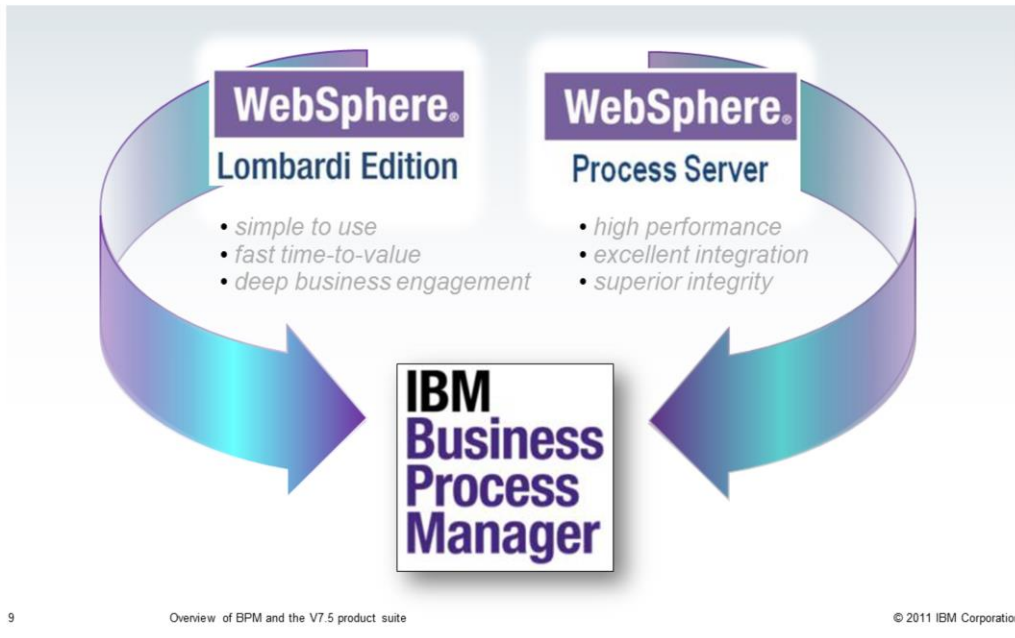
Before the V7.5 release, IBM had two major products providing business process management capabilities, the WebSphere Lombardi Edition and the WebSphere Process Server. Although there were overlapping capabilities provided by these products, each one excelled in different aspects of business process management enabling.
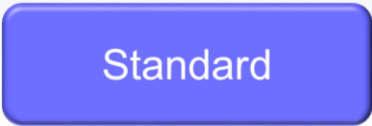
For example, WebSphere Lombardi Edition provided excellent support for the modeling, design, development and deployment of human-centric business processes. The modeling and development tools were easy to use, which enabled a fast time-to-value when developing processes. It also enabled business users to be directly involved in the modeling and development of processes, thus ensuring the processes that were developed did in fact meet the business need.

In contrast, the WebSphere Process Server excelled at the development and deployment of integration-centric business processes. The development tool, WebSphere Integration Developer, provided graphical tools for composing business processes that can easily access a variety of external systems. In addition, WebSphere Process Server took advantage of the underlying WebSphere Application Server to provide a high performance runtime with security and transactional integrity.

The IBM Business Process Manager is a marriage of these products, providing you with the best of the human-centric and integration-centric capabilities in one integrated runtime environment.

IBM Business Process Manager V7.5 product packaging

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
- Install in a few clicks

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The Business Process Manager comes in three different configurations, each of which provides functionality appropriate for different stages of business process management adoption. The configurations build on each other, satisfying the need for companies to be able to move up configurations as their commitment to business process management grows.

The entry level product is BPM Express and is good for a group just starting out with business process management. The BPM Express configuration contains functionality that comes from the WebSphere Lombardi Edition heritage. BPM Express can only be installed in a stand-alone server with no clustering and has a very simple installation process. The pricing is low to enable you to get started with a business process management project without having to make a major investment.

BPM Standard comes next. Similar to the BPM Express, the functionality of the BPM Standard comes from the WebSphere Lombardi Edition heritage. However, it is intended for an organization which might have several BPM projects. It enables clustering of the servers within a WebSphere Application Server deployment manager cell environment.

The top of the food chain is BPM Advanced. It contains functionality from both the WebSphere Lombardi Edition and WebSphere Process Server heritages. This adds a Service Oriented Architecture capability and high volume process automation that is transactional and secure and provides easy access to many types of external systems.

IBM Business Process Manager V7.5 – Advanced
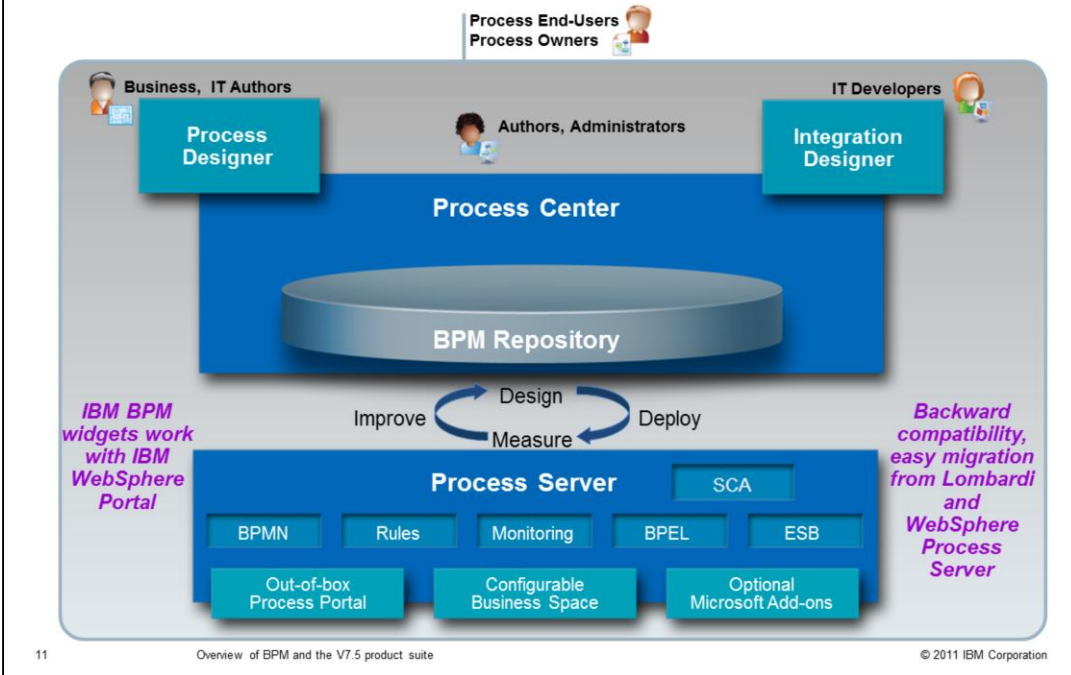
This architecture diagram shown here provides a good introduction to the makeup of BPM Advanced. It highlights the tools and capabilities that originate from earlier version of WebSphere Lombardi Edition and WebSphere Process Server. This includes the process center, process designer, integration designer and process server. The Process Center provides governance over the entire life cycle of a business process, from initial modeling all the way through to deployment in production. The Process Center also maintains the central BPM repository containing all the process applications artifacts, including assets shared across multiple process applications. The Process Designer, is used to model, develop and test process applications. The Integration Designer, is used to develop SOA based services that can be called from process applications. The Process Server is the runtime environment for process applications. It provides a rich and diverse set of functionality for business processes. Some of the key capabilities include Service Component Architecture (SCA), Business Process Execution Language (BPEL), Enterprise Service Bus (ESB) and Business Process Modeling Notation (BPMN).

In IBM BPM V7.5, process designers can express business rule logic in a more natural language manner that reduces the need for specialized training. It helps increase efficiency with a federated view for performing tasks, managing work items, tracking performance and responding to events. Process applications are designed to scale from first projects to enterprise-wide solutions with processes that run consistently, reliably, securely, and with transactional integrity. IBM BPM V7.5 provides centralized deployment and tracking of process application versions to any IBM Business Process Manager test or production server or cluster, with optional one-click migration of in-flight processes. Integration Designer makes it easier for service and integration developers to build reusable SOA services, orchestrating services, and access back-end systems. There is complete BPM life cycle governance enabled by a unified BPM asset repository and control center that makes is easy to share and version processes and service assets. Built-in playback feature allows teams to instantly step through and review the current process design by actually executing it with a single click. There are also powerful features for team-oriented development of multiple projects, including concurrent editing with merge-less development, simplified snapshot version handling, and back-in-time views.

What is new in IBM Business Monitor V7.5

- Scalability improvements
- Batch transfer of instances
- Business space widget enhancements
- Multi-module monitoring
- IBM Cognos Business Intelligence V10.1 for multidimensional analysis
- Fine grained security
- Process application monitoring

IBM Business Monitor V7.5 includes many new features and enhancements. Full scalability is supported so that you can easily grow the environment to support your performance needs. You can easily transfer monitoring context instances from one monitor model to another, which enables retiring or repairing monitor models. There have been numerous enhancements to the widgets in business space to make you more productive. Also, there is a new wizard which creates a single monitor model which is capable of monitoring multiple modules. IBM Cognos Business Intelligence is the strategic platform for performing multidimensional queries against your monitored data. There is a new fine grained security feature which makes it easy to restrict viewing monitored instances and metrics to specific users and groups. Finally, there is new support for monitoring process applications that were developed in Process Designer.
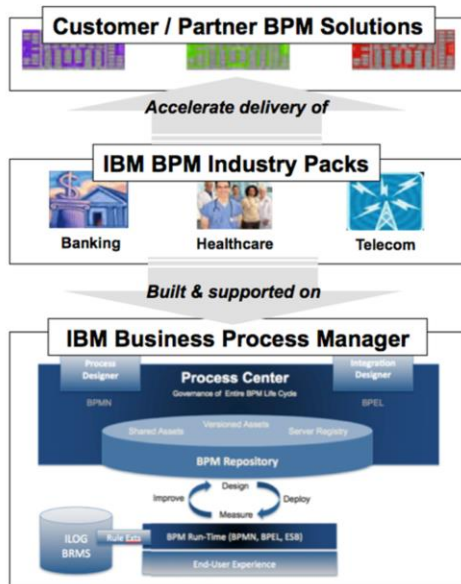
The IBM Business Process Manager Industry Packs are a set of prebuilt, industry-specific assets for the IBM Business Process Manager (BPM) Express, Standard, and Advanced configurations. Leveraging these pre built assets help enterprises reduce risk, increase consistency and reuse with assets based on industry standards. These prebuilt assets include capability models, process models, service models, common components, business vocabulary, business object models and solution scenarios.

The BPM Industry Packs integrate seamlessly with BPM components and provide a variety of assets that help accelerate and enhance BPM solution delivery. They were previously called WebSphere Industry Content Packs. The industry packs also continue to support heritage BPM assets.
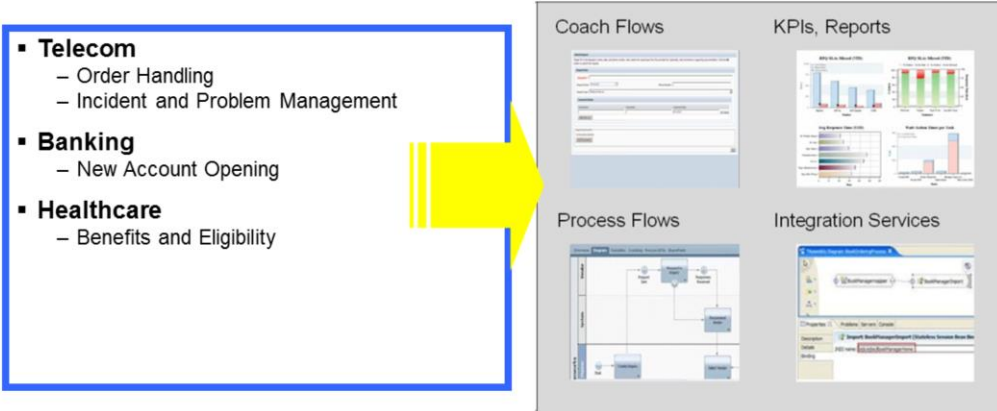
The Business Process Manager Industry Packs include specific packs for the Banking, Healthcare, and Telecom domains that can be used to create BPM solutions. Each industry pack along with pre built assets and toolkits provide complete end to end solution scenarios that help exemplify the use of the assets within IBM BPM V7.5. Telecom Industry Pack has two solution scenarios called Order Handling and Incident and Problem Management. Banking Industry Pack has one solution scenario called New Account Opening. Finally, Healthcare Industry Pack has one solution scenario called Benefits and Eligibility.

Summary

- Basic concepts on Business Process Management
- Key capabilities on IBM Business Process Manager V7.5
- Product overview of IBM Business Process Manager V7.5

Overview of BPM and the V7.5 product suite

In this presentation you were introduced to the basic concepts of Business Process Management, key capabilities of IBM Business Process Manager V7.5 and the products from IBM that make up the V7.5 suite of BPM capabilities. You learned about business process management and why it is essential to help enterprises better align their business and IT environments and initiatives. You were then given a high level overview of IBM Business Process Manager V7.5 including its key capabilities, products and architecture. For more details it is recommend to review each of the individual product presentations.

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