



WebSphere software

IBM WebSphere Business Monitor Version 6.1.2

Highlights

- *Provides business users flexible access to near real-time business process information and KPIs through Web 2.0 dashboards, desktop and mobile devices*
- *Empowers business users to create new dashboards, KPIs and subscribe to business alerts without involving IT*
- *Provides a comprehensive real-time view of operational processes through a high performance business activity monitoring solution for processes and applications running in disparate environments*
- *Accelerates continuous process improvement and business innovation through a tight integration with other IBM BPM products*
- *Enables business users to manage staff workload for better resource planning*
- *Offers multidimensional analyses for trend analysis and problem identification*

Your business activity monitoring solution for critical business performance

Markets change, economies rise and fall, new threats and opportunities present themselves, and your business is in the middle of it all. In this fast-changing marketplace, you need to take back control of your business. You need to respond faster than your competitors, outmaneuvering them to stay ahead of the game and provide your customers with the service and products that differentiate you from your competitors. Business process management (BPM) enables you to do exactly that.

IBM WebSphere® Business Monitor is business activity monitoring (BAM) software that allows you to measure business process performance, monitor in-flight and completed processes, and report on business operations. It provides information to quickly identify

business problems, correct exceptions and change processes to increase business competitiveness by improving process efficiencies and performances.

WebSphere Business Monitor, a comprehensive BAM solution that provides an up-to-date view of your business processes, is an integral part of the WebSphere Dynamic Process Edition, a foundational offering of the IBM Business Process Management (BPM) Suite. WebSphere Business Monitor allows you to understand your business processes and compare performance with expected results. You can use the actual results to facilitate improvement of your business processes.

Business activity monitoring refers to the aggregation, analysis and presentation of real-time information, including tracking performance, processes and operational activity using key performance indicators (KPIs). As a result, business users can address problem areas quickly and reposition organizations to take full advantage of emerging opportunities.

BAM systems are driven by business events, which are fed from a variety of applications. By taking advantage of the capabilities within WebSphere Business Monitor, you are positioned to leverage marketplace or competitive changes almost instantaneously, without the lag time that can hinder companies in this global marketplace.

Gain the insight you need to succeed

IBM WebSphere Business Monitor helps you monitor business activity by providing the feedback and analysis you need to continually improve and optimize your business processes. You can monitor business processes in real-time using management dashboards that show you the information that's important to you in the format that suits your needs.

Through visual dashboards available on a variety of clients, business users can receive immediate notification alerts and take appropriate actions. Embedded analytics and detailed reports are provided for more in-depth analysis. Clients can proactively monitor critical aspects

of their enterprise-wide processes from their dashboards by using KPIs and metrics. The ability to closely monitor key business process metrics enables you to continuously drive improvement and enhances your ability to innovate and optimize business processes.

Monitor business activity across your organization

With WebSphere Business Monitor, you can gain insight into business activities from across your organization.

WebSphere Business Monitor offers flexible approaches for aggregating business events from a range of sources, including process execution and workflow systems, enterprise service bus software, a wide range of enterprise resource planning (ERP) and customer relationship management (CRM) business applications such as SAP and Siebel, respectively, and any other applications critical to your business. Examples include applications deployed on IBM WebSphere Process Server, IBM WebSphere MQ Workflow and IBM FileNet® P8 Business Process Manager. In addition, WebSphere Business Monitor can receive events from IBM WebSphere Business Events,

IBM WebSphere Business Services Fabric, IBM WebSphere Enterprise Service Bus, IBM WebSphere Message Broker, IBM WebSphere MQ, IBM WebSphere DataPower® SOA Appliances and WebSphere Business Events.

In addition to processing events received from various data sources, WebSphere Business Monitor can pull additional business reference information using custom functions.

Visualize

WebSphere Business Monitor business dashboards offer actionable, role-based and contextual visibility into business process performance. With a dashboard architecture based on Web 2.0, WebSphere Business Monitor dashboards are highly configurable so that you can personalize your BAM information and visual experience based on your role.

You have several options for viewing dashboards, including Web browsers, WebSphere Portal and mobile devices such as Blackberry smartphones. You can build your own custom dashboards using the WebSphere Business Monitor

Representational State Transfer (REST) application programming interfaces (APIs) for data access. Custom dashboards can be built for varied environments, including Web browsers and clients such as instant-messaging clients. IBM WebSphere Portlet Factory is another option to jump-start the building of custom dashboards for a WebSphere Portal environment. You can also access key performance indicator (KPI) information directly from a Microsoft® Windows® desktop using Google Desktop Search. These options enable you to easily access critical process information.

The dashboard palette of visual items includes:

- *KPIs, to show the values of individual key performance indicators as compared against the ranges and targets you've defined for your business.*
- *Instances, to show the details of activity and process instances, either individually or in groups. You can view both active and completed instances.*
- *Human tasks, to provide metrics for work that people are performing within a process, helping to identify bottlenecks and enabling actions such as rebalancing workload.*

- *Diagrams, to graphically show flows and status of activities (for example, as a map or a process flow model). You can create any visual diagram and add metrics and key performance indicator values. You can also visually change diagram shapes as events are processed.*
- *Reports, to show tables and graphs with analysis of performance across dimensions of your business relative to time periods such as quarter, months, days or hours.*
- *Dimensions, embedded analytics that provide granular detailed information about the performance of critical aspects of your business.*
- *Alerts, to display notifications for a specific user when business situations change.*

Respond quickly to business alerts

WebSphere Business Monitor provides alerts and notifications to key users, enabling them to respond quickly as issues arise and preempt bigger problems. Situations that can be tracked in this way include; for example, a customer order that is taking too long to process, or a change in a key interest rate that might lead a bank to modify its loan approval policies.

In addition, you can automate actions for anomalous business situations by automatically initiating preconfigured mitigation processes, creating a human task or an ad-hoc process, or calling a Web service in response to unexpected business situations.

Flexible options enable users to receive business alerts through WebSphere Business Monitor dashboards in a variety of clients such as instant-messaging clients, e-mail, cell phones and other mobile devices.

Embedded analytics and reporting

Displays of KPIs, instances and alerts provide a real-time view of what is happening right now in your business. You can also perform a deeper analysis and compare the current business process performance across time and across the various aspects of your business to gain additional insight directly from the dashboards. Examples include geography, business units, locations, divisions, brands, customer types and process categories. To support this analysis, WebSphere Business Monitor includes advanced, embedded, dimensional cubing to provide insight across time as well as what is happening in the present.

With the report and dimensions dashboard items, you can assess historical performance and use multidimensional analyses to evaluate historical information. This capability can help you see historical trends and pinpoint problems before they occur. You can use this capability to drill down on data to conduct root cause analyses and discover previously hidden patterns. You have the flexibility to create new dimensional views dynamically, thereby increasing your ability to access and analyze the business activity monitoring data. You can also view your data using many different chart types, including lines, bars, pie, radar, bubble, Pareto and trends. Finally, you have flexibility to make the BAM data available in a variety of means, for example populating a business performance warehouse.

Empower business users

WebSphere Business Monitor provides the flexibility to allow business users to perform a range of activities without the need to involve their IT organization. Business users can select the information they want displayed, as well as the way the information is visualized, without involving IT. This enables business

users to respond to changing business situations with the best information at hand. Business users can create new KPIs and alerts without requiring a new IT development and deployment cycle. These KPIs and alerts can be optionally shared with other users across the company.

Business users can use flexible mechanisms to access business activity monitoring information. These include Web browser-based business dashboards, mobile devices such as BlackBerry smartphones, KPI information from a Windows desktop through Google Desktop Search, and Microsoft Excel® through data exports from WebSphere Business Monitor. They can also subscribe to business alerts of interest and choose how they want to receive notifications, such as through a dashboard alert or e-mail, or notification to a cell phone or other mobile device.

Tight integration with IBM BPM Suite

WebSphere Business Monitor provides tight integration with WebSphere Dynamic Process Edition in the IBM BPM Suite. It tracks the activity of the full range of components running in WebSphere Business Services Fabric, WebSphere Process Server,

WebSphere Enterprise Service Bus, and WebSphere Business Events. Beyond monitoring the business performance of applications hosted in many IBM BPM products, a number of other key capabilities are facilitated with the IBM BPM Suite.

WebSphere Business Monitor includes one copy of IBM WebSphere Business Modeler Advanced software.

WebSphere Business Modeler is optional for use with WebSphere Business Monitor. WebSphere Business Modeler provides business analysts with sophisticated and intuitive modeling with simulation capabilities that enable precise modeling of critical aspects of your business. By using WebSphere Business Monitor with WebSphere Business Modeler, line-of-business (LOB) users can identify key metrics and KPIs related to business operations that need to be monitored.

These specifications can be brought into the WebSphere Business Monitor toolkit for a developer to identify event or data sources and create a complete monitor model, which is then deployed. After the completed monitor model is deployed, metrics and KPIs are calculated from information in incoming

events. These metrics and KPIs can help you make informed and timely decisions to provide immediate insight into your business operations. You can take a snapshot of real-time process behavior and use the actual business measures from WebSphere Business Monitor in WebSphere Business Modeler to create more-realistic simulations to improve the process design.

Users of WebSphere Business Monitor can publish dashboard designs to a Web browser in WebSphere Business Modeler Publishing Server to collaborate with subject matter experts on these dashboard designs.

The WebSphere Business Monitor toolkit provides development tooling and a full-function development test environment enabling reiterative and rapid development and testing of monitoring solutions. The toolkit can be used with either IBM Rational® Application Developer or IBM WebSphere Integration Developer.

The tight integration with WebSphere Business Modeler and WebSphere Integration Developer also allows you to iteratively make changes to both a business process model in WebSphere

Business Modeler and the monitored application, and reflect these changes in your monitor model within WebSphere Business Monitor.

Fast time to value

WebSphere Business Monitor provides a full-function unit test environment available in Rational Application Developer or WebSphere Integration Developer, including an interactive graphical environment for debugging monitor models, promoting quick development of monitoring solutions.

Monitoring templates are available to speed the development time for common business monitoring requirements.

Flexible installation options are provided allowing installation of simple configurations needed for testing or extended development testing. As solutions are deployed into production, more advanced configurations can be installed, depending on requirements for high availability and throughput.

What's new in IBM WebSphere Business Monitor, Version 6.1.2

WebSphere Business Monitor, Version 6.1.2 has been enhanced with many new features and capabilities.

Extending the reach of business activity monitoring

The value from business activity monitoring increases as the range of activities available to be observed and monitored increases. IBM WebSphere Business Monitor, Version 6.1.2 provides new ways of gaining access to more events and data in order to make KPIs and dashboards a more comprehensive representation of business performance:

- *WebSphere Business Monitor can monitor the WebSphere Message Broker runtime environment. Receiving events from WebSphere Message Broker enables you to use your investments in WebSphere Message Broker to help provide real-time visibility into your business processes and operations.*
- *WebSphere Business Monitor can now receive events from WebSphere Business Services Fabric, offering additional visibility into dynamic process execution in the WebSphere Business Services Fabric runtime environment.*

- *WebSphere Business Monitor can monitor events from WebSphere Business Events. Using Business Event Processing technology, WebSphere Business Events detects business situations that are sent as events to WebSphere Business Monitor. WebSphere Business Events provides earlier insight and detection of business situations by correlating and detecting patterns in the stream of business events. WebSphere Business Monitor thus is able to provide more comprehensive insight and analysis to business users based on these additional data streams of business events.*

These additional options for data access build on the ability of WebSphere Business Monitor to track process activities from IBM software such as WebSphere Enterprise Service Bus, WebSphere Process Server, IBM FileNet P8 Business Process Manager, WebSphere MQ Workflow, WebSphere MQ and WebSphere DataPower SOA Appliances, as well as from non-IBM applications.

Empowering business users through enhanced capabilities

- *Users can collaborate on dashboard design through enhancements to WebSphere Business Modeler Publishing Server. Users can upload static images of dashboard designs, enabling business analysts and IT developers to collaborate and make quick iterations on the dashboard design.*
- *Business users can change business relevant rules. With this enhancement, business users can modify the business rules parameters directly from within their monitoring environment when WebSphere Business Monitor is used with WebSphere Process Server. This feature allows business users to respond very rapidly to changing business conditions.*

- *New dashboard features such as the ability to switch visualization types directly from the dashboard, an increased choice of color palettes, and new visualizations types improve the dashboard experience for the business users. These features help business users benefit from greater productivity and do not require IT involvement.*
- *Additional flexible options enable you to access the information you need, where you need it. You can now view and manipulate KPIs, alerts and human work information from a Blackberry. From your Windows desktop, you can search for and view KPIs using Google Desktop Search.*

Accelerated time to value

- *Graphical debugging of monitor models: WebSphere Business Monitor, Version 6.1.2 introduces a number of innovations to help you reduce the time needed to deploy monitoring solutions, resulting in faster return on investment. Monitoring models can now be debugged using graphical means. With the debugger, an IT developer can step through the execution of monitor logic when an event arrives, set breakpoints, and examine the values of event fields and the effect on metrics. The debugger provides a graphical representation of all elements in a monitor model, such as metrics, triggers, stopwatches and counters, as well as the sequence of steps that will be processed as events are being consumed. This enables developers to quickly identify problems in the monitoring models, reducing the time to develop new monitoring solutions.*

- *Life-cycle management of monitoring models: The Monitor Model Editor optionally uses Rational Asset Manager so that monitoring models can be published to the repository. Integration with Rational Asset Manager enables users to manage large numbers of monitoring models, along with their other BPM assets, throughout the BPM life cycle. Users can browse assets in a structured view that is tailored to the monitoring model. Similarly, users can import assets from the repository into the Monitor Model Editor. This feature helps users manage their monitoring models, perform impact analysis, and track usage to accelerate the development and deployment of monitoring solutions.*



Support for a broader set of operating environments

WebSphere Business Monitor, Version 6.1.2 provides expanded support for operating systems, including SUSE Linux® Enterprise Server for System z™ and Sun Solaris.

For more information

To learn more about IBM WebSphere Business Monitor, Version 6.1.2, please contact your IBM marketing representative or IBM Business Partner, or visit the following Web site: ibm.com/software/integration/wbimonitor

For more information about WebSphere Business Monitor system requirements, visit: ibm.com/software/integration/wbimonitor/requirements/

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