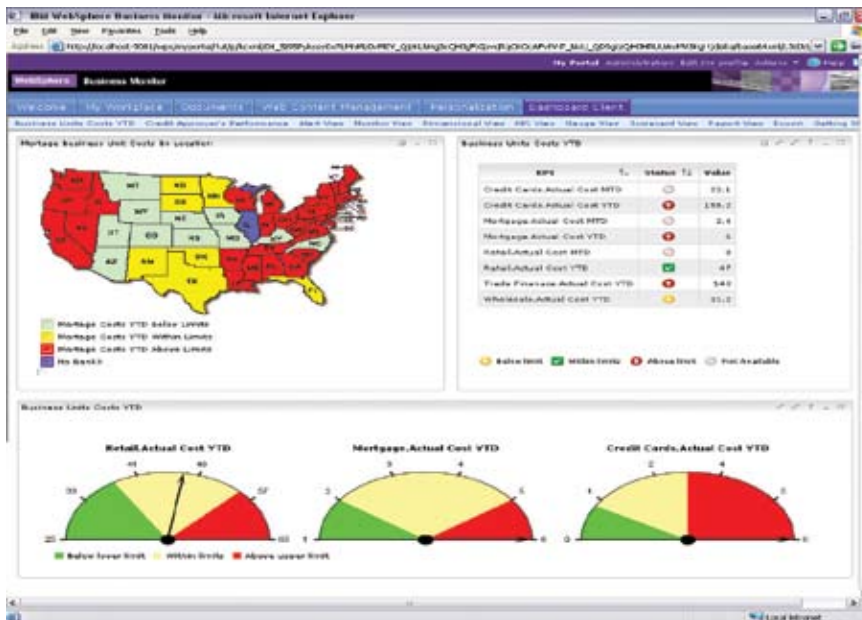**WebSphere**® software

IBM WebSphere Business Monitor, Version 6.0.2

Highlights

■ *Helps you track key performance indicators against the goals (developed using WebSphere Business Modeler Advanced) you choose to monitor*

■ *Enables you to manage responses to unexpected business situations more effectively*

■ *Includes business dashboards that enable you to visualize those areas that are critical for success*

■ *Provides a more in-depth understanding of business processes so that you can optimize them to increase operating efficiencies*

■ *Enables you to perform multidimensional analyses based upon real-time data provided by WebSphere Business Monitor*

In today's marketplace, the fight to |gain competitive advantage is on a global scale. The companies that can't keep pace are those that don't fully understand their business processes, and aren't receiving any feedback about how those processes are performing. With real-time visibility into how their process are running, companies can track and modify business-process flows to help elimi-nate redundancies or inefficiencies, identify bottlenecks so that they can better balance workloads, and reduce latencies.

Gain the insight you need to succeed

IBM WebSphere® Business Monitor, Version 6.0.2 software can provide 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 and reporting capabilities that show you the information that's important to you, in the format that suits your needs.

WebSphere Business Monitor software provides real-time visibility into how your business is performing.

The product also provides alerts and notifications to key users that enable you to respond quickly before issues arise — often as performance data is received. You can also establish and track common business-monitoring areas, such as:

- *Business performance measured against your target goals*
- *Critical situations requiring action*
- *Anomalous situations*
- *Business-process flows*
- *Business-process metrics like the duration a process has run or not run*

The ability to closely monitor key business-performance metrics enables you to continuously drive improvement — and enhances your ability to innovate and optimize business processes.

Tight integration with software across the WebSphere portfolio
With WebSphere Business Monitor, you can monitor the runtime behavior of business processes through a Web application deployed on IBM WebSphere Process Server, Version 6.0.2. WebSphere Business Monitor receives and processes events in the Common Base Event (CBE) format, a standards-based format that is included as part of WebSphere Process Server. The product also uses

the Common Event Infrastructure (CEI) support provided by WebSphere Process Server to send and receive events. And it uses WebSphere Process Server event-catalog and event-store capabilities to manage and keep records of the incoming event-catalog and event-store types.

WebSphere Business Monitor dashboard components integrate with WebSphere Portal to provide a predefined set of configurable views that are implemented using portlets. This capability helps enable you to get started quickly and become productive faster. Dashboard views include:

- *A* scorecard view *that primarily supports executive users by grouping key performance indicators (KPIs) that are of interest to them*
- *A* KPI view *that shows the values of individual KPIs as compared against the limits you've defined*
- *A* gauge view *that displays individual KPI values, either relative to KPI lower- and upper-limit values, or relative to the KPI target value, visually emulating the appearance of instruments like the speedometer in an automobile*
- *A* monitor view *that shows the details of processes, either individually or in groups*

- *A* report view *that creates performance reports (usually including tables and graphs) relative to a time axis*
- *A* dimensional view *that provides granular details of information about how critical aspects of your business are performing*
- *An* alert view *that displays the notifications for a specific user*
- *A* process view *that displays graphical cues about process status*

WebSphere Business Monitor also includes one copy of IBM WebSphere Business Modeler Advanced software to provide sophisticated, intuitive modeling and simulation capabilities that enable you to precisely model the critical aspects of your business. When you use WebSphere Business Monitor in conjunction with WebSphere Business Modeler, you can create a business-measures model that specifically identifies activities you want to be monitored, including events, business metrics and KPIs. After the model is complete, WebSphere Business Monitor then recognizes the model and the measurements to be captured from incoming events. Then, you can model, assemble, deploy and manage these events to make informed and timely deci-sions — and use that information to help gain competitive advantage.

Monitor business processes across your organization

The data monitoring that WebSphere Business Monitor provides is based on a business-measures model that includes entries designed to permit correlation of runtime events with a specific instance, as well as entries designed to specify situations. WebSphere Business Monitor obtains the business-measures model from the original business model by editing entries that are essential for monitoring purposes, including correlation of events, map calculations and detecting situations. You can edit the model using the business-measures editor. The adaptive action manager receives situation information from the monitor server and takes appropriate actions for the given situation. These actions can be sending e-mail and dashboard alerts, instituting corrective-action processes in the process server and invoking Web services.

The WebSphere Business Monitor information manager handles the multidimensional analysis capabilities and determines when and how information is replicated from the state and runtime databases to the historical data mart. The monitor server manages KPIs, along with other relevant information from the business-measures model that you define through WebSphere Business Modeler. The monitor server also provides event-correlation and situation-detection capabilities that trigger the adaptive action-manager component.

WebSphere Business Monitor provides a range of data stores to manage the large amounts of information and analysis you need. These data stores include:

- State, *an internal (not user-accessible) persistent data store that supports event collection and processing*
- Runtime, *a data store that contains the information required to run process instances or in-progress events*
- Performance warehouse, *designed as a data mart that contains all of the historical information of completed process instances and enables multidimensional analysis*
- Monitor repository, *a data store that is accessed through the monitor server and dashboards that contain the definitions of the deployed models*

New in this release

WebSphere Business Monitor, Version 6.0.2 includes several new features designed to improve performance and usability.

Enhanced business-activity monitoring (BAM)

Prior releases limited users to monitoring Business Process Execution Language (BPEL) applications running in WebSphere Process Server. Users now have the ability to monitor events emitted by other event sources, helping to extend and the reach of — and give you more control over — your BPM environment.

Improved dashboards

With this release, the monitor dashboard interface has been extended to support updates to and personalization of KPI thresholds as expectations and the business environment changes. You also now define KPIs with respect to business dimensions such as time period, location and organization. These customization capabilities provide more detailed information about your business environment.

WebSphere Business Monitor Development Toolkit

The monitoring-model editor lets you use a graphical editor to create and develop a monitoring model in XML. It uses monitoring models from WebSphere Business Modeler, as well BPEL events from IBM WebSphere Integration Developer, as input. The new editor also enables you to import CBE definitions from any source to implement business-activity monitoring on that source. This tool is especially useful if you are a technical user who is familiar with the events being emitted by the source applications and who can define business requirements for business measures, alerts and dimensional analysis.

Monitor programming model

The business-monitor programming model now allows a monitoring model to be expressed in an XML format. This capability provides a well-defined format for describing the processing of events, calculation of business measures and detection of business situations.

Also, Version 6.0.2 now provides a lightweight monitor-installation option to accelerate the development and validation of monitoring models. Technical users can quickly make changes to monitoring models, send events to the monitor and then view the results of processing through a simple user interface.

Improved administration

New administration capabilities now provide a step-by-step guide for deploying a monitoring model. In addition to an administration console view, a non-graphical interface enables you to script administration capabilities.

Improved versioning support

Versioning has been enhanced to give you a better level of change management. When you make changes to a monitoring model, you can now have active instances continue using the old version and new instances using the new version.

WebSphere network deployment

Support for installing WebSphere Business Monitor in a WebSphere Application Server Network Deployment topology is now available. Individual monitoring models can run on separate servers, and monitoring servers can be federated into a WebSphere Application Server Network Deployment cell. New support for clustering of monitoring models provides failover functionality, helping to eliminate single points of failure and helping to ensure high availability.

Improved installation

The WebSphere Business Monitor, Version 6.0.2 installation process has been simplified to help reduce complexity, size and duration of installation. Users have the flexibility to choose existing installations of the prerequisite software, foregoing the installation of the prerequisites from the launch pad. In addition, the installation footprint of prerequisite software and the overall installation time have been significantly reduced.

Delivering on the SOA promise

Business processes have life cycles that are driven by business goals and implemented by IT. As a result, you have to align IT processes that span your entire organization with your business goals. However, you might be dealing with an IT infrastructure that comprises a wide range of applications and technologies — each designed to address specific business and IT challenges. Service oriented architecture (SOA) and composite-application development enable you to solve this problem by using existing IT resources as services that you can rapidly assemble to create business-process flows.

The strength of an SOA depends on the extent to which it can help you use your existing IT infrastructure to meet your business objectives. An effective SOA should:

- *Take into account the complete life cycle of business processes to help ensure that IT aligns with the business.*
- *Render existing IT artifacts as consumable services.*
- *Manage services to enable efficiency and reuse.*

Together with IBM WebSphere Process Server, IBM WebSphere Integration Developer, IBM Rational® Application Developer and IBM WebSphere Business Monitor, WebSphere Business Modeler delivers a comprehensive SOA offering that completes the life cycle of business processes.

For more information

WebSphere Business Monitor, Version 6.0.2 delivers closed-loop business-process management by integrating business-process modeling, implementation and real-time monitoring. With WebSphere Business Monitor software, you can improve operating efficiencies by continuously improving business processes — and gain the knowledge you need to run your business optimally.

To learn more about IBM WebSphere Business Monitor, Version 6.0.2, contact your IBM representative or IBM Business Partner, or visit:

ibm.com/software/integration/ wbimonitor

To join the Global WebSphere Community, visit:

www.websphere.org

IBM WebSphere Business Monitor, Version 6.0.2 at a glance

Hardware requirements

For IBM AIX®

- IBM RS/6000® at 450 MHz minimum; for production environments, IBM POWER5™ recommended
- 2 GB memory minimum

For Microsoft® Windows®

- Intel® Pentium® (or equivalent) processor at 2 GHz minimum
- 2 GB memory minimum to install WebSphere Business Monitor Development Toolkit or to install individual WebSphere Business Monitor components
- 4 GB memory minimum to install all WebSphere Business Monitor components except WebSphere Business Monitor Development Toolkit

Software requirements

For AIX

- AIX, Version 5.2 with maintenance level 5200-09
- AIX, Version 5.2 with technology level 5300-05-03

For Windows

- Windows 2000 Server with Service Pack (SP) 4
- Windows 2000 Advanced Server with SP4
- Windows 2003 Standard with SP1
- Windows 2003 Enterprise with SP1
- Windows XP Professional (for WebSphere Business Monitor Development Toolkit)

For the latest hardware and software requirements for WebSphere Business Monitor, Version 6.0.2, visit **ibm.com**/software/integration/wbimonitor/requirements/.