

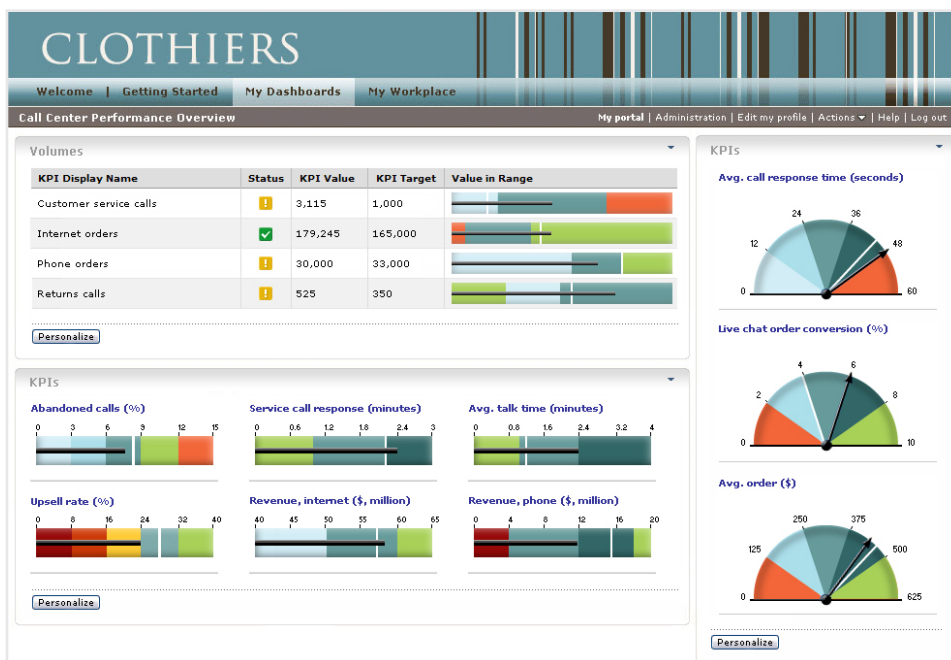
IBM WebSphere Business Monitor, Version 6.1

Highlights

- **Enables business users to view near real-time data on Web 2.0 dashboards while tracking KPIs against strategic goals**
- **Integrates with IBM's BPM portfolio and non-IBM applications to accelerate process improvement and facilitate business innovation**
- **Empowers business users to create new dashboards, KPIs and business alerts without involving IT**
- **Enables users to react to unexpected business situations quickly with customizable alerts**
- **Provides a high performance BAM solution applicable for processes and applications running in disparate environments**
- **Allows business users to rebalance staff workload directly from the dashboard to prevent backlogs**

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 dynamic on demand world, 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 provides you with the capability to measure business performance, monitor in-flight and completed processes, and report on business operations. It provides information to identify business problems, correct exceptions and change processes to increase business competitiveness by improving process efficiencies.

WebSphere Business Monitor provides real-time visibility into your end-to-end processes and business activity.

An integral part of IBM's BPM portfolio, IBM WebSphere Business Monitor is a comprehensive business activity monitoring (BAM) solution that provides an up-to-date view of your business performance. Along with the rest of the IBM BPM portfolio, WebSphere Business Monitor allows you to understand business performance and compare performance with expected results. You can use the actual results to facilitate improvement of your business processes.

Business activity monitoring (BAM) 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, Version 6.1 enables you to do business activity monitoring 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, business users can receive immediate notification alerts and take appropriate actions. 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 performance 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 processing business events from a range of sources. Examples include applications deployed on IBM WebSphere Process Server, IBM WebSphere MQ Workflow and IBM FileNet Business Process Manager, in addition to the ability to receive events from IBM WebSphere Enterprise Service Bus (ESB).

You can monitor business activity in a wide range of business applications, such as SAP, by integrating with WebSphere Adapters and either WebSphere ESB or WebSphere Process Server.

In addition, the reach of business activity monitoring is extendable to any applications that are critical to your business through the use of event emitters and messaging systems that can send information to WebSphere Business Monitor based on application operations.

Visualize

WebSphere Business Monitor business dashboards offer actionable, role-based and contextual visibility into business performance.

WebSphere Business Monitor dashboards are highly configurable so you can personalize your BAM information and visual experience. The dashboards can run in IBM WebSphere Portal (portlet-based dashboards) or IBM WebSphere Application Server (Web-based dashboards), and enable you to get started quickly and become productive faster. The dashboard palette of visual items includes:

- *KPIs - show the values of individual key performance indicators as compared against the ranges and targets you've defined for your business. Key performance indicators can be viewed using various forms of gauges, bar charts and tables.*
- *Instances - show the details of activity and process instances, either individually or in groups. You can view both active and completed instances.*

- *Human task - provides metrics for work that people are performing within a process, helping to identify bottlenecks and enabling actions such as rebalancing workload.*
- *Diagram - presents a graphical depiction of flows and status of activities, for example as a map or a process flow model. You have the flexibility of creating virtually any visual diagram and adding metrics and key performance indicator values. You can also visually change diagram shapes as events are processed.*
- *Report - shows tables and graphs with analysis of performance across dimensions of your business relative to time periods such as quarter, months, days or hours.*
- *Dimensions - provide granular details of information about how critical aspects of your business are performing.*
- *Alerts - display notifications for a specific user when business situations change.*

You can also build your own custom dashboards using the WebSphere Business Monitor data access application programming interfaces (APIs). In addition, the IBM WebSphere Portlet Factory can be used to jump-start the building of custom dashboards.

Business alerts and action

WebSphere Business Monitor provides alerts and notifications to key users that enable them to respond quickly before issues arise. This can provide you with the visibility to preempt bigger problems. Common situations you might track in this way include:

- *Business performance measured against target goals*
- *Critical situations requiring action*
- *Anomalous situations*
- *Processing of an exception path in a business process flow*

In addition, you can also automate recovery for anomalous business situations by automatically starting a mitigation process, creating a human task, or calling a Web service in response to unexpected business situations.

Embedded analytics and reporting

Displays of KPIs, instances and alerts can provide a real-time view of what is happening *right now* in your business. You might also need to drill down into a deeper analysis and compare the current business performance across time and across the dimensions of your business. Example dimensions include geography, business units, locations, divisions, brands, customer types and process categories. To support this analysis, WebSphere Business Monitor includes advanced, embedded, in-memory dimensional cubing to provide insight across time as well as what is happening in the present.

The report and dimensions dashboard items allow you to 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 also 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 can use your BAM data to populate a business performance warehouse to make the data available to a larger community within your organization.

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. For example, a business user has the flexibility to determine what is monitored and how that information is displayed in dashboards.

The Web 2.0-based dashboard architecture allows business users to select information of interest by personalizing either their Web-based dashboards or their portlet-based dashboards.

Business users can create key performance indicators without requiring a new IT development and deployment cycle. These KPIs can be optionally shared with others across the company.

Business users can also subscribe to business alerts of interest and choose how they wish to receive notifications, using notification methods that include a dashboard alert, an e-mail or a pager message.

Tight integration with IBM BPM portfolio

WebSphere Business Monitor provides tight integration with the products in the IBM BPM portfolio. In addition to monitoring the business performance of applications hosted in many IBM BPM products, there are a number of other key capabilities facilitated with the BPM product portfolio.

WebSphere Business Monitor includes one copy of IBM WebSphere Business Modeler Advanced software. Modeler is optional for use with WebSphere Business Monitor. When used, it provides sophisticated and intuitive modeling with simulation capabilities that enable you to precisely model the critical aspects of your business. By using 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. This includes business metrics and KPIs. After a model is completed, it can be imported and made executable using the WebSphere Business Monitor toolkit. After the com-

pleted monitor model is deployed, metrics and KPIs are calculated from information in incoming events. These metrics and KPIs will help you make informed and timely decisions — and you can use that information to gain a competitive advantage. 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.

The WebSphere Business Monitor toolkit can be used in conjunction with either IBM Rational® Application Developer or IBM WebSphere Integration Developer. Within the development tooling, you can develop and fully test your monitoring solution. Using the full function development test environment enables you to rapidly test your monitoring solution and iteratively make and test changes.

The tight integration with WebSphere Business Modeler and WebSphere Integration Developer also allows you to iteratively make changes to both a WebSphere Business Modeler business process model and the monitored application, and reflect these changes in your monitor model within WebSphere Business Monitor.

New in this release

WebSphere Business Monitor, Version 6.1 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 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:

- *In addition to processing events received from event sources, WebSphere Business Monitor can now pull additional business reference information into the monitor server using custom functions.*
- *When integrated with WebSphere Integration Developer and WebSphere Enterprise Service Bus or WebSphere Process Server, WebSphere Business Monitor can track the activity of the full range of components running in WebSphere Enterprise Service Bus and WebSphere Process Server. In addition, WebSphere Business Monitor can monitor processes running in IBM FileNet Business Process Manager.*
- *WebSphere Business Monitor now provides first class support for monitoring WebSphere MQ Workflow processes.*
- *WebSphere Business Monitor provides illustrations and starting point examples for monitoring the activity in business applications such as SAP by integrating with WebSphere Adapters, and either WebSphere Enterprise Service Bus or WebSphere Process Server.*
- *WebSphere MQ can be used as an on-ramp to send events to the WebSphere Business Monitor event infrastructure.*

Empowering business users through enhanced capabilities

- *A new user interface, featuring Asynchronous JavaScript and XML (AJAX) and drag-and-drop customization, can help you accomplish more with fewer clicks.*
- *With a new dashboard architecture based on Web 2.0, you can select the information of interest to individuals in various roles within the company by personalizing either Web-based dashboards or portlet-based dashboards. Dashboard information can now be shared and displayed at a near real-time rate based on data in the operational tables without the use of Data Movement Service.*
- *You can now create KPIs without requiring a new IT development and deployment cycle. These KPIs can be shared optionally with others across the company.*
- *WebSphere Business Monitor expands the types of possible KPI calculations, including calculations based on the relationship with other KPIs.*
- *A new Getting Started application, with integrated video, helps you quickly understand the depth and breadth of what can be achieved using the components of business dashboards.*
- *You can subscribe to business alerts of interest and choose how you wish to receive notifications, using notification methods that include a dashboard alert, an e-mail, cell phone or pager message.*

Energizing the development life cycle

- *Manual deployment steps have been removed to reduce the time involved with developing, testing and changing a monitor model application as part of an iterative development approach. You can simply add the monitor model application to a test environment server using the Add/Remove projects capability. Likewise, steps to reflect a change to a monitor model have been automated.*
- *Developers can use monitoring templates to speed the development time for common business monitoring requirements. When creating a monitor model to observe an application developed with WebSphere Integration Developer, you can choose from a predefined set of common monitoring templates. When selected, a template automatically adds the implementation metrics to the monitor model. For example, you can select a template to capture the elapsed duration of a Business Process Execution Language (BPEL) process.*
- *WebSphere Business Monitor provides deep integration with WebSphere Integration Developer. When developers are using both tools in combination, the changes made to an application in WebSphere Integration Developer can impact how the application is monitored. New refactoring and synchronization features help keep the application and the corresponding monitor models consistent.*

- *The monitor model test environment has been extended to include AJAX-based dashboards for the complete set of metrics, KPIs and viewers.*
- *A choice of development platforms is supported for the WebSphere Business Monitor toolkit. You can use Rational Application Developer or WebSphere Integration Developer.*
- *You can now use WebSphere Business Monitor action services in the integrated test environment without the need of a Lightweight Directory Access Protocol (LDAP) server.*
- *You can now use XML schema elements and types as the basis for event definitions.*
- *You can now add sample data to test the annotated Scalable Vector Graphics (SVG) diagrams in the WebSphere Business Monitor toolkit and check the return values of visual model expressions to see if they are working as you intended.*

Lowering the overall costs of BAM deployment

- *A basic installation option is available to reduce the installation time for a basic configuration of WebSphere Business Monitor. This installation path is ideal for clients who are performing extended development testing or for proof-of-concept deployments. This option requires only one mandatory prerequisite product, WebSphere Application Server. For situations that require more advanced capability, you have the flexibility to install additional bundled software, such as WebSphere Portal and IBM DB2® Alphablox.*
- *Installation is now consistent with related products, such as WebSphere Process Server and WebSphere Integration Developer.*
- *An Eclipse-based profile management tool is now available, consistent with WebSphere platforms.*
- *Administrators can now install and configure a monitor model application in a manner consistent with other WebSphere Application Server enterprise applications. Manual steps in previous releases have been removed or automated.*

Support for a broader set of operating environments

WebSphere Business Monitor, Version 6.1 provides expanded support for operating systems and database platforms. Additional operating system support includes Red Hat Enterprise Linux® and SUSE Linux Enterprise Server and HP-UX for Intel® Itanium®. Additional WebSphere Business Monitor server supported database platforms are DB2 for IBM z/OS®, Oracle 10g Standard and Enterprise, and Derby Embedded (for nonproduction use only).

For more information

To learn more about IBM WebSphere Business Monitor, Version 6.1, contact your IBM representative or IBM Business Partner, or visit:

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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