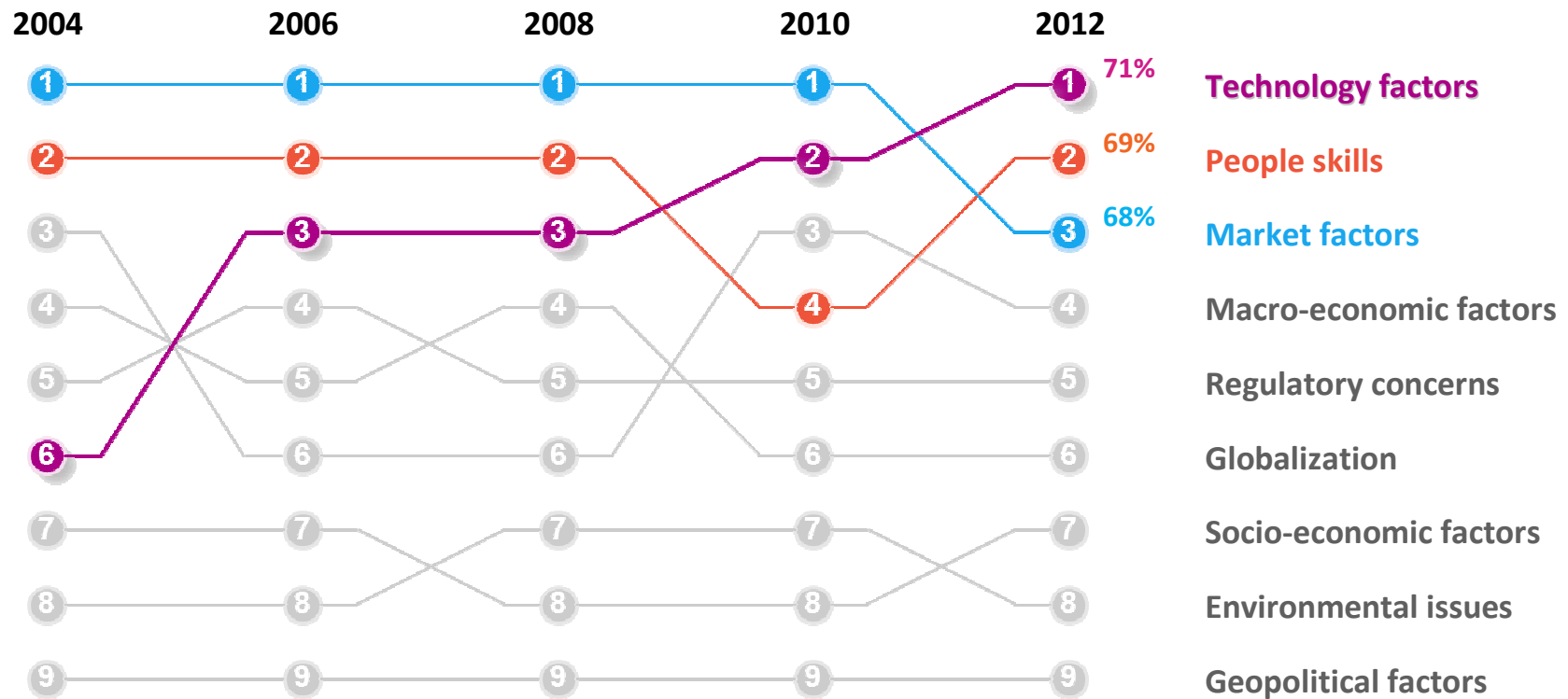# Smarter Process

Alexander Madzhirov
IBM BPM Technical Presales Leader
CEE & Russia

Why shouldn't opening a bank account or filing an insurance claim be as easy as buying a book online?

CEOs identify technology as the most important external force impacting their organizations

External forces that will impact the organization

2004	2006	2008	2010	2012		
1	1	1	1	1	71%	Technology factors
2	2	2	2	2	69%	People skills
3	3	3	3	3	68%	Market factors
4	4	4	4	4		Macro-economic factors
5	5	5	5	5		Regulatory concerns
6	6	6	6	6		Globalization
7	7	7	7	7		Socio-economic factors
8	8	8	8	8		Environmental issues
9	9	9	9	9		Geopolitical factors

Source: IBM CEO Study 2012 - Q1 "What are the most important external forces that will impact your organization over the next 3 to 5 years?"

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There is no simple solution to a complex problem
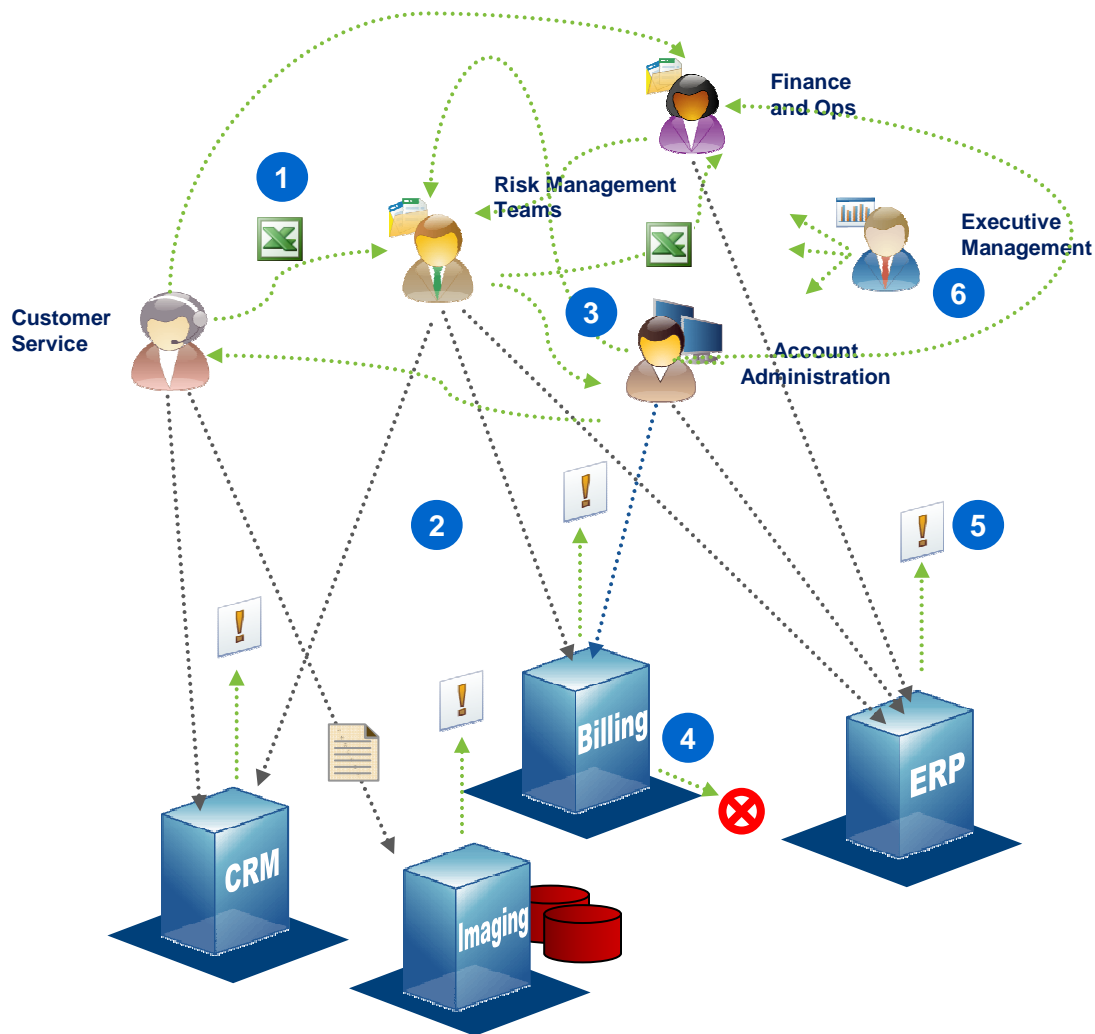
1. Informal tasks and communication (e.g. paper or email)

2. Inefficient working environment spans systems

3. Inconsistent prioritization & decision making

4. Incomplete or inaccurate data flow between systems

5. Lack of control over system and business events (exceptions)

6. Poor visibility into process performance

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Process & Rules Management Bring Order to Chaos
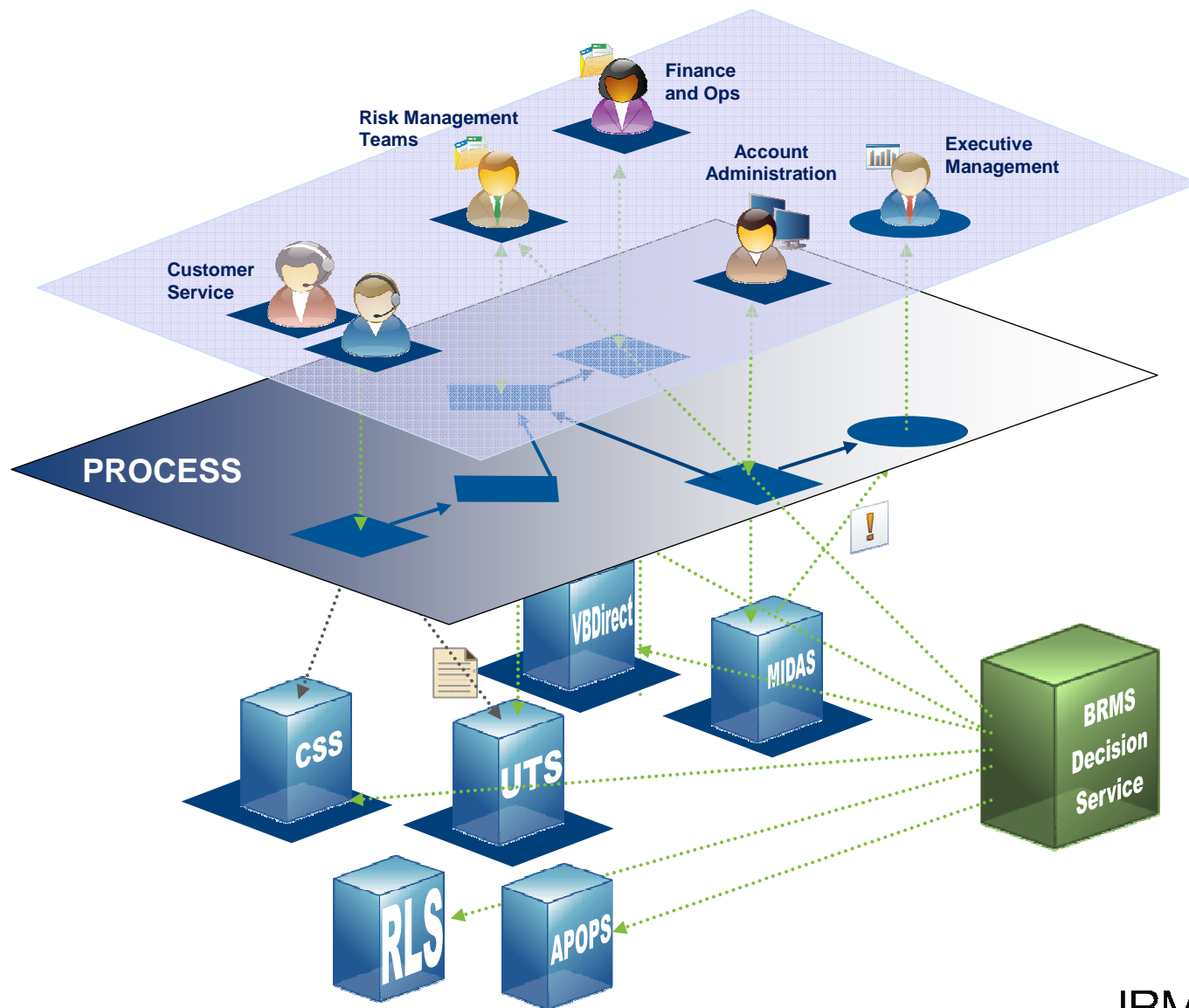
1. Automatically prioritize and route work

2. Guide users through decisions

3. Leverage existing systems and data

4. Monitor for business events and initiates action

5. Real-time visibility and process control

6. Automate decisions

7. Reduce errors and better accuracy

8. Improve consistency across geography, channel, division …

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Gartner defines 10 core iBPMS components

IBM Smarter Process is 10 for 10!

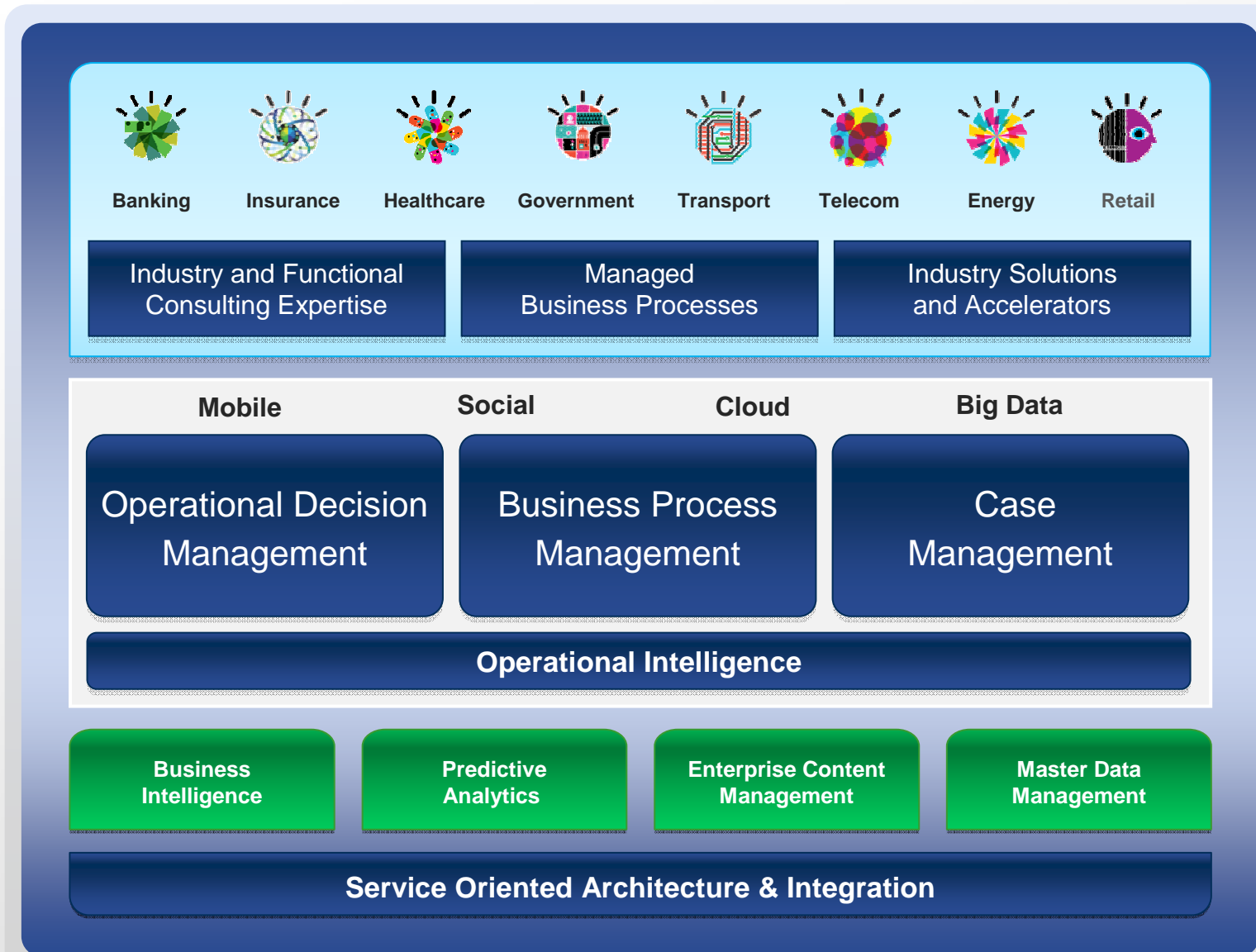## An iBPMS Has 10 Core Components

Smarter Process

Gartner has identified the following core capabilities of an iBPMS:

- ✔ **A process orchestration engine** to drive the progression of work in structured and unstructured processes or cases

- ✔ **A model-driven composition environment** for designing processes and their supporting activities and process artifacts

- ✔ **Content interaction management** to support the progression of work, especially cases, based on changes in the content itself (such as documents, images and audio)

- ✔ **Human interaction management** to enable people to naturally interact with the processes they are involved in

- ✔ **Connectivity** to link processes to the resources they control, such as people, systems, data, event streams, goals and key performance indicators (KPIs)

- ✔ **Active analytics** (sometimes called continuous intelligence) for monitoring activity progress, and analyzing activities and changes in and around processes

- ✔ **On-demand analytics** to provide decision support or decision automation using predictive analytics or optimization technology

- ✔ **Business rule management** to guide and implement process agility and ensure compliance

- ✔ **Management and administration** to monitor and adjust the technical aspects of the iBPMS

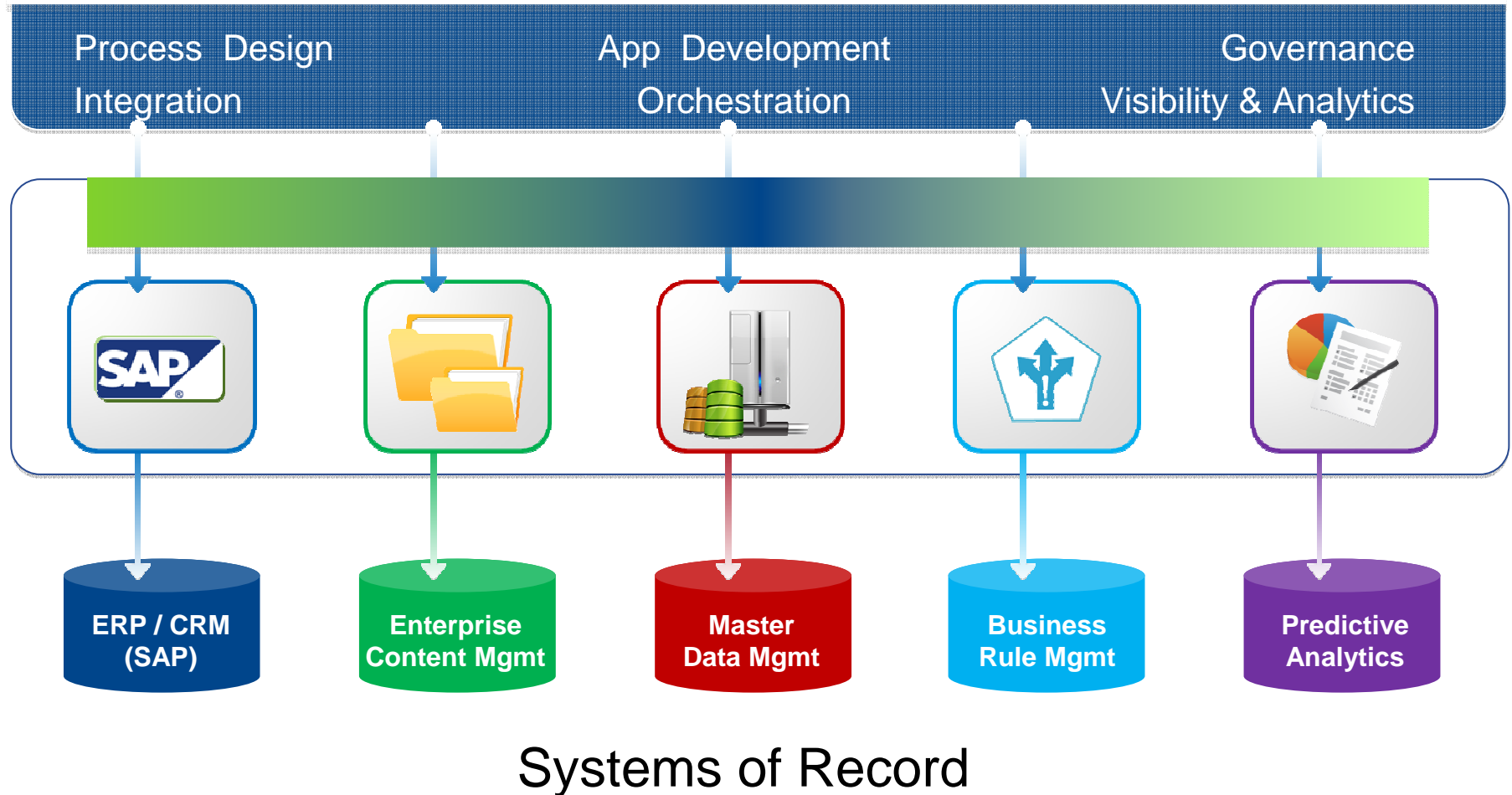- ✔ **A process component registry/repository** for process component leverage and reuse

Source: Gartner Magic Quadrant for Intelligent Business Process Management Suites, 27 September 2012
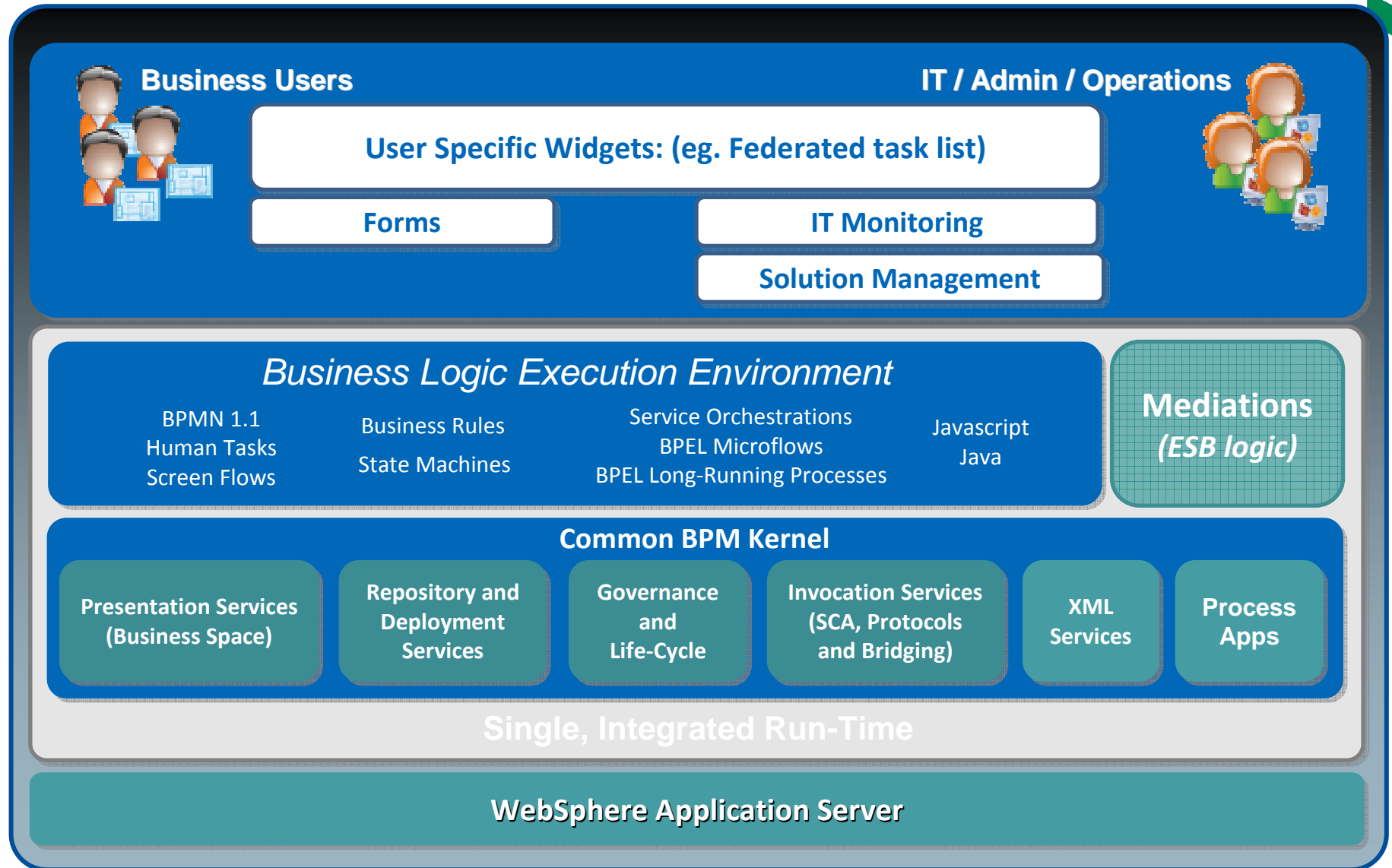
IBM Capabilities for Smarter Process

Banking | **Insurance** | **Healthcare** | **Government** | **Transport** | **Telecom** | **Energy** | Retail

Industry and Functional Consulting Expertise	Managed Business Processes	Industry Solutions and Accelerators

Mobile   **Social**   **Cloud**   **Big Data**

Operational Decision Management	Business Process Management	Case Management

Operational Intelligence

Business Intelligence	Predictive Analytics	Enterprise Content Management	Master Data Management

Service Oriented Architecture & Integration

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Integrated Platform to Manage Business Operations

IBM Business Process Manager

Process Design	App Development	Governance
Integration	Orchestration	Visibility & Analytics

SAP

ERP / CRM (SAP)

Enterprise Content Mgmt

Master Data Mgmt

Business Rule Mgmt

Predictive Analytics

Systems of Record

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IBM BPM: The Platform for "One BPM"

Business Users

IT / Admin / Operations

User Specific Widgets: (eg. Federated task list)

Forms	IT Monitoring

Solution Management

Business Logic Execution Environment

BPMN 1.1
Human Tasks
Screen Flows

Business Rules
State Machines

Service Orchestrations
BPEL Microflows
BPEL Long-Running Processes

Javascript
Java

Mediations
(ESB logic)

Common BPM Kernel

Presentation Services (Business Space)	Repository and Deployment Services	Governance and Life-Cycle	Invocation Services (SCA, Protocols and Bridging)	XML Services	Process Apps

Single, Integrated Run-Time

WebSphere Application Server

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IBM Business Process Manager

NEW

Social

Mobile   Coaches   Portal

Business Space

Optional Microsoft Add-ons

Process Server

Core BPM			Advanced Integration		
BPMN	Process Rules	Performance Data Warehouse	BPEL	ESB	Adaptors

Deploy   Measure

Governance / Visibility

Define   Improve

Process Center

Shared Assets   **Repository**   Server Registry

Versioned Assets   *Network Multiple Process Centers*

Process Designer / Optimizer

Process Center Console

Integration Designer

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Social, Actionable **Coach-Based Dashboards**
Empower business users to collaborate and act on observed insights

Create tailored operational dashboards to offer **enhanced visibility** for **process owners**, **team leaders** and **process participants**

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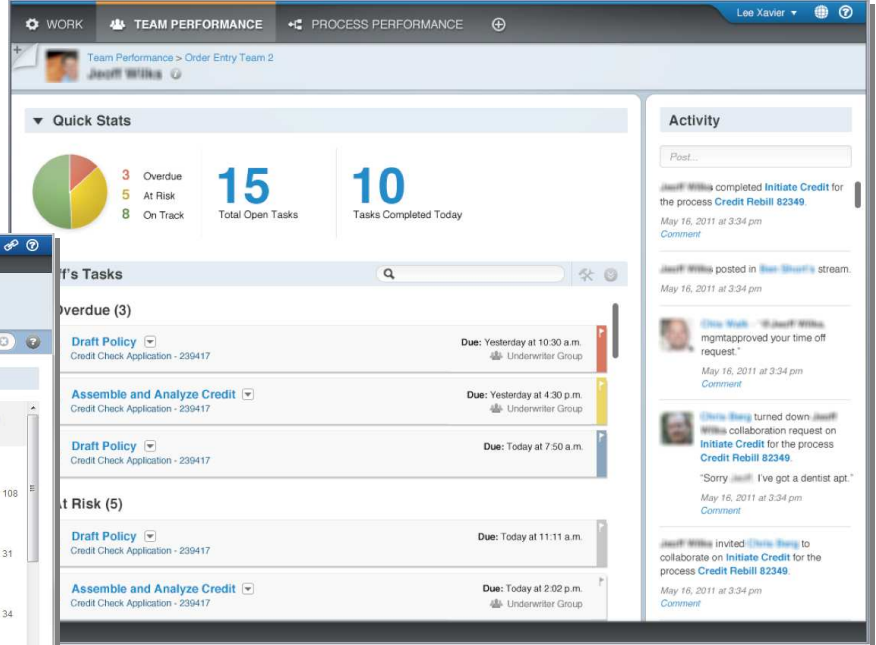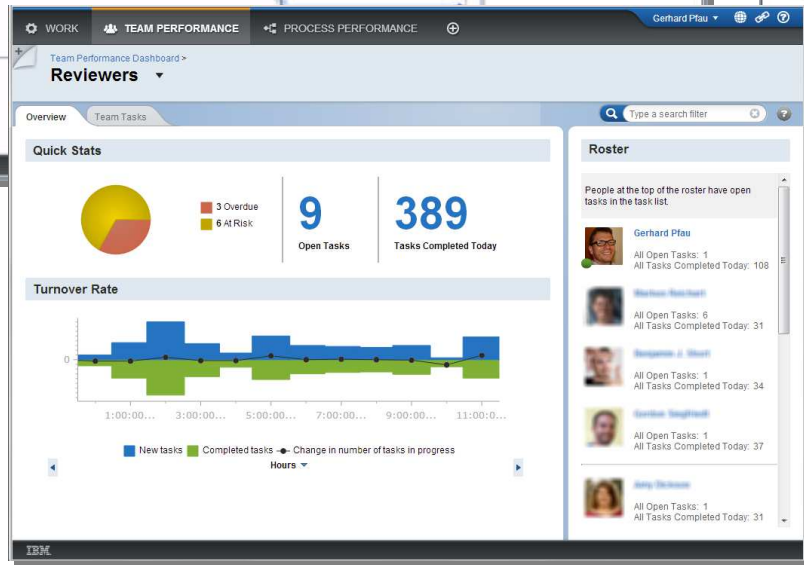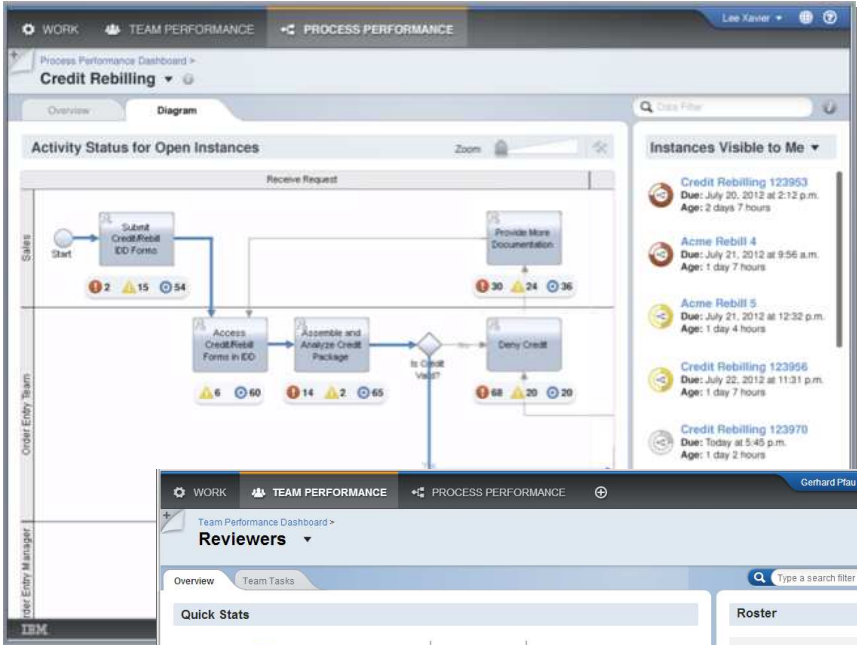
Process Performance
Process Performance Overview
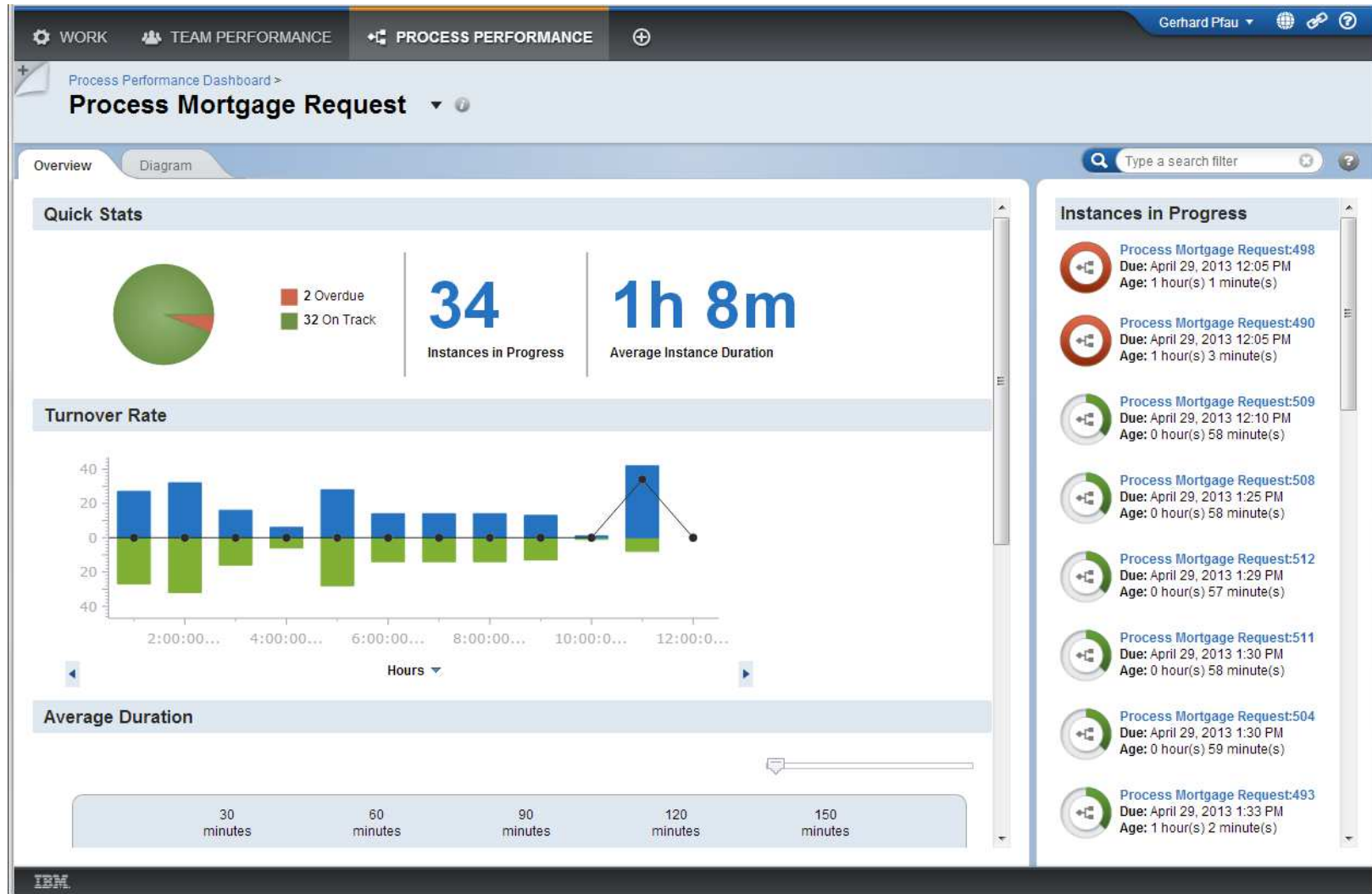
Team Performance
Easily view and manage work across a team

Improved methods to define & view team membership

Real-time management of a specific team's open tasks

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Internal Document Repository

Uniform storage and access of process-related documents

- New internal repository provides the same CMIS-based access as external ECM systems

- "CMIS Toolkit" now delivers a single, consistent way of accessing all process documents

- Automatic document migration / backward compatibility with previous

CMIS Toolkit
- Document List
- Document Viewer
- C/R/U/D services

C M I S

IBM Business Process Manager

Internal CMIS repository

External CMIS repository

External CMIS repository

External CMIS repository

FileNet CM
IBM CM8
Alfresco
SharePoint
…
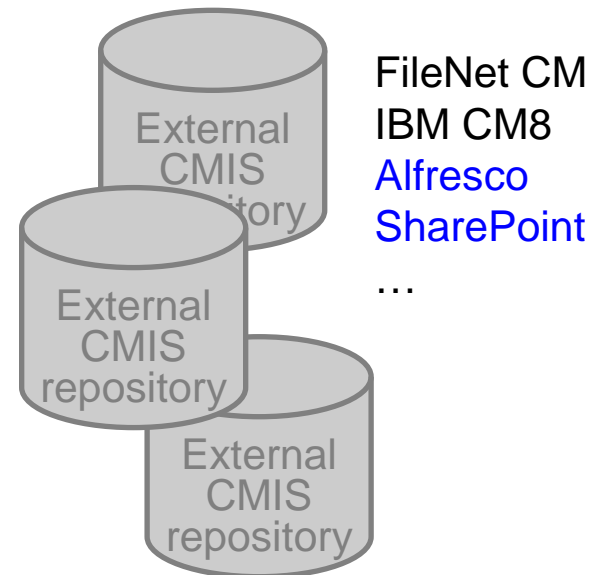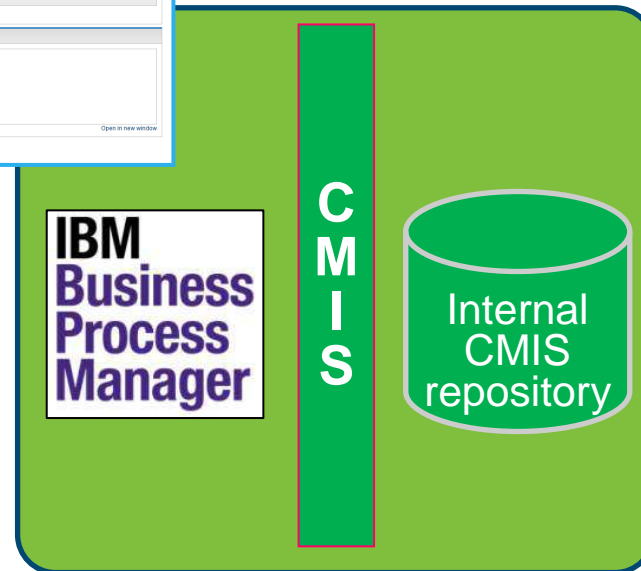
CMIS = Content Management Interoperability Services

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Mobile Access to IBM BPM

Non-production entitlement to Worklight Enterprise Edition with IBM BPM V8.5

- Develop and test custom IBM BPM mobile applications using Worklight

- Leverage the IBM BPM APIs and Coaches

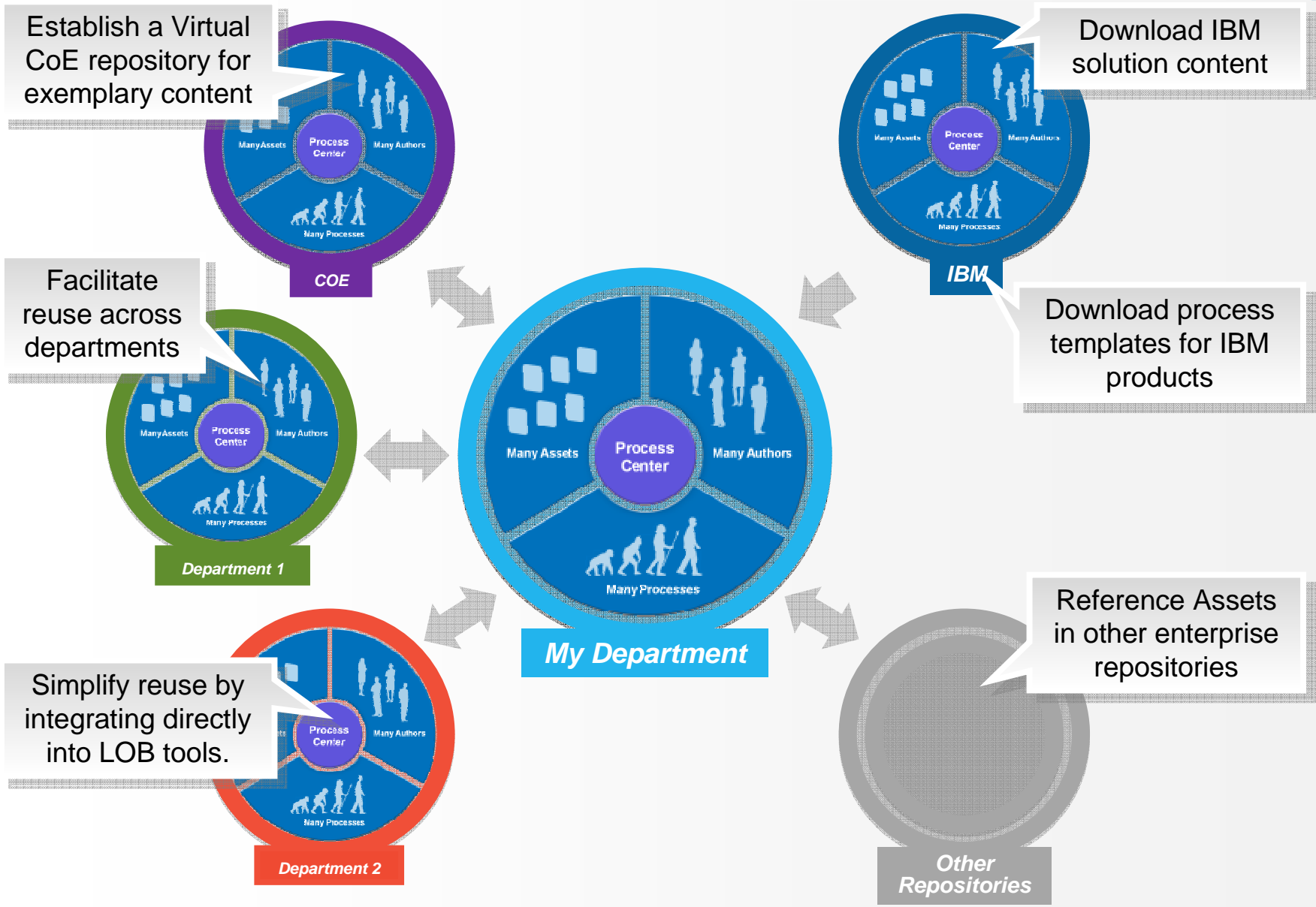- Accelerate development of customer ready mobile experiences

Accelerate delivery of mobile applications with new sample coach views delivered via an IBM BPM mobile ready toolkit

- Leverage mobile device specific features

- Leverage Worklight specific device features

- Updated Worklight sample for use as starting point implementation

- New BPM controls targeted to deliver common mobile experiences – Location, Camera, Mobile UI Layout

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Federated, Smart, BPM Governance

Establish a Virtual CoE repository for exemplary content

Facilitate reuse across departments

Simplify reuse by integrating directly into LOB tools.

Download IBM solution content

Download process templates for IBM products

Reference Assets in other enterprise repositories

COE

Department 1

Department 2

IBM

My Department

Other Repositories

16

Smarter Process

DEMO

5 **Five common attributes for successful BPM programs**

➲ **Start Doing**

➲ **Think Big, Start Small, Scale Fast**

➲ **Cultivate Business-IT Collaboration**

➲ **Add Capabilities as Needed**

➲ **Manage Your Total Cost of Ownership**

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Smarter Process

Questions?