UK Impact 2012

12th June, 2012 London
IBM Forum, South Bank

Session 2.1

Best Practices for Mobile BPM using Worklight

Pundarik Ranchhod (Ascendant)
Fredrik Lundqvist (Ascendant)

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Session details

13h30 to 14h15

- **Best Practices for Mobile BPM using Worklight**

The use of mobile devices is increasing at a rapid rate. Many organisations are faced with extending their business processes to support mobile working.

This session will cover best practices for implementing an architecture to support BPM on mobile devices based on real customer examples.

We demonstrate our adaptive UI framework and experience with building mobile BPM applications, using Worklight. The integration points with IBM BPM are also covered.

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Agenda

- Introductions
- Customer Examples
- Mobile BPM Requirements
- A Developer Perspective
- Our Approach
  - Responsive UI and IBM BPM
  - Worklight and IBM BPM
- Best Practices
- Questions
- Wrap Up

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Introductions

- Pundarik Ranchhod
  - Head of BPM & Integration
- Fredrik Lundqvist
  - Senior Consultant

ascendant
Business & Technology Aligned

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Introductions

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Customer Examples

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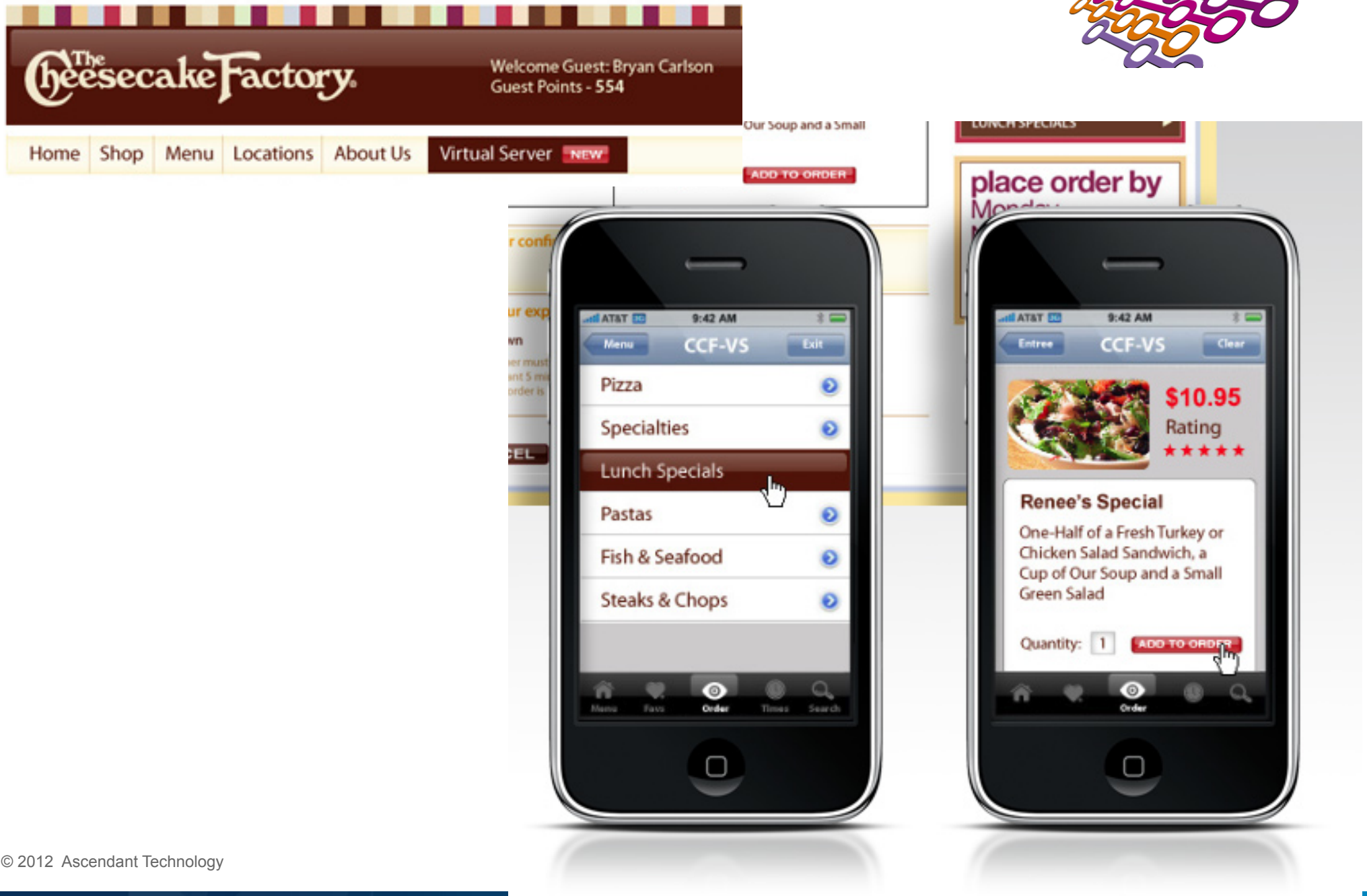
Customer Examples



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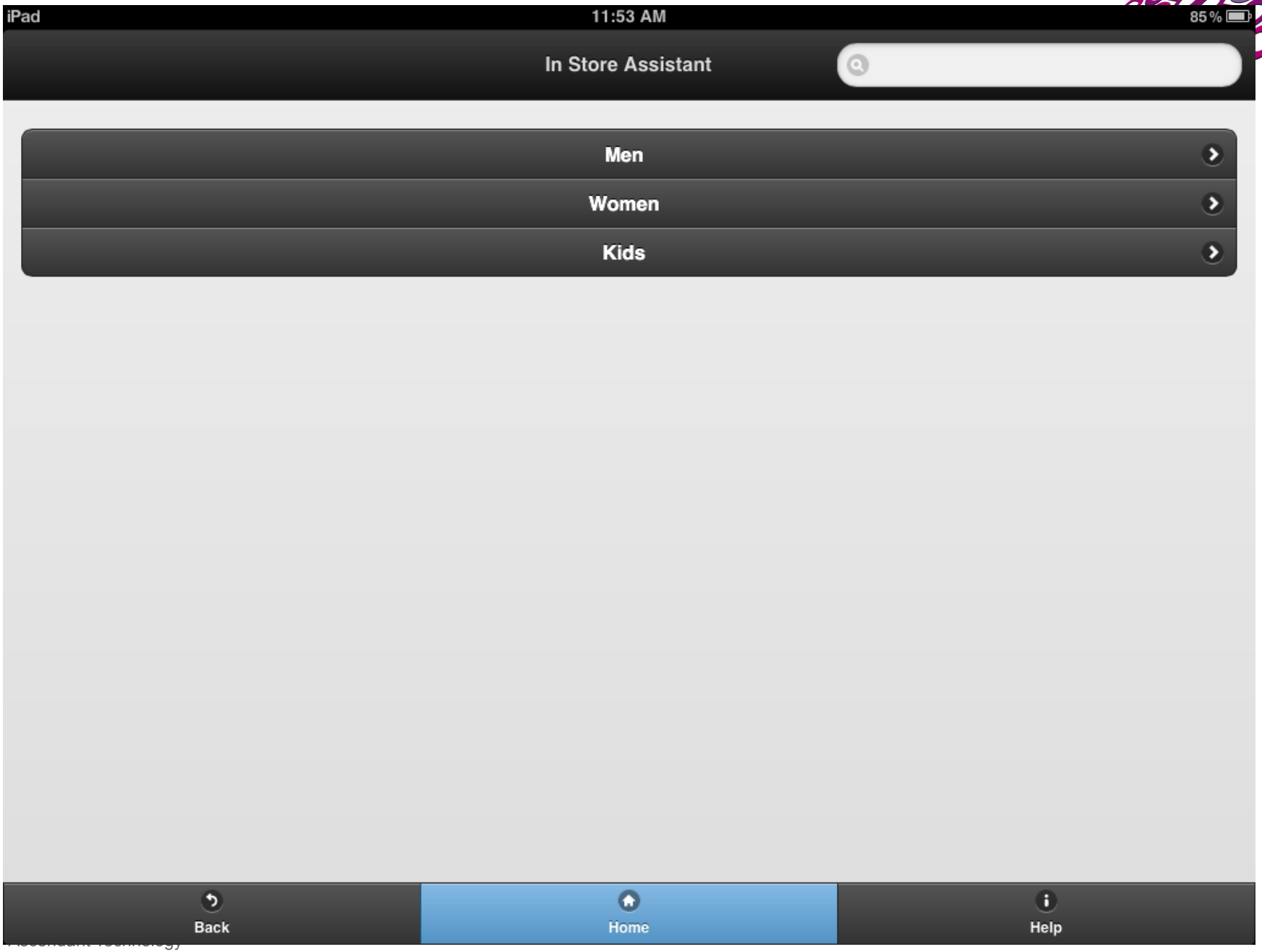
Customer Examples



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Adidas Originals Forest Hills

In Stock

£65.00

8.5 - In Stock

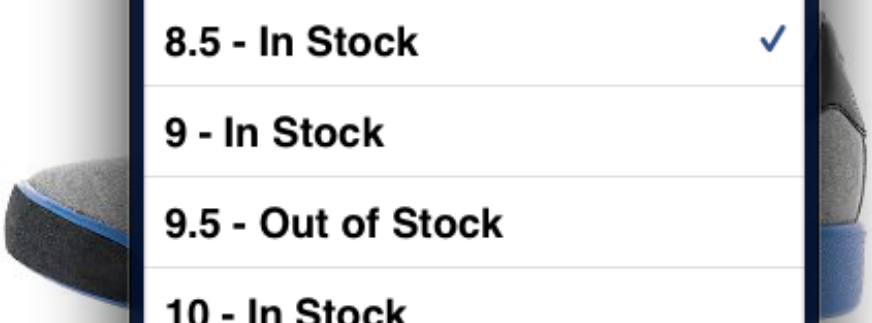
Change Quantity

Grey/Black/Satellite Blue

ADD TO BASKET

Description

Exclusive to Atech are these men's grey Forest Hill trainers from adidas Originals that come in a grey textile upper with patent detailing on the three striped branding and heel piece, which is adorned with trefoil branding. Other features include a mesh tongue and textured midsole, adidas branding placed on the heel of the shoe and a mock suede mudguard.



6 - In Stock
7 - Out of Stock
7.5 - In Stock
8 - In Stock
8.5 - In Stock ✓
9 - In Stock
9.5 - Out of Stock
10 - In Stock
11 - In Stock

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Mobile BPM Requirements

- Greater capability in mobile devices
- Why can't I do the same at work?
- Allow business process access from mobile device
- Integration with IBM BPM

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Mobile BPM Requirements

- Support for iOS, Android, Blackberry
- Ease of development, integration & management
- Excellent user experience

Utility

Significance

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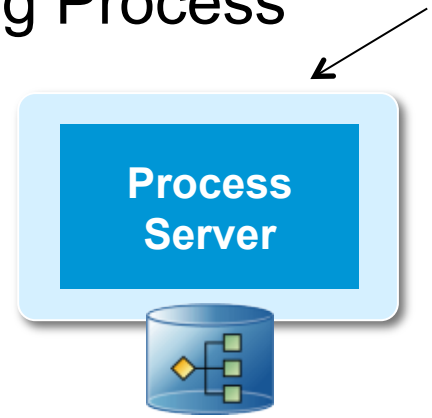
Mobile BPM Requirements

- IBM BPM 7.5 Integration
  - Reuse process definitions
  - Reuse Coaches
  - Fast response
  - Task Completion

- e.g. In Store Ordering Process



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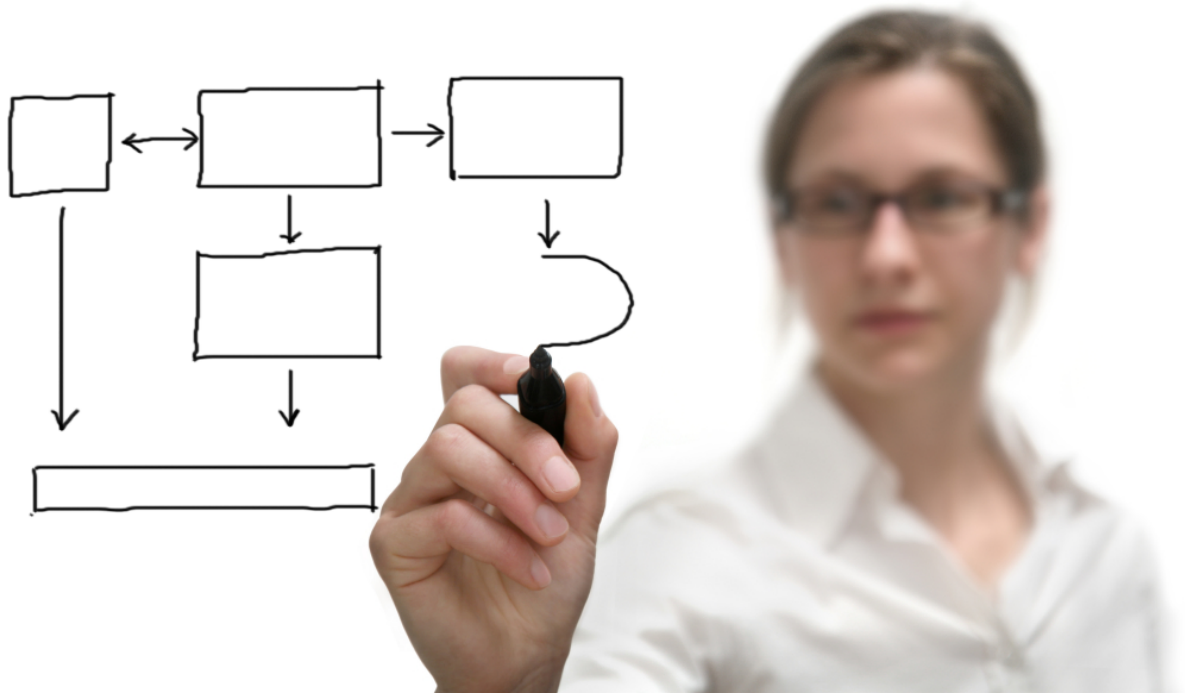
A Developer Perspective

- Trends
- Challenges
- IBM Worklight
- IBM BPM Integration



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Some Acronyms & Definitions

- B2E – Business To Enterprise
- B2B – Business To Business
- BYOD – Bring Your Own Drink
- MEAP – Mobile Enterprise Application Platform

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Some Acronyms & Definitions

- MDM – Mobile Device Management
- MAM – Mobile Application Management
- Native
  - App designed for and run on a specific mobile device OS.
  - Installed on the device. e.g. Angry Birds
- Hybrid
  - App, that runs all or some of its user interface in an embedded browser component

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Trends

- Enterprise app stores
- MDM and MAM

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Trends

- Consolidation

- Location and notifications

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Challenges

- Native, web or hybrid?
- Device landscape
- Reuse
- Choose a Mobile Application Platform
- Performance and UI

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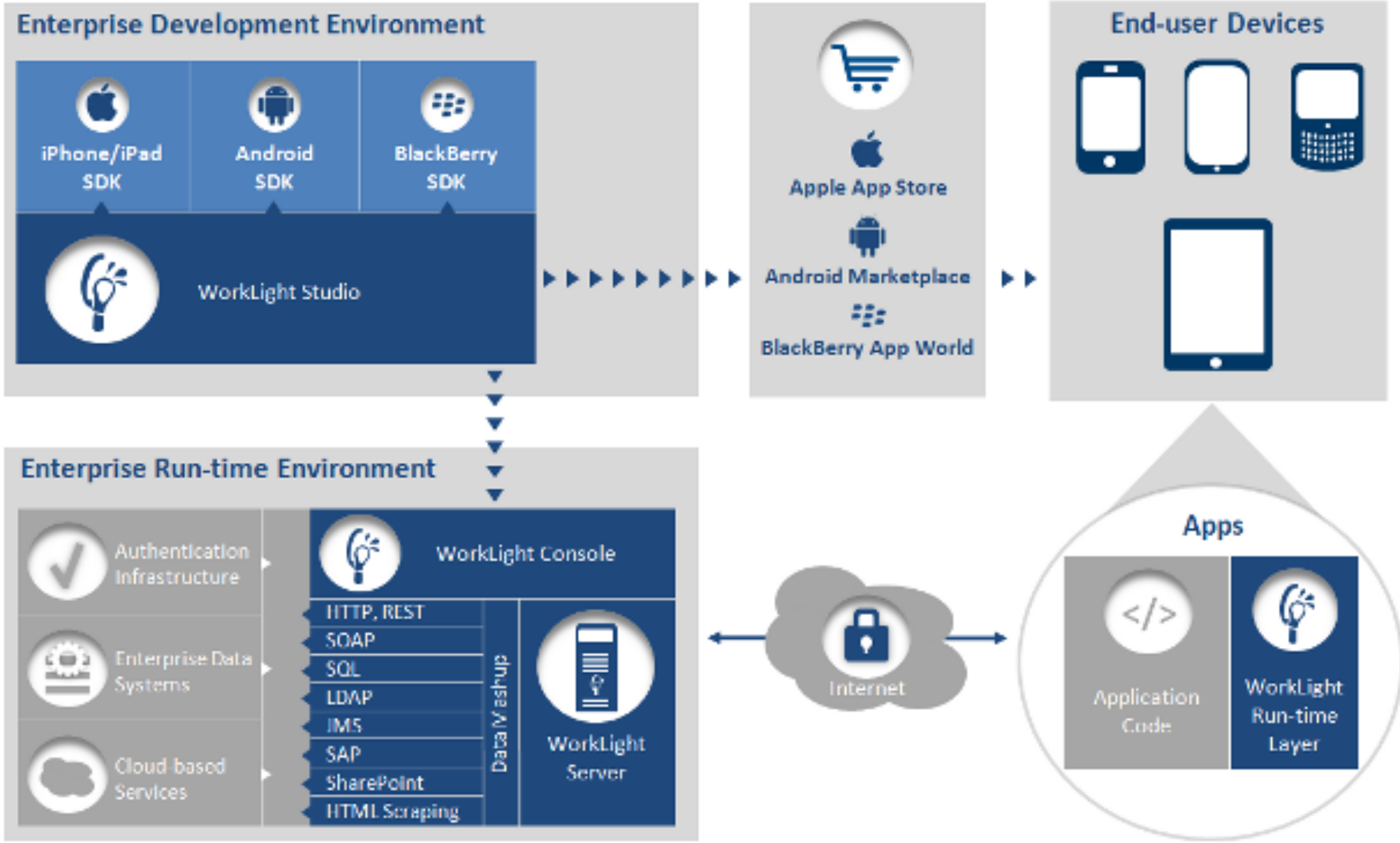
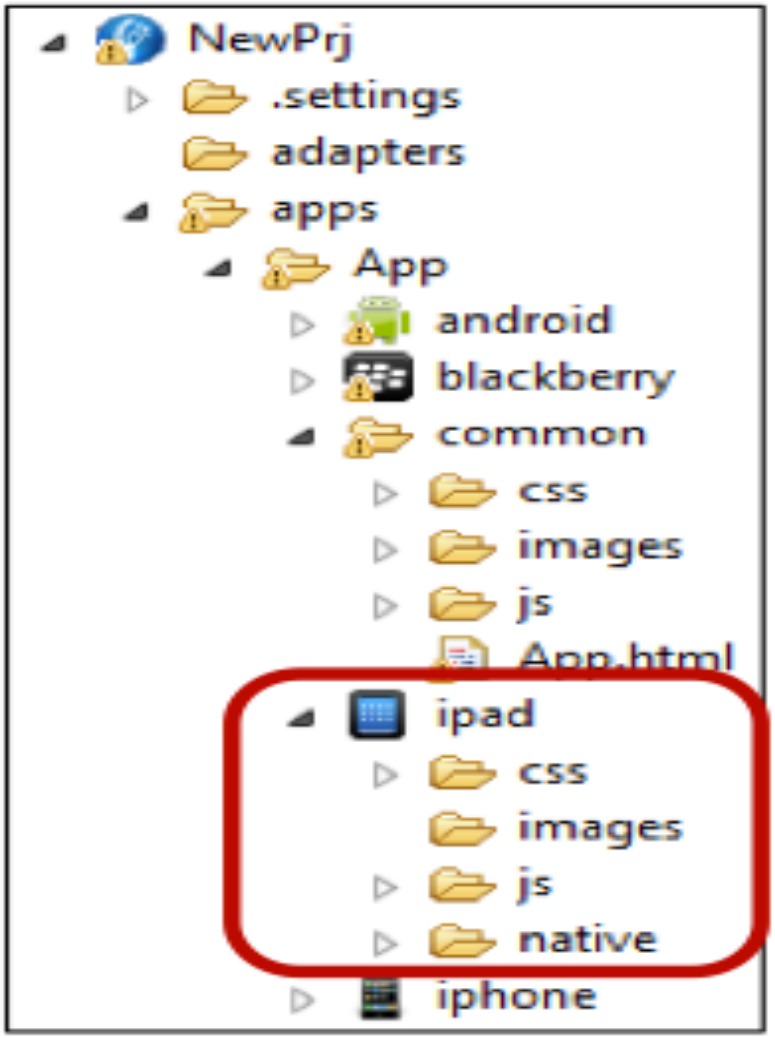
Worklight – Mobile Application Development Platform



Worklight Project Structure



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Worklight

Pros

- Reuse
- Adapters
- Client API
  - Offline detection
  - Encrypted cache
  - Common UI controls
  - Adapters
- Device runtime
- Middleware

Cons

- Development environment
- Community?
- Able to keep up with OS updates?
- Only support for GET and POST in adapters

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Our Approach

- Responsive UI
  - Use standard web 2.0 frameworks
  - No Mobile Application Platform services
  - Demo

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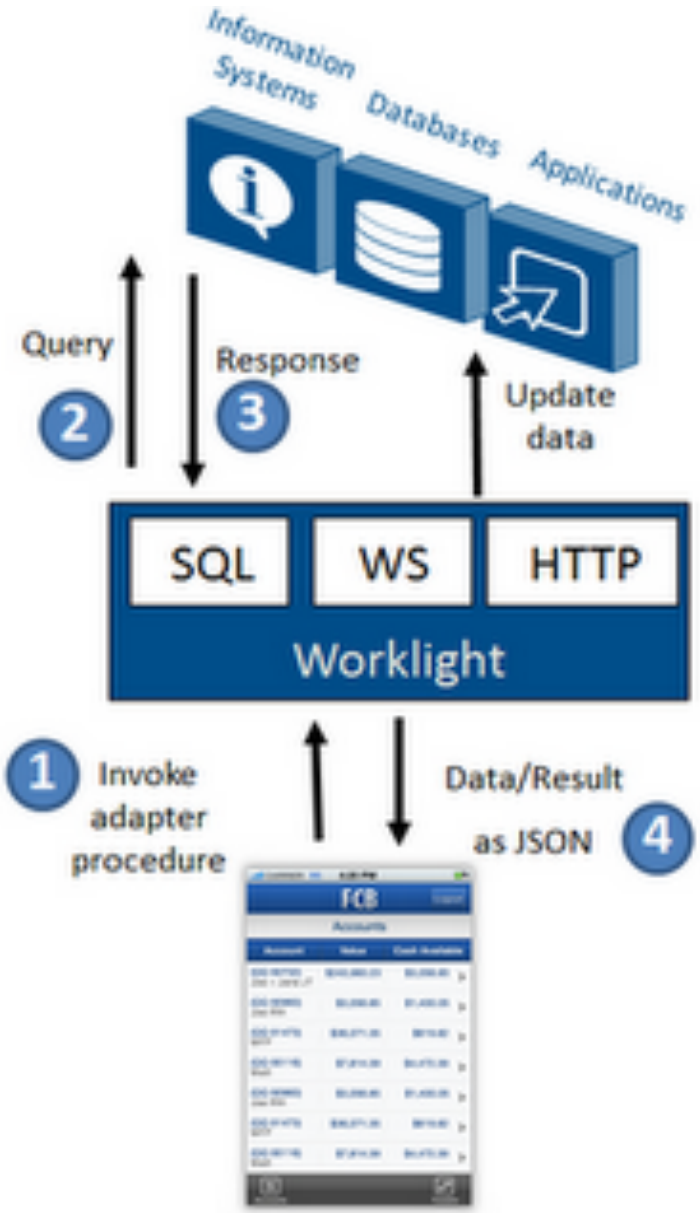
Our Approach

- Worklight
  - Alternative approach
  - Benefits of Mobile Application Platform
  - Adapters to integrate with IBM BPM 7.5, 8.0



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IBM BPM integration

- REST API
- Coaches

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Best Practices for Mobile BPM

Visualisation

- Vision definition through visualisation
- Would a contractor start building a brick and mortar structure without a blueprint?
- Would you pay for a house that you only got a text description of?

Examples of Visualisation

- CAD (Computer-Aided Design)
- IKEA Kitchen Planner
- Outlook Calendar View
- Sketch Book
- iRise

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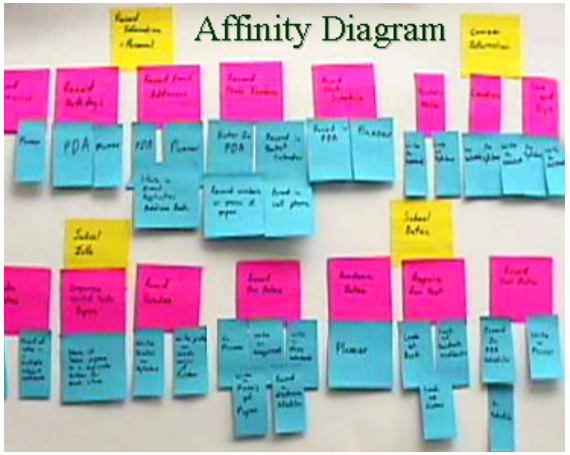
Best Practices for Mobile BPM

Contextual Interviews

- Personas
- Process Flows or Task Flows
- Recommendations for improved task and workflow

Task Flow Modelling

- Task Flow Model Document
- Affinity diagrams for patterns
- Streamlining current processes and simplify workflows
- Integration of improved functions and new features



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Questions ?

- creative.atech.com – for examples

- Visit us:
  - Worklight
  - IBM BPM
  - Adaptive Life

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