



IBM WebSphere Software

WebSphere software

# WebSphere Lombardi Edition (WLE) 产品概述

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## 议题

1	<b>Lombardi BPM能力概览</b>
2	<b>Lombardi 产品特色</b>
2.1	共享的开发模型
2.2	版本控制策略
2.3	便捷的前端页面开发能力
2.4	任意时刻的回放功能
2.5	强大的流程分析和优化功能
2.6	整合的业务数据监控和报表生成能力

# BPM不仅是技术实现，也是业务价值实现

**BPM**是协调企业核心业务进行集中流程管理的方法。

能够帮助企业持续评测及优化核心竞争力，不断提升客户体验。

## 集成

- 技术 + 方法论
- 降低流程生命周期时间
- 在BPMS平台中预集成



## 流程

- 协同员工&任务实现最大价值
- 端到端 vs. 孤岛
- 跨功能平台



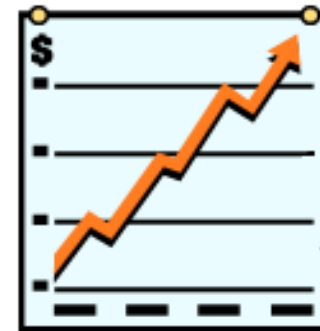
## 评测

- 流程 & 员工的透明管理
- 业务策略支持
- 量化流程改进影响

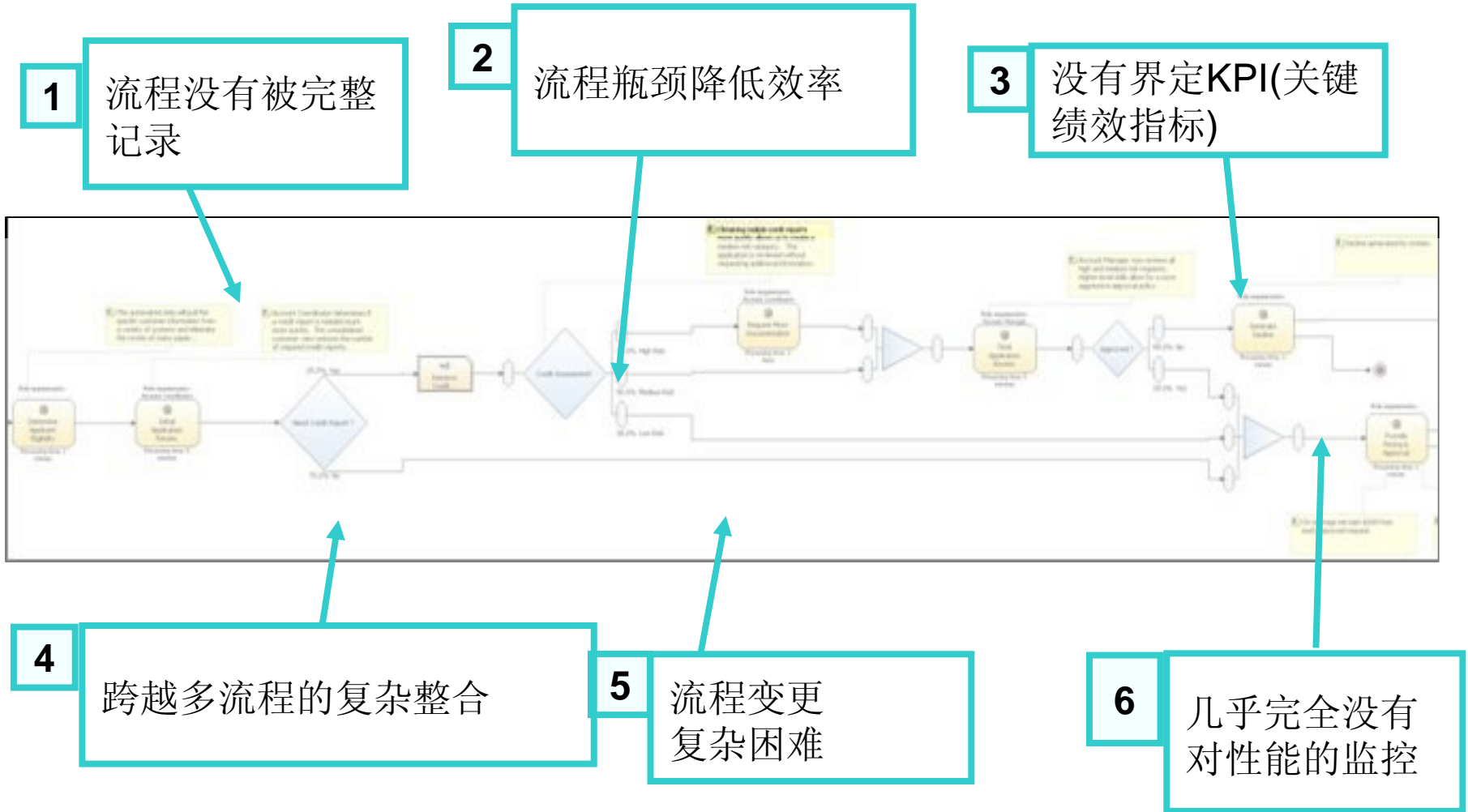


## 优化

- 优化流程，最大化业务价值
- 确认&解决瓶颈问题
- 减少无效流程



# BPM 解决的业务挑战



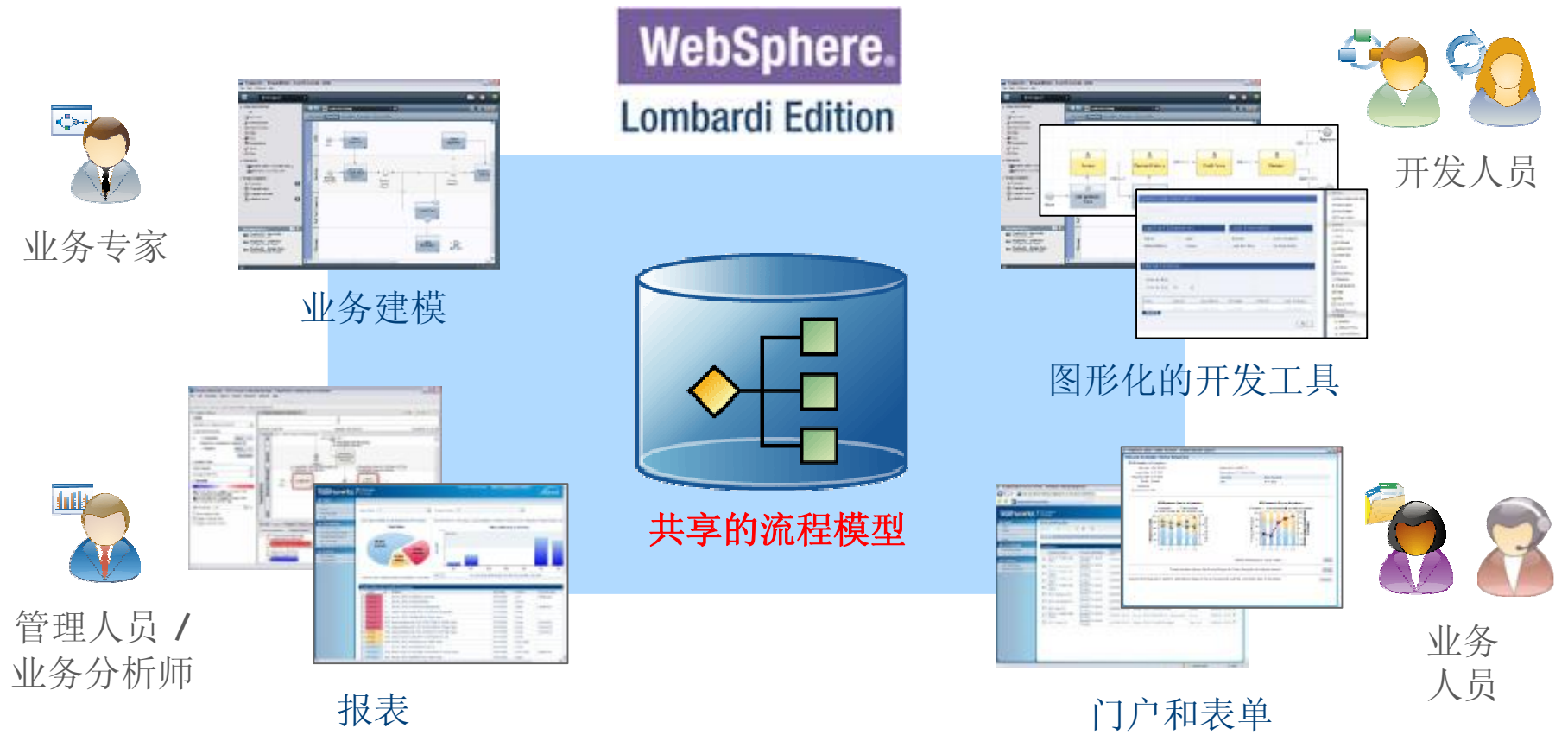
# WebSphere Lombardi BPM 方法论 -- “共享模型”架构



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# WLE “共享模型” 架构

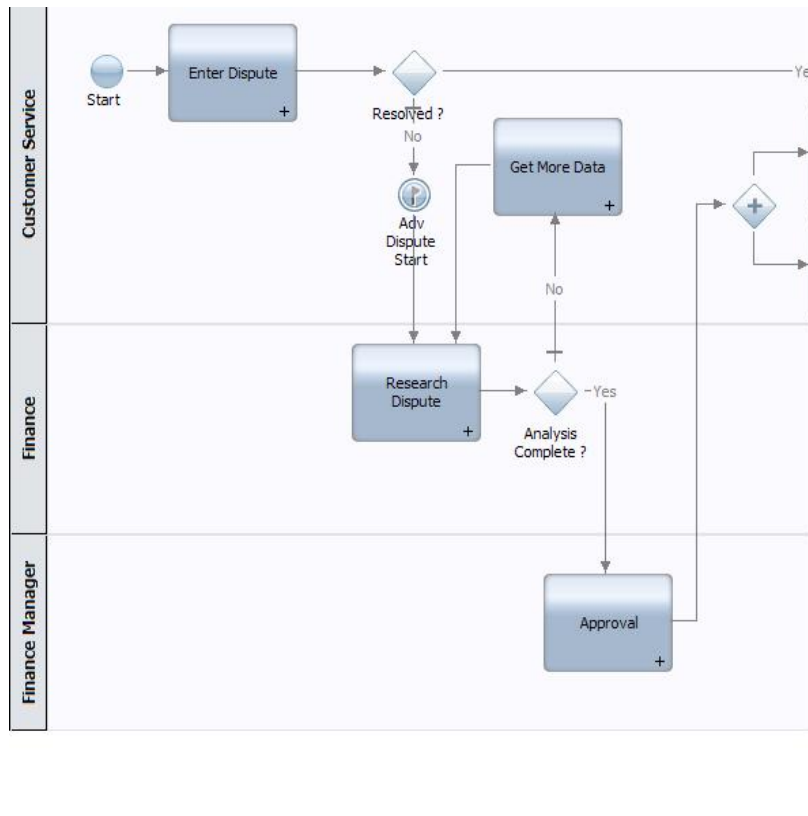


- 共享的流程模型 – 业务人员和IT人员协同工作
- 整合的平台 – 包括流程的设计、开发、监控和优化
- 低成本的技术投入 – 更少的开发时间和更低的开发风险

# 一个图例抵得上1000行代码

WebSphere Lombardi Edition

Everybody else...



```

return result;
}

private boolean isTokenValid(String token, boolean isAnonymous) {
    if (token == null) {
        return false;
    }
    while (token != null) {
        int tokenIncrease = Integer.parseInt(token);
        if (tokenIncrease > 0) {
            return true;
        }
    }
}

return null;

private boolean canHandle(CDDFileObject document, boolean documentAccepted) {
    if (logger.isDebugEnabled()) {
        logger.debug("CDDFileObject: " + document);
    }

    boolean result;
    if (document.getComponent().getComponentType().equals(CDDConstants.COMMON_CDD_FILE_TYPE) ||
        (CDDFileObject.getDocument().getDocumentType().equals(CDDConstants.COMMON_CDD_FILE_TYPE))) {
        // This is a common CDD file, we can handle it, we can handle it
        result = true;
    } else {
        result = false;
    }

    return result;
}

private boolean canHandle(CDDFileObject document, boolean documentAccepted) {
    while (document != null) {
        RPTFileObject rptFileObject = document;
        if (document != null) {
            document = document.getDocumentType().equals(RPTConstants.COMMON_CDD_FILE_TYPE) ?
                document.getDocumentType().equals(RPTConstants.COMMON_CDD_FILE_TYPE) :
                document.getDocumentType().equals(RPTConstants.COMMON_CDD_FILE_TYPE);
        }
        if (document != null) {
            if (logger.isDebugEnabled()) {
                logger.debug("RPTFileObject: " + document);
            }
        }
    }
}
    
```

The process model IS the common language

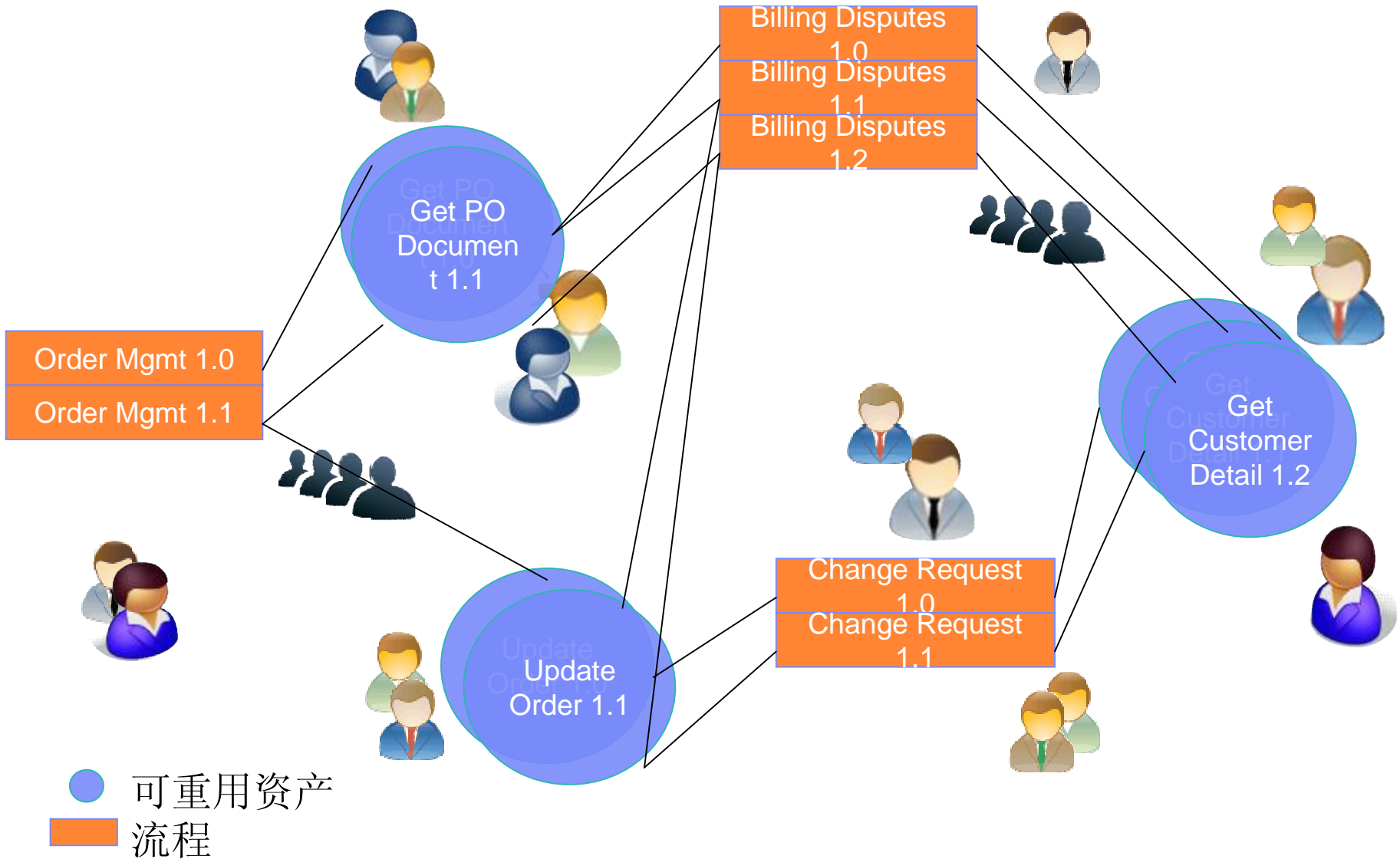


## 议题

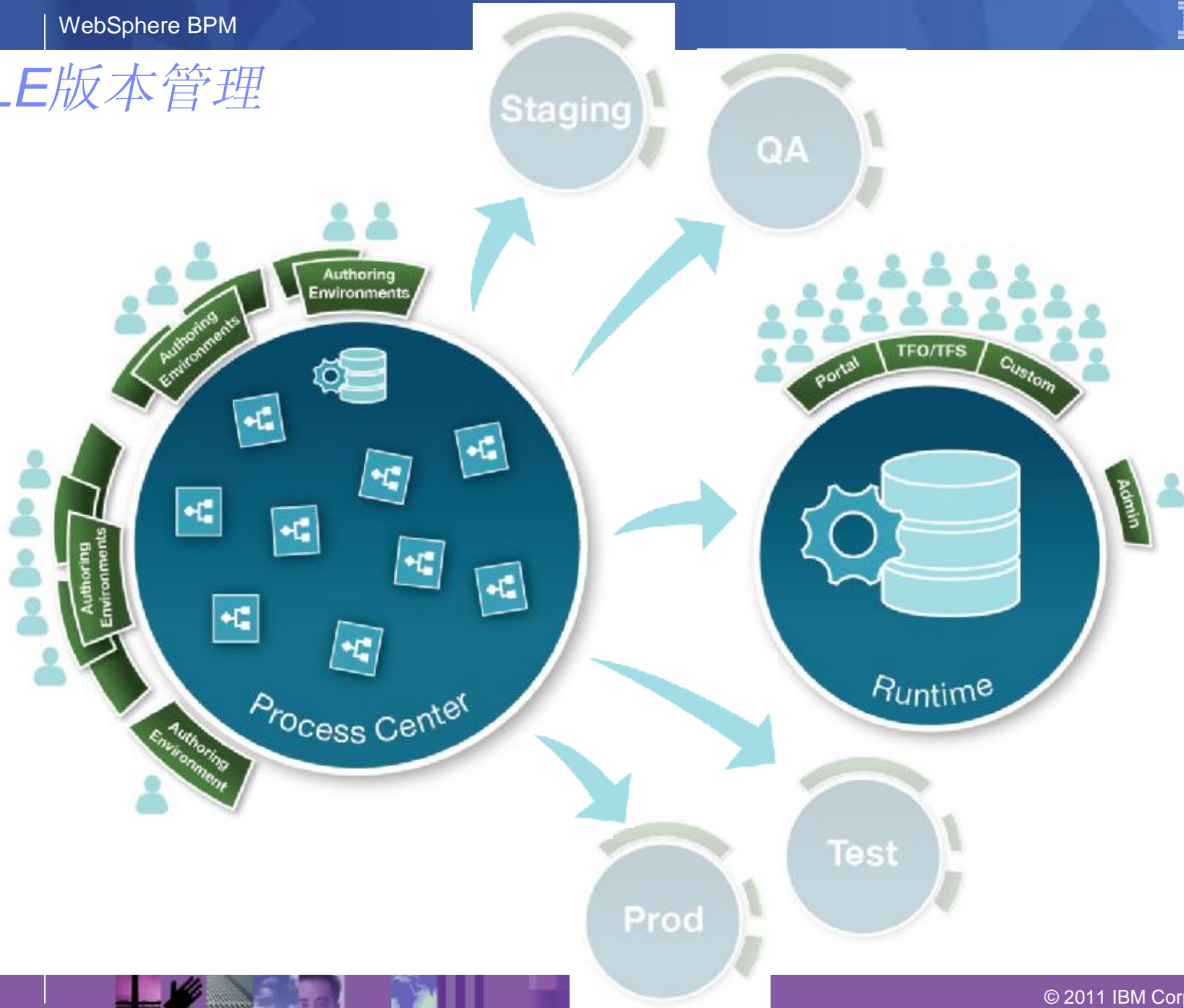
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# 版本控制面临的挑战



# WLE版本管理



# WLE版本管理

Teamworks - Brandon Baxter - Order Fulfillment - Main

File Edit Playback Help

Process Apps Toolkits Servers Admin

Order Fulfillment (ORDFUL) Snapshots History Manage

**ORDER FULFILLMENT DEMO**

- All
- Processes
- User Interface
- Implementation
- Rules
- Data
- Performance
- Setup
- Files

**TOOLKITS**

- System Data (7.0.1)
- SA Business Data Search (Distro v2.0.8)
- SA Process App Setup (Distro v2.1.3)
- SA Common Components (Distro v2.0.7)

Process Name	Created On	Created By	Validation Errors	Currently Installed:	Instances	Actions
Major Customer	9/16/09	Brandon Baxter	2	twTestIIA(twTestIIA)	23813	Archive   Server Details
Major Customer - Pilot	9/16/09	Brandon Baxter	2	twTestIIA(twTestIIA) twQA2IIA(twQA2IIA)	12378 12833	Archive   Server Details   Server Details
East NA Call Center	9/16/09	Brandon Baxter	2	twTestIIA(twTestIIA) twProdIIA(twProdIIA) twQA1IIA(twQA1IIA)	438 31836 1511	Archive   Server Details   Server Details   Server Details
West NA Call Center	9/16/09	Brandon Baxter	2	twProdIIA(twProdIIA) twTestIIA(twTestIIA) twQA1IIA(twQA1IIA)	22733 110 1723	Archive   Server Details   Server Details   Server Details

**+** Create New Snapshot

**+** Open in Designer

---

**?** About Snapshots...

A snapshot captures the state of the library items within a process application or toolkit at a specific point in time. Snapshots usually represent a milestone or are used for playbacks or for installation.

[Managing snapshots](#)

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Teamworks - Brandon Baxter - Order Fulfillment - Main

File Edit Playback Help

Designer Optimizer Inspector Save Snapshot Process Center Help

Create Order

Overview Diagram Variables Coaches

Confirmation

Introduction

Review RFP Details

Select Vendors

Step 1: Order Fulfillment - Review Details

Order Header

Customer: [Text Box] Sales Division: East [Dropdown]

Quote Deadline Date: [Text Box] Priority: Urgent [Dropdown]

Material No: [Text Box] Order Number: .orderNumber

Material Desc: [Text Box] Issue Date: .issueDate

Order Delivery Details

Request Date	Quantity
[Text Box]	[Text Box]

Repeating

tw.local.order.request[]

Sections

- One-Column with Title
- One-Column
- Two-Column
- Three-Column

Controls

- Button Group
- Text
- Text Area
- Output Text
- Combo Box
- List

Variables

- order
- message

Design Preview

Properties Validation Errors Where Used

Table

Presentation

Visibility

Events

Customization

Common

Label Visible:

Label: := [Text Box]

Documentation: [Text Area]

Behavior

Control Id: Table0

Control Type: Table

Binding: tw.local.order.request[] [Select...] [Clear]

Colspan: 1

Rowspan: 1

172.16.63.130

通过托拽的形式，快速生成表单

Teamworks - Brandon Baxter - Order Fulfillment - Main

File Edit Playback Help

Designer Optimizer Inspector Save Snapshot Process Center Help

Create Order

Overview Diagram Variables Coaches

利用“Coaches”来引导客户完成任务

```
graph LR; Start((Start)) --> Introduction[Introduction]; Introduction -->> Next --> GetRequestNumber[Get Request Number]; GetRequestNumber --> ReviewRFP[Review RFP Details]; ReviewRFP -->> Next --> GetProductInfo[Get Product Information]; GetProductInfo --> SelectVendors[Select Vendors]; SelectVendors -->> Next --> GetAvailableVendors[Get Available Vendors]; GetAvailableVendors --> Validation[Validation]; Validation -- Valid --> CalculateT[Calculate T]; CalculateT --> Confirmat[Confirmat]; Confirmat -->> Next --> Confirmation[Confirmation]; ReviewRFP --<< Back --> Introduction; SelectVendors --<< Back --> ReviewRFP; ReviewRFP -- Update --> GetProductInfo; Validation -- Invalid --> GetAvailableVendors;
```

Properties Validation Errors Where Used

Step Implementation Data Mapping Pre & Post

Attached Service

Attached Nested Service: Get Product Information

Select... New

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Designer Inspector Optimizer Save Snapshot Process Center ?

Order Fulfillment

Overview Diagram Variables Tracking Process KPIs SharePoint

Send RFQ

Vendor

Order Fulfillment t...

ValidationErrors Where Used

Step

Simulation

Implementation

Routing

Data Mapping

Pre&Post

KPIs

Common

Name: Create Order

Presentation:  Color  Icon

Presentation Color: Default

Help Topic:

System ID: bpdid:45dba70c4b779648:1e53

Documentation:

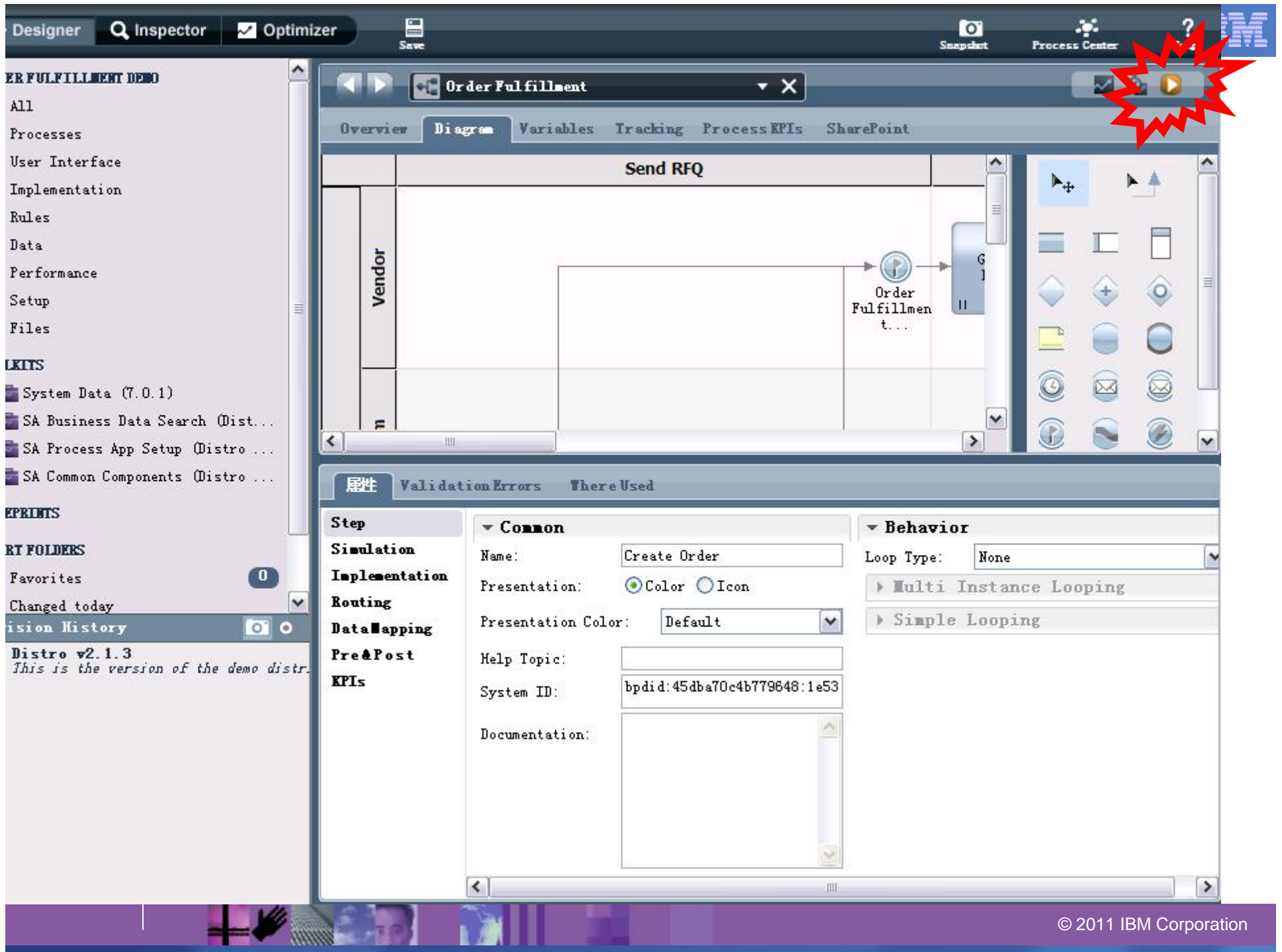
Behavior

Loop Type: None

Multi Instance Looping

Simple Looping

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# 流程分析和优化

The screenshot displays the IBM WebSphere BPM interface. On the left, a vertical navigation pane shows 'TeamWorks' and 'Analysts' sections. The main area shows a process flow diagram with a 'Manual Start' event, a 'Create' task, a 'Manager Approval' task, a decision diamond labeled 'Approved?', and an 'Order Fulfillment Finished' event. A yellow arrow points from the 'Approved?' decision to the 'Participant Group' configuration window.

The 'Participant Group' configuration window is open, showing the following details:

- Common**
  - Name: of Analysts
  - Modified: tw\_admin (June 9, 2010 4:41:28 A
  - Documentation:
- Simulation Properties** (highlighted in yellow)
  - Capacity: Use Estimated Capacity (dropdown), 2
  - Availability: 0.00
  - Efficiency:
  - Cost per Hour: 10.00
- Members**
  - Select: Standard Members (dropdown)
  - Members list:
    - of Analysts
    - ofAnalyst1
    - ofAnalyst2
  - Buttons: Add user, Add group, Remove

Teamworks - tw\_admin - Order Fulfillment - Main

File Edit Playback Help

Designer Optimizer Inspector Save Snapshot Process Center Help

**Analysis Scenarios**

Mode: Single Historical

Selected Scenarios: Ad-hoc historical

Save as Simulation

Calculate

Order Fulfillment

- Historical vs. Historical
- Historical vs. Simulation (How did I do)
- Simulation vs. Historical (What if)
- Simulation vs. Simulation
- Single Historical
- Single Simulation

**Heatmap Settings**

Visualization mode: Wait Time

Using Measure Clock time show me the Average value scaled from 0d 00:00:00 to 0d 00:01:05

**Time based**

- Wait Time
- Execution Time
- Total Time
- Efficiency

**Count based**

- Waiting Activities
- Executing Activities
- Completed Activities

**Path based**

- Happy Path
- Exception Path
- Path

**Metrics**

- SLA
- Rework

Order Fulfillment

Vendor

System

RFQ Respo

Wait Time: 0d 00:01:05

Order Fulfillment Started

Get Vendor Responses

Missed SLA

**Live Reports**

Summary for Proc Instance

**Instance Duration Histogram**

**Smart Start**

**Hotspots**

Activities

- Get Vendor Responses
- Create Order
- Manager Approval

Participant Groups

- of Managers
- of Analysts

Scenario Scope

Processes

- Order Fulfillment

Participant Groups

- of Analysts
- of Managers

**Recommendations**

- Select a haloed element
- Investigate a hotspot
- Try different heatmap

Full

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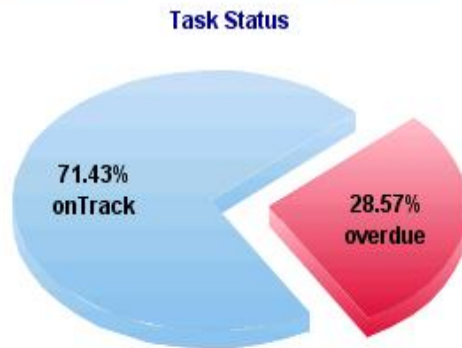
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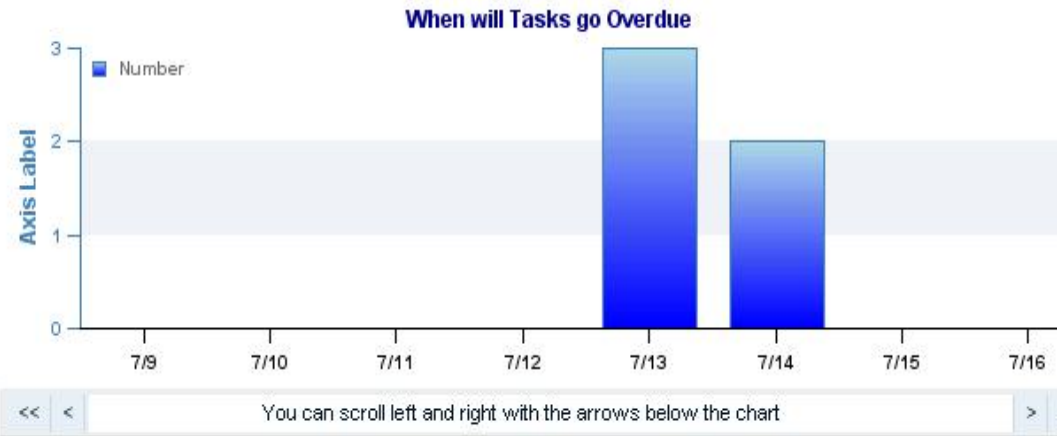
# 内嵌报表——我的绩效

On Track, At Risk, and Overdue Task Percentages.



Click Pie Slice to see the tasks in that status. Or click **All**.

This chart shows when tasks will go **Overdue** in a timeline. Clicking on a bar will display the tasks that go overdue on that day

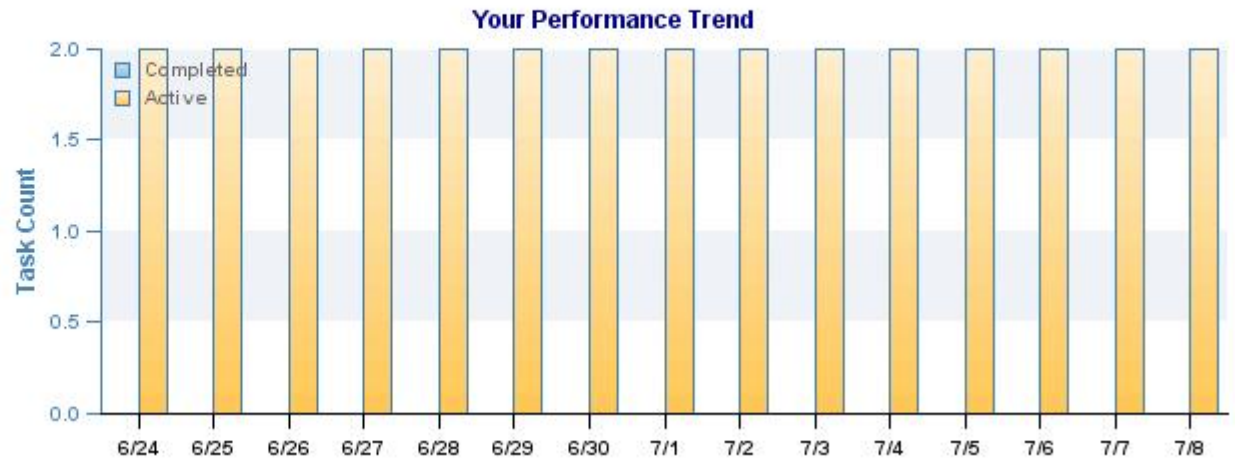


## Your Performance

Performance **over the last 7 days** vs average performance of the other members.

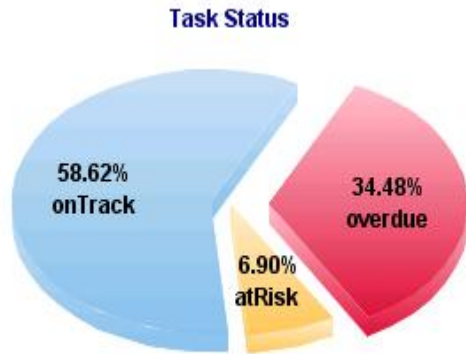


This report shows your performance trend for the last 14 days.



# 内嵌报表——我的团队绩效

On Track, At Risk, and Overdue Task Percentages.



Click Pie Slice to see the tasks in that status. Or click **All**.

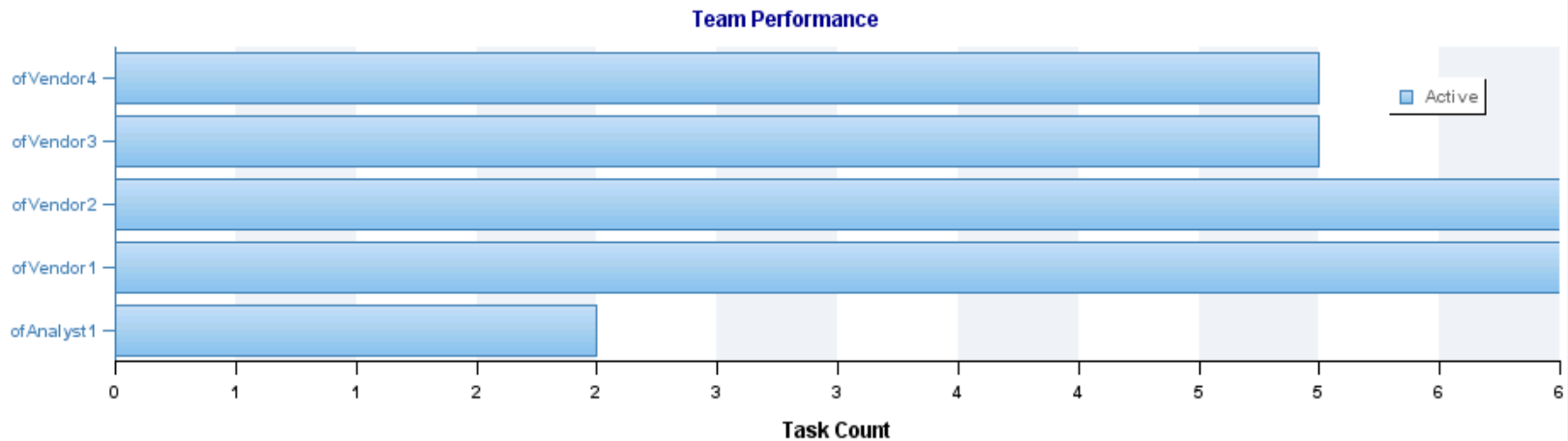
This chart shows when tasks will go **Overdue** in a timeline. Clicking on bar will display the tasks that go overdue on that day.



You can scroll left and right with the arrows below the chart

## Team Performance

This report compares the performance of the users in the selected team and for the selected process.



# 自定义报表

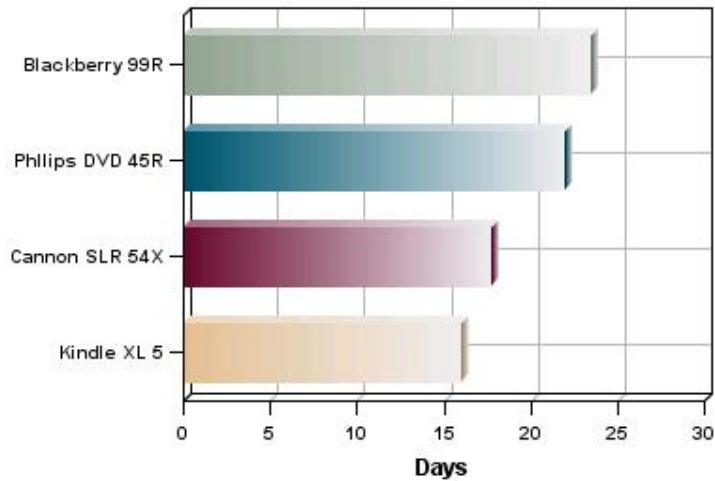
**RFQ SLAs Missed (YTD)**



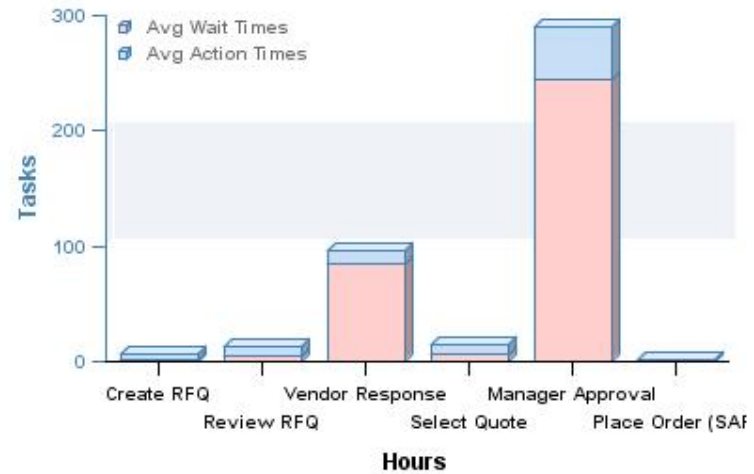
**RFQ SLAs Missed (YTD)**



**Avg Response Time (YTD)**

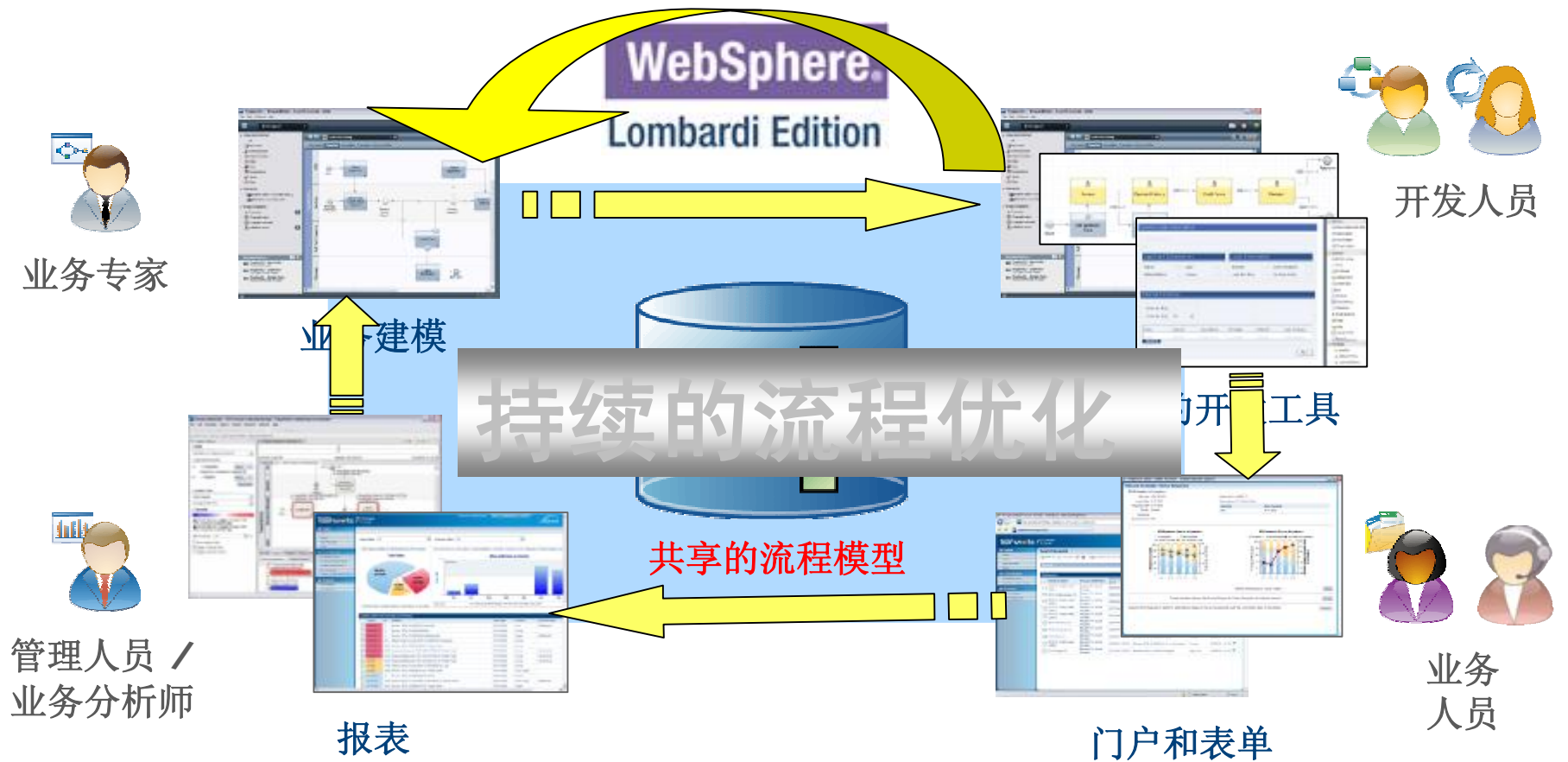


**Wait+ Action Times per Task**





# 总结



- 丨 共享的流程模型 – 业务人员和IT人员协同工作
- 丨 整合的平台 – 包括流程的设计、开发、监控和优化
- 丨 低成本的技术投入 – 更少的开发时间和更低的开发风险

## 相关链接

### § Home Page:

<http://www-01.ibm.com/software/integration/lombardi-edition/>

### § Information Center:

<http://publib.boulder.ibm.com/infocenter/wle/v7r2/index.jsp>



# Q & A



Trugarez

Breton

Gracias

Spanish

Merci

French

Arabic

감사합니다

Korean

多谢

Simplified Chinese

धन्यवाद

Hindi

多謝

Traditional Chinese

Tack så mycket

Swedish

Obrigado

Brazilian Portuguese

Thank You

English

Tak

Danish

Danke

German

Grazie

Italian

Dankon

Esperanto

תודה רבה

Hebrew

Japanese

Dank u

Dutch

ขอบคุณ

Thai

go raibh maith agat

Gaelic

தேவையு

Tamil

Dekujeme Vam

Czech

