IBM Information Management software

IBM FileNet Business Process Framework (BPF)

Overview

IBM FileNet Business Process Framework makes it easier, faster and more cost-effective for organizations to build and deploy BPM applications, connecting people, processes and content.

Many organizations have started reaping the benefits of Business Process Management (BPM) to model, automate, and optimize their business processes end-to-end using BPM discipline and systems. To effectively run an agile business that is responsive to ever-changing customer and business needs, it is vital to be able to build, deploy, and maintain BPM applications more quickly and easily. It is also important to provide a consistent look and feel across multiple process-based applications. An organization can exercise control and consistency by adopting a standardized framework that forms a basis for such process-centric applications.

IBM FileNet Business Process Framework (BPF) is an application development framework that allows organizations and FileNet partners to quickly develop and deploy process applications for IBM FileNet Business Process Manager. Business Process Framework uniquely delivers a configurable case-based development environment that can be used to create customized BPM applications across the enterprise with common Web-based user interface (UI) elements, maximizing component reuse, substantially reducing the cost of development, time to deployment, and total cost of ownership of such applications.

BPF is a proven case-based application development framework built on the IBM FileNet P8 platform and its Process and Content Engines. It addresses the needs of organizations across various industries globally.

Features and Benefits

Faster Development and Deployment

BPF speeds the design and development process and enhances each phase within the implementation process, significantly shortening the entire delivery timeline. A highly configurable environment, BPF empowers organizations to achieve faster deployment of applications without requiring additional time and resources to create custom code. BPF Explorer is the configuration tool used to create an easily modifiable environment without requiring programming skills, and enables real-time changes in a production environment.

Case-based Functionality

There are case management problems such as claim processing, loan and mortgage application, patient records management, or legal case management for which BPF provides an ideal framework. BPF provides case filtering, case prioritization, type-ahead pick lists, and a full case log and audit

trail, all of which are vital for businesses with case management applications. Whether it is the ease of adding new content to an existing case or creating a case on the fly as work is performed, it is essential that user interfaces be consistent and efficient.

Cases can also be searched. By leveraging the search capabilities of FileNet P8, BPF allows users to easily search for active and closed cases, and provides configurable views based on multiple parameters. In self-service applications case search can help improve customer service by giving users secured access to cases and their data.

Configurable and Customizable User Interface

BPF provides a flexible foundation to display the relevant content of a case, allowing users to be more productive. Users have all of the case information and supporting documents and other content they need at their fingertips to make decisions and take appropriate actions, whether it is routing a claim to a supervisor for approval, adding information to a case, or approving or rejecting an application. Organizations can easily modify the interface or build new ones using the drag-and-drop Case Layout Designer. Each Case and InBasket layout is customized per role or user type. For complex and large applications where there may be many roles and InBaskets, layout templates can be used to capture and share the common attributes of such layouts. BPF Web Application UI, which consists of a number of UI components, is also customizable per role. Each role can have its UI customized with the necessary components which are defined per the role's needs and preferences.

Role Management and Work Distribution

BPF has built-in work management capabilities, such as "push" or "pull" work distribution, and role-based work allocation. Work distribution in BPF is a configurable process that provides a wide range of business rules, including but not limited to work access, work escalation, work approval, and business calendar-based handling of process timers. It also allows the document ingestion front end to identify and initiate new work items, and integrates late-arriving documents with ongoing processes. In case management scenarios dealing with applications, forms, and supporting documentation, work arrives in many different ways to initiate the case by mail, fax, e-mail, and Web based forms, for example. BPM, in conjunction with BPF, acts as a "clearing house" for all of this information as it arrives, identifying it and launching the appropriate business process(es) based on the type of document or image that has arrived. Such automation can help reduce the cost and time of operations and increase customer satisfaction and retention in customer-facing processes. Customizable role-based routing includes personal and collective queue access and work presentation capabilities to display the right work to the right people at the right time.

Managers may want to assign specific work to specific staff members based on their experience level, security status, or regional area. Also, certain groups may be restricted from processing or approving specific types of work, such as new applications, claims, or invoices. In these and similar scenarios, the BPF configurable InBasket empowers managers to easily assign and change configurations as the roles of staff members change. A powerful and flexible Role Management and Work Distribution environment enables organization to better load-balance work across workers, enforce policies, and help meet their Service Level Agreements (SLAs).

Extensible Framework

BPF can be easily extended to include business specific information and functionality. It allows organizations to meet the needs of their unique technology and business requirements by providing key integration points throughout the framework. BPF becomes the "glue" for all of the data and all the tools that must be represented to the user in each case. Within the existing environments of many organizations are enterprise information systems that hold most of the business information, such as claims, policies and applications. In building an automation process to get the right data to the right people at the right time, the extensibility feature ensures that development teams have an open method to customize the application, and share and update data for all case management activities.

Fully Integrated with IBM FileNet eForms

BPF is now fully integrated with IBM FileNet eForms, which can be used as step processors in a process. For every human step or activity, electronic forms developed in eForms can be used. eForms provides many advanced features such as field auto-fill, field validation, and database lookups.

Affordable Custom Applications

BPF dramatically reduces the cost associated with implementing

a custom BPM solution. The more an organization reuses the framework, the greater is the return on investment over time. Moreover, the value of the framework increases as the organization adds its own customizations.

Self-Sufficiency

BPF enables organizations to easily tailor the solution based on their unique requirements and maintain it over time. In many cases, configuration changes to the user interfaces do not require additional coding.

Higher Quality

BPF promotes reuse and reduces the amount of new, unproven code used in a given project and ensures consistent code that is easier to maintain.

Java and Web Based

BPF is based on Java and leverages modern UI technology such as AJAX to provide a rich user experience. The BPM applications developed with BPF are 100 percent Web-based, easing application delivery, simplifying rollout and reducing cost of ownership.

Localized to Various Languages

BPF is also localized to various languages such as French and German. For details on the localization schedule and availability please contact us.

Technical Specifications

Works With
- IBM FileNet Business Process Manager
- IBM FileNet Content Manager
- IBM FileNet eForms

Operating Systems
- Microsoft Windows 2003
- Sun Solaris 9
- IBM AIX 5.3
- HP-UX 11i

Application Servers
- Microsoft Windows 2003, 2003 R2
- AIX 5.2 ML7, 5.3 ML4
- Solaris 9, 10
- Red Hat Linux AS/ES 4.0 32-bit and 64-bit*
- Novell SUSE Linux Enterprise Server 9*
- BEA WebLogic 8.1 SP5, 9.2
- IBM WebSphere 5.1.1.x, 6.0.2.x
- Oracle 9.2.x, 9i, 10g R2, 10g RAC
- IBM DB2 8.2.x, 9.1.x

Databases
- Oracle 9.2.x
- MS SQL 2000