IBM FileNet Business Process Manager : Product Update

Putting Content to Work
ECM UserNet 2011

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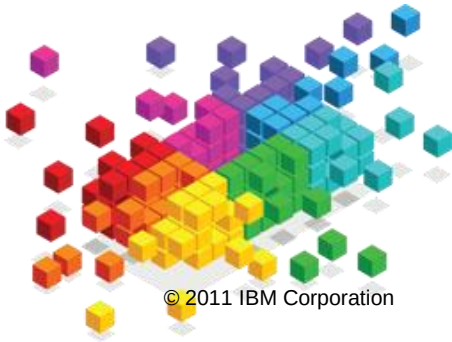

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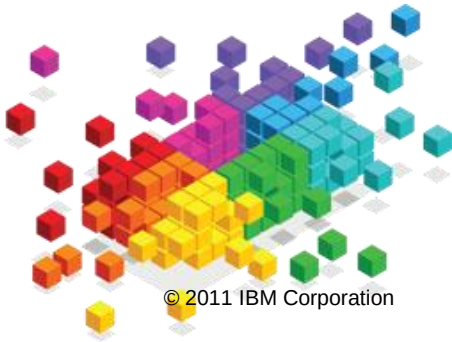
Agenda

IBM FileNet Business Process Manager V5.0

- Java port
- Support for Linux and zLinux
- Improved consumability and usability
- Operational changes and enhancements
- Additional enhancements : Case Analyzer, Widgets, and more …
- Roadamap to leveraging your investment : Advanced Case Management
- Q&A



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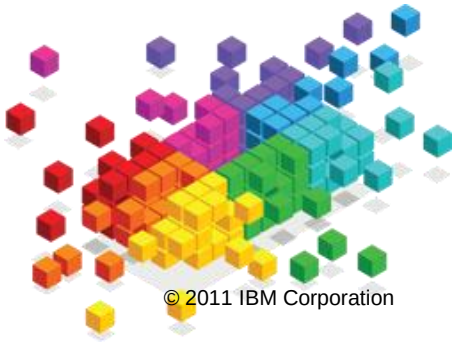
Process Engine ported to Java

- Ported Process Engine from C++ to a stand alone Java application using IBM Hursley Java
- Full PE Java, Web Service, & REST API Backward Compatibility
- Feature parity and transparency to existing applications which are written to the public APIs
- Increased performance and usability



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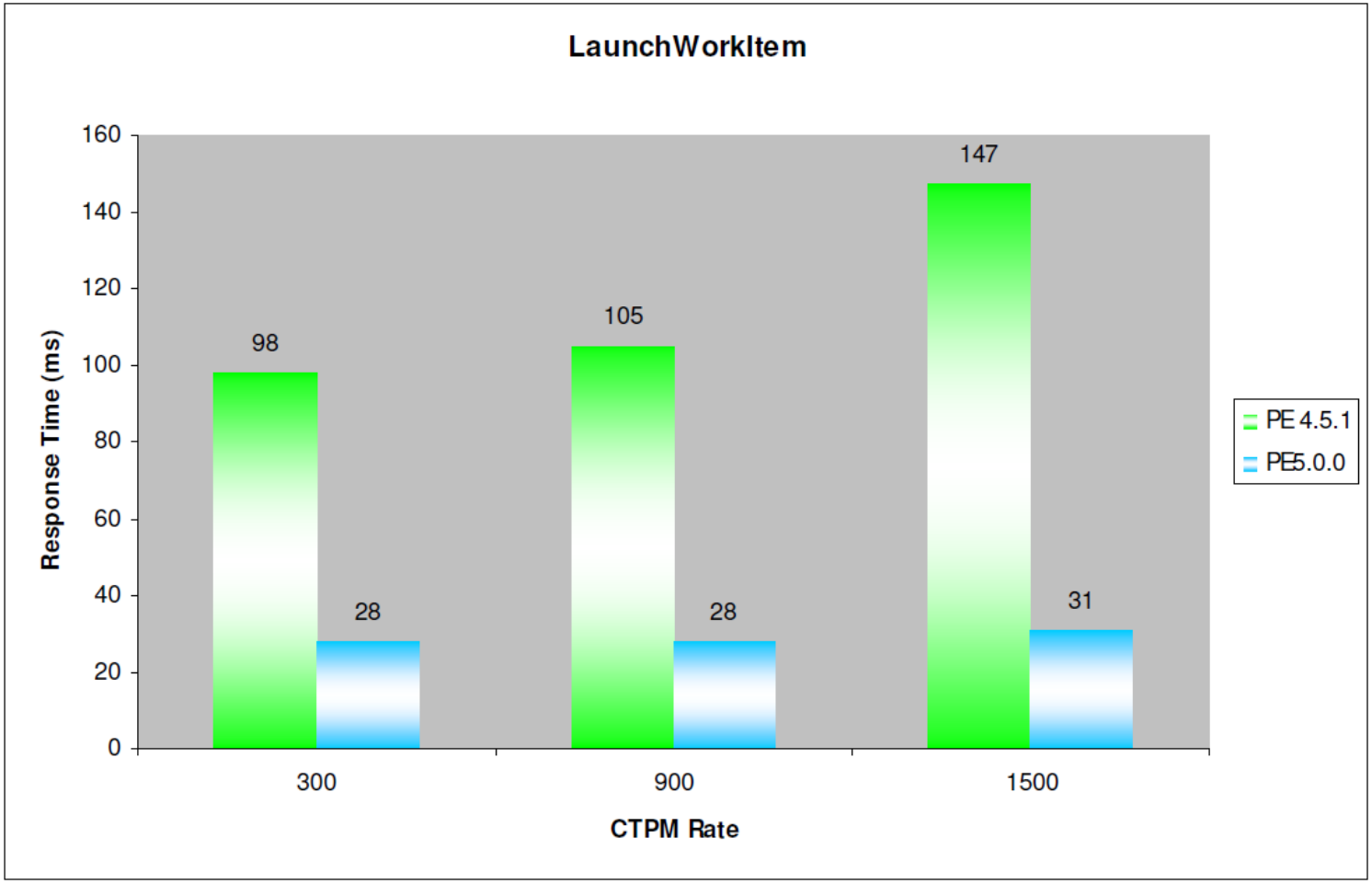
Increased Performance vs 4.5.1 – Response Time

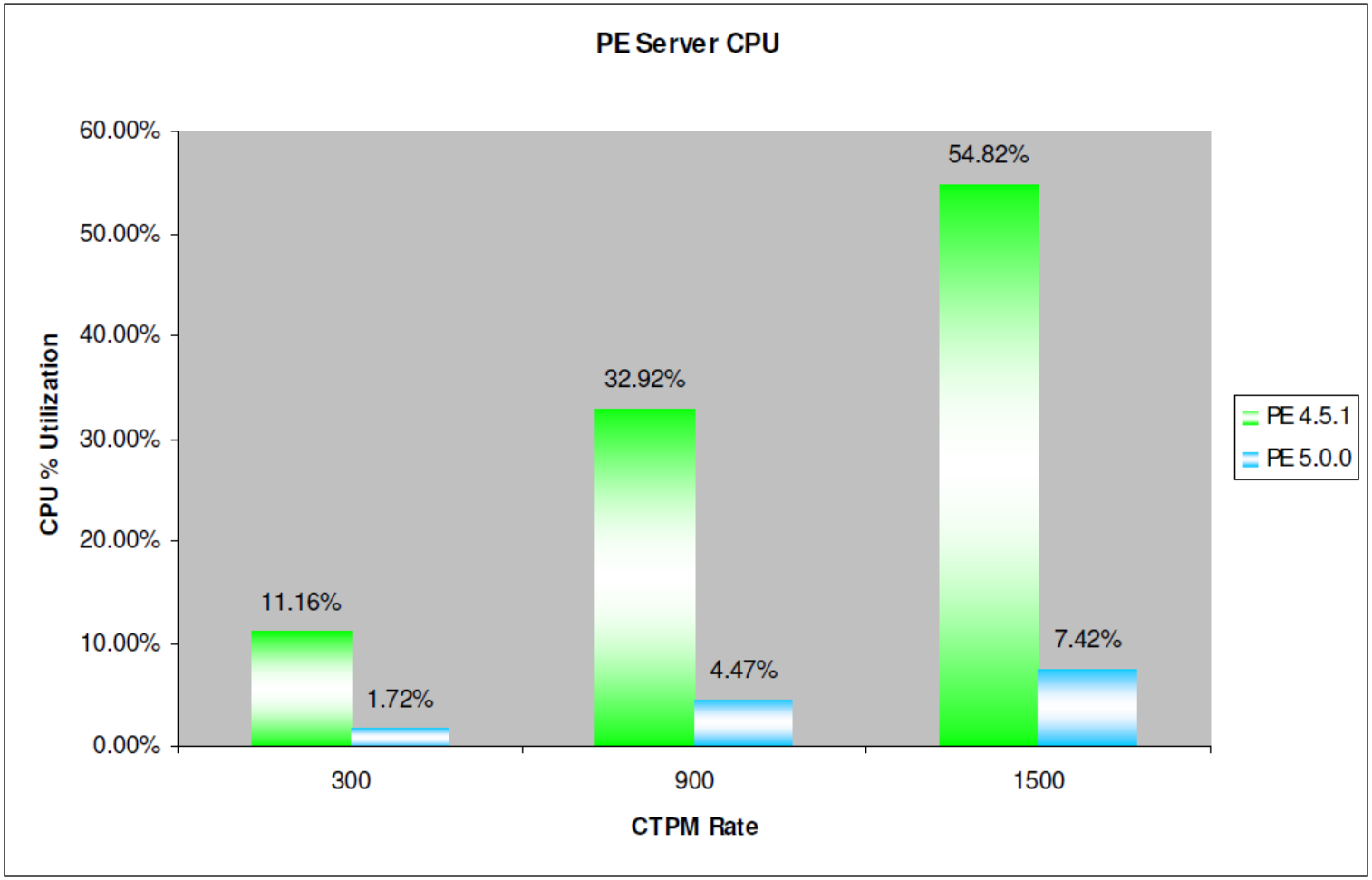
- Minimum of 60% improvement in response time across Java, REST, and CEWS APIs for benchmarked configuration*. Java API results shown.



* Your mileage may vary

Increased Performance vs 4.5.1 - CPU

- Minimum of 70% reduction in CPU utilization across Java, REST, and CEWS APIs for benchmarked configuration*. Java API results shown.



* Your mileage may vary

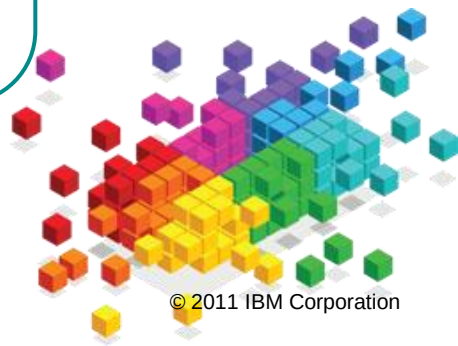
Increased performance

Analysis

Vertical and Horizontal scaling benchmarks were also run with great results

Next Steps

Talk to your ECM sales team to obtain a copy of this benchmark



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Benefits associated with the Java Port

Product Quality and Supportability

- Reduced complexity and increased maintainability - Removed Image Services and associated dependencies from BPM
- Improved quality and supportability - Operating system specific commands, and platform specific idioms with a reduced set of standard Java & shell commands
- Achieved troubleshooting and diagnostic efficiency gains - Standardized Java tooling across P8 platform
- Multiple vendor specific database interfaces (OCI, CLI, ODBC) condensed into a single interface (JDBC)

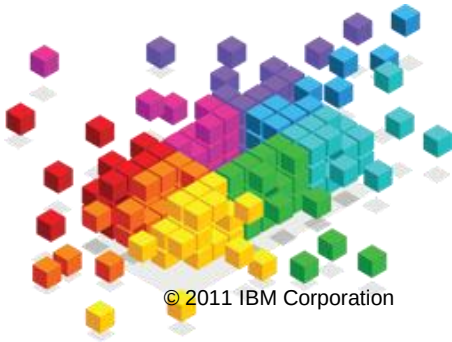
Streamlined compliance with IBM mandates:

- Unicode & GB18030 support by replacing PE custom types with native Java primitives.
- FIPS support by leveraging standard Java classes (JSSE & JCE)
- Improve common logging & tracing via Java logging standards

Support for Linux and zLinux

- Uniform operating system support across P8
  - SUSE x86-32, x86-64, zLinux (version 10 and 11)
  - RedHat x86-32, x86-64, zLinux (version 5)

- Satisfy customer requests and use cases:
  - Customers who standardize their hardware platform and operating systems around Linux don't need to spend on infrastructure to add Process Engine
  - Enable existing CM8 customers on Linux/zLinux to add Process Engine



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Improved consumability and usability

BPM Installer Improvements

- Intuitive installation and configuration - Moved system configuration from installer to appropriate tools
  - Simplified number of installer screens (~28 panels!).
  - Database configuration and CE authentication – In Process Task Manager
- Installation no longer requires root privilege on UNIX
- Moved PE, PA, & PS installers to Install Anywhere technology

Support multi-tenancy - Multiple PE instances run on the same virtual server

- Separate application environment & user space per tenant
- Independent backup and restore per tenant.

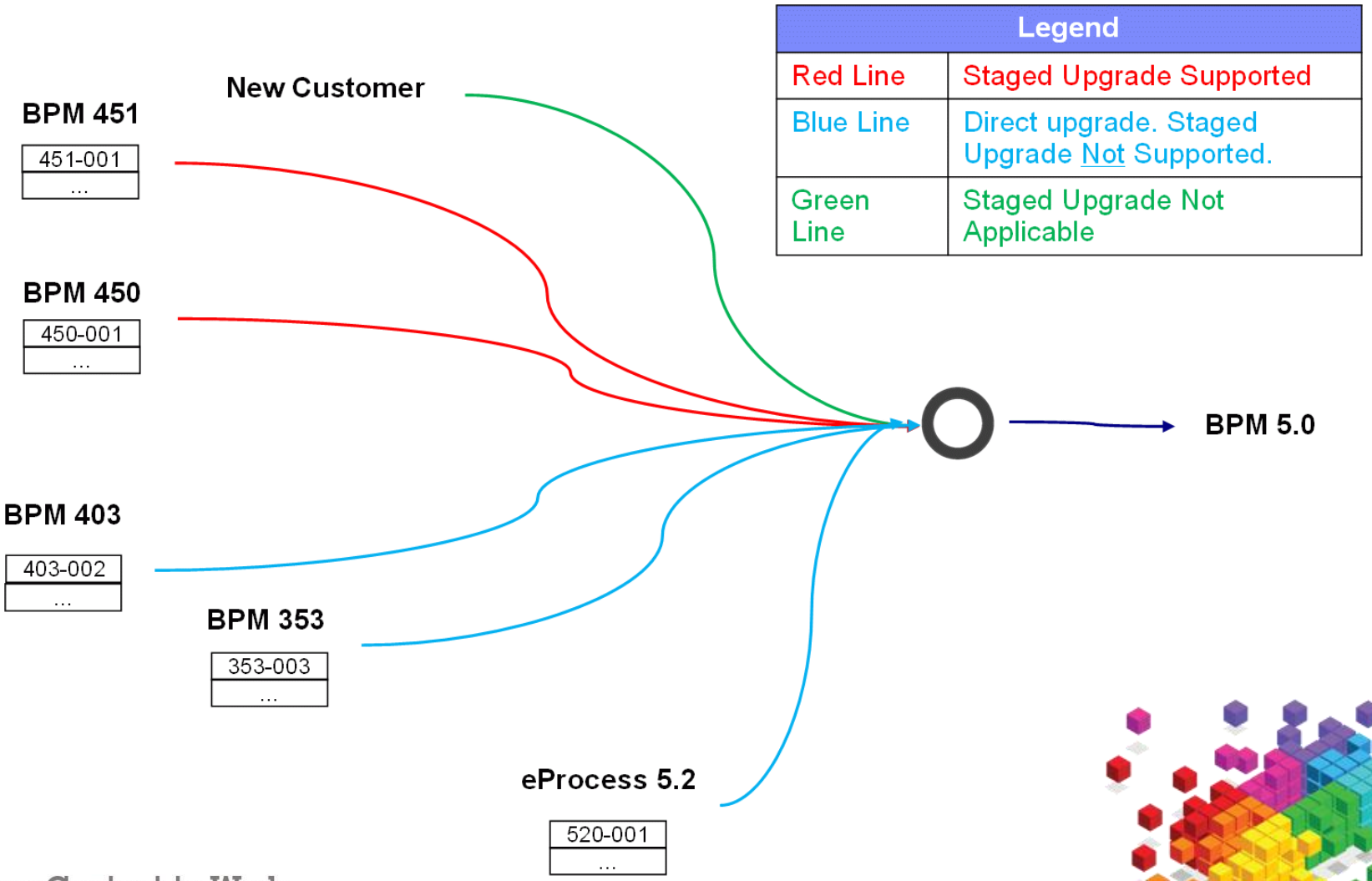
Isolated Regions may now be tied to **separate PE stores**

- Traditional multiple isolated regions supported
- Procedure will be provided for moving isolated regions to separate PE Stores

Simplified isolated region creation - Eliminate need for region passwords in Process Task Manager

PE and CE can now share same **database**

BPM 5.0 Deployment Paths



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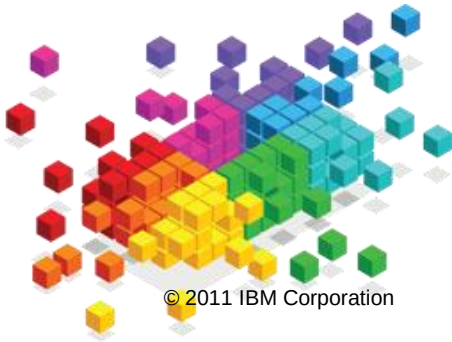
Operational Changes and Enhancements

- Expanded set of system manager performance clearing house counters.
  - Leveraged via FileNet System Monitor or the OOTB dashboard.
- PE's move to Java opens the door to standardized Java debugging tools
- Removal of the IS based shared memory architecture reduces the number of tool commands and simplifies troubleshooting techniques.



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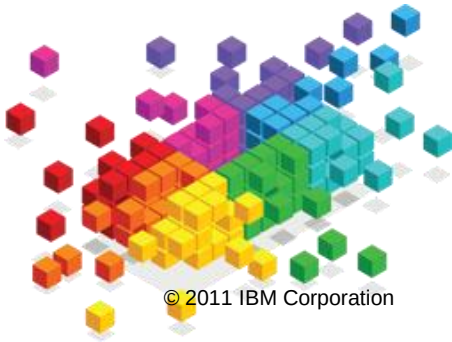
Documentation Improvements

- Consistent information experience and improved retrievability, search, and filtering by moving all BPM documentation to the P8 Info Center
- Replaced all in-product links to point to the Info Center
- Now provide a platform-agnostic, customer-installable Info Center
- Improve self-help capability by moving valuable installation-related troubleshooting material to DITA and adding it to the Info Center
- Increase accuracy and completeness of diagnostic information in core FileNet P8 components by improving the Process Engine error messages



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Case Analyzer updates

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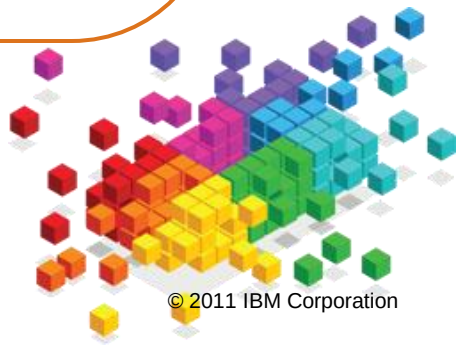
Case Analyzer Improvements

- **Case Analyzer extended** to add capabilities for Advanced Case Management – Process Analyzer was renamed to Case Analyzer
- Case Analyzer reporting now supported through **Cognos BI** in addition to MS Office pivot tables.
- Cognos BI **provides**
  - Web GUI alterative to current 'thick' client Excel install.
  - Centralized report administration and management
  - Report administration and management is centralized reducing the need for thick client patches when reports are updated and/or changed.
  - Modernized and improved look and feel
  - Eliminate dependency on Microsoft Office technology
  - MS SQL Analysis Services and MS SQL Server are still required



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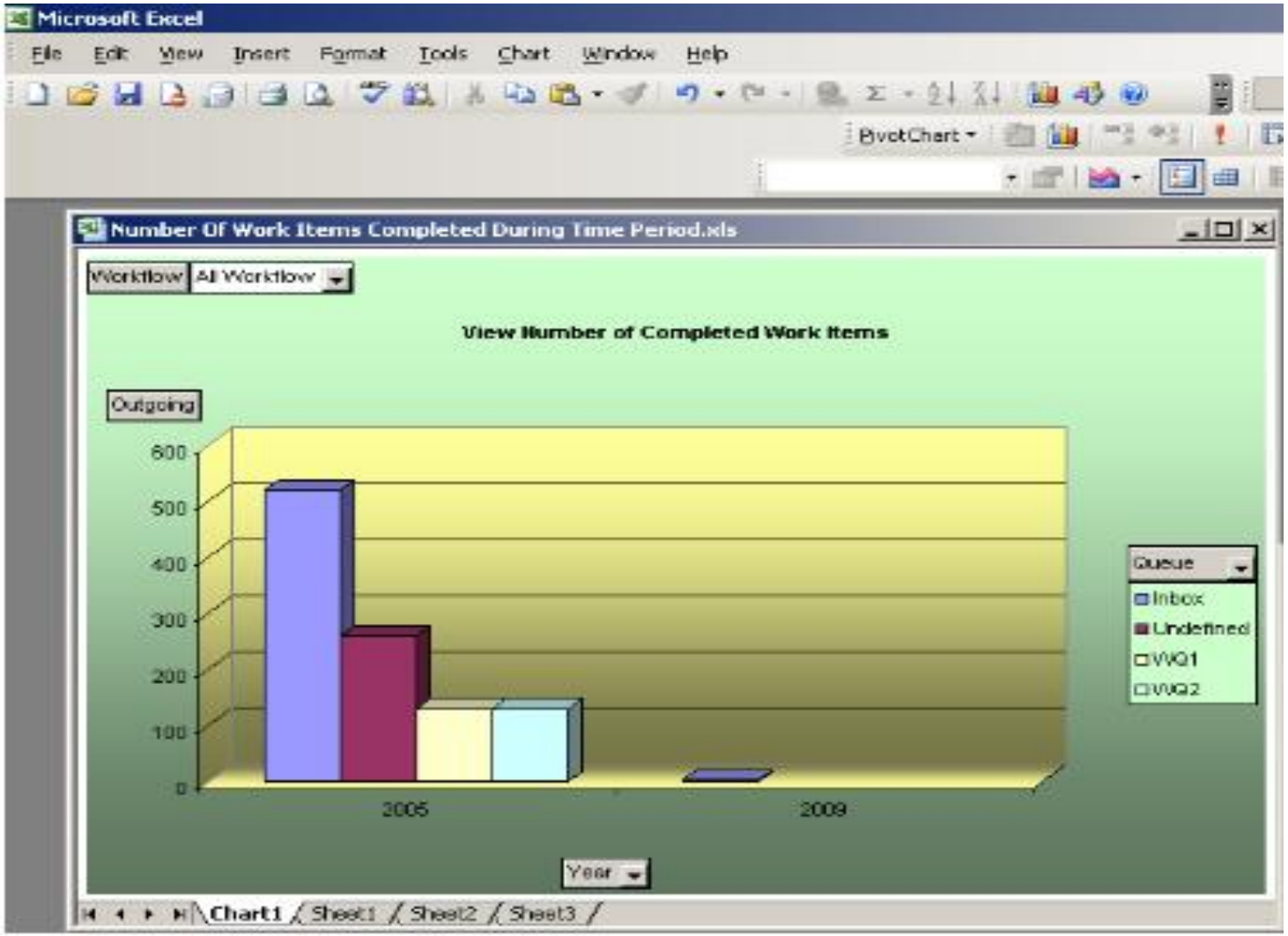
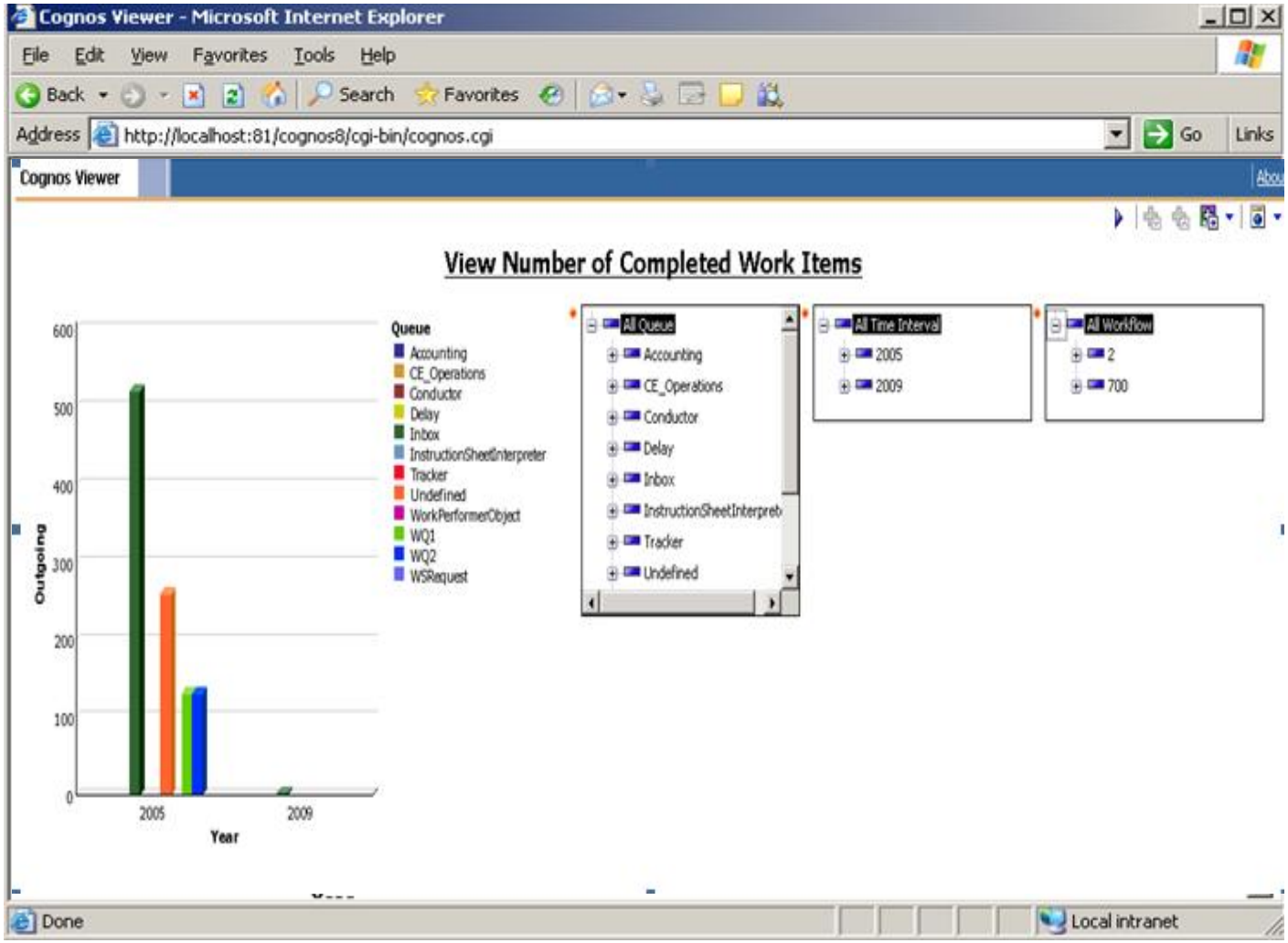
Extended Cognos Integration

Existing Report Look and Feel



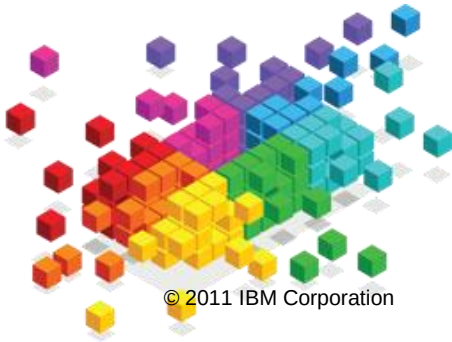
Extended Cognos Integration

New Report Look and Feel



Process Monitor updates

- Extended to add capabilities for Advanced Case Management
- Works with Cognos RTM 10.1 – successor to Cognos Now!



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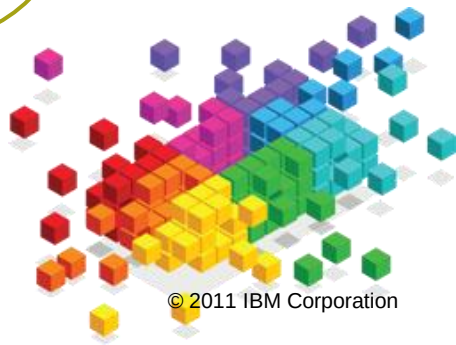
Currency updates

- **Linux / zLinux**
  - SUSE x86-32, x86-64, zLinux (version 10 and 11)
  - RedHat x86-32, x86-64, zLinux (version 5)
- **RDBMS**
  - SQL Server 2008
  - DB2 LUW 9.5, 9.7; DB2 9.1 on ZOS (remote only)
  - Oracle 11g R2
- **Application Servers (PE Clients)**
  - WebSphere 7.0,
  - JBoss AS 5.1, JBoss EAP 5.x
  - WebLogic 10.3.1 (11g) & 10.3.2 (11R1)



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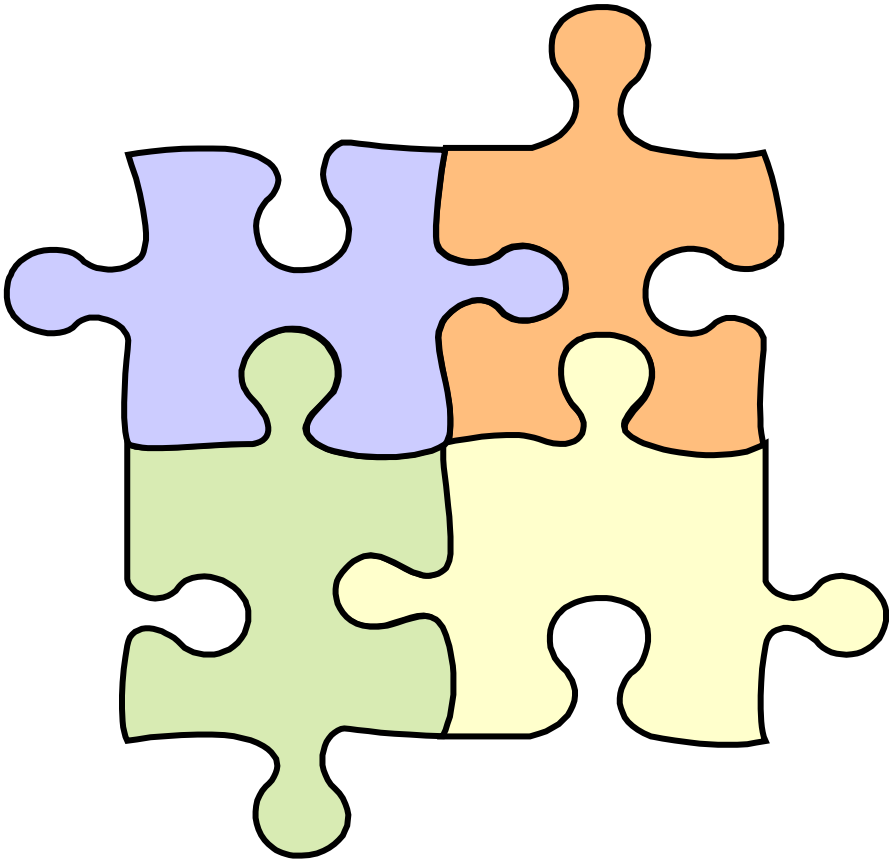
ECM Widgets



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What's New in ECM Widgets

ECM Widgets 4.5.2

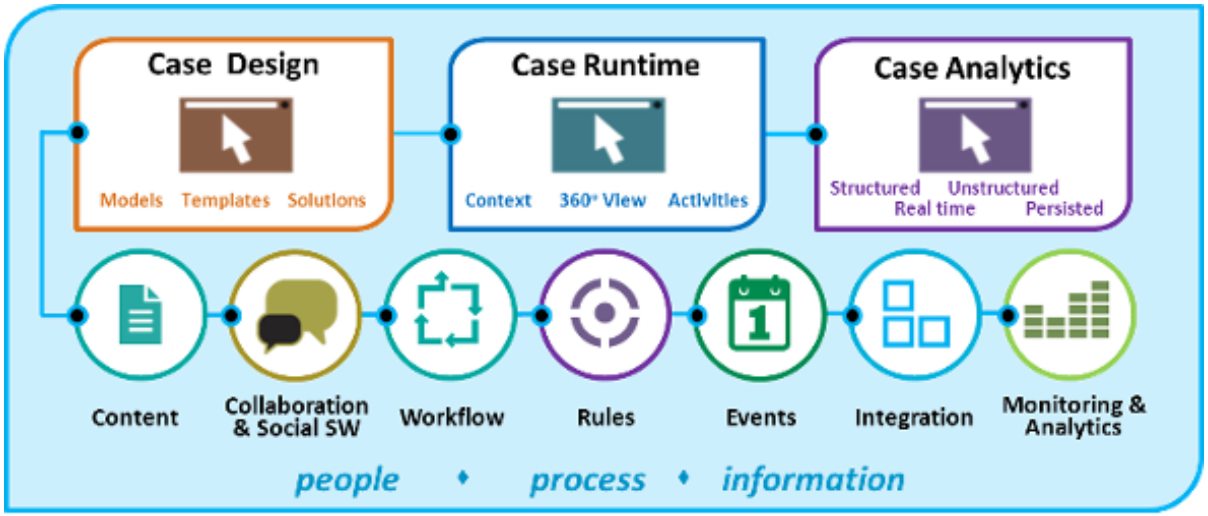
- Includes Business Space v7
  - Requires WAS 7.0.0.7
- AIX Support
- Oracle DB Support (for Business Space)
- WEBi Widget
- CM8 Attachments and Viewer Support
- Process History Widget
- Get Next Work Item
- Standard Content Authoring Actions on Documents (Checkout/in)
- Enhanced Customization
- Expanded Widget Wiring
- New events
- Additional payload data

ECM Widgets 4.5.2.1

- New support for IBM Mashup Center v2.0.0.2
- ECM Widgets can be installed and used in IBM Lotus Mashup 2.0.0.2
- WebSphere Business Space 7.0.0.2 (included with ECM Widgets 4.5.2.1)
- Additional browser support
- IE8
- Firefox 3.5
- Addition server platform support
- Windows Server 2008 R2 (64-bit)
- Windows Server 2003 SPx (64-bit)
- AIX 6.1

IBM Advanced Case Management

Delivering better outcomes



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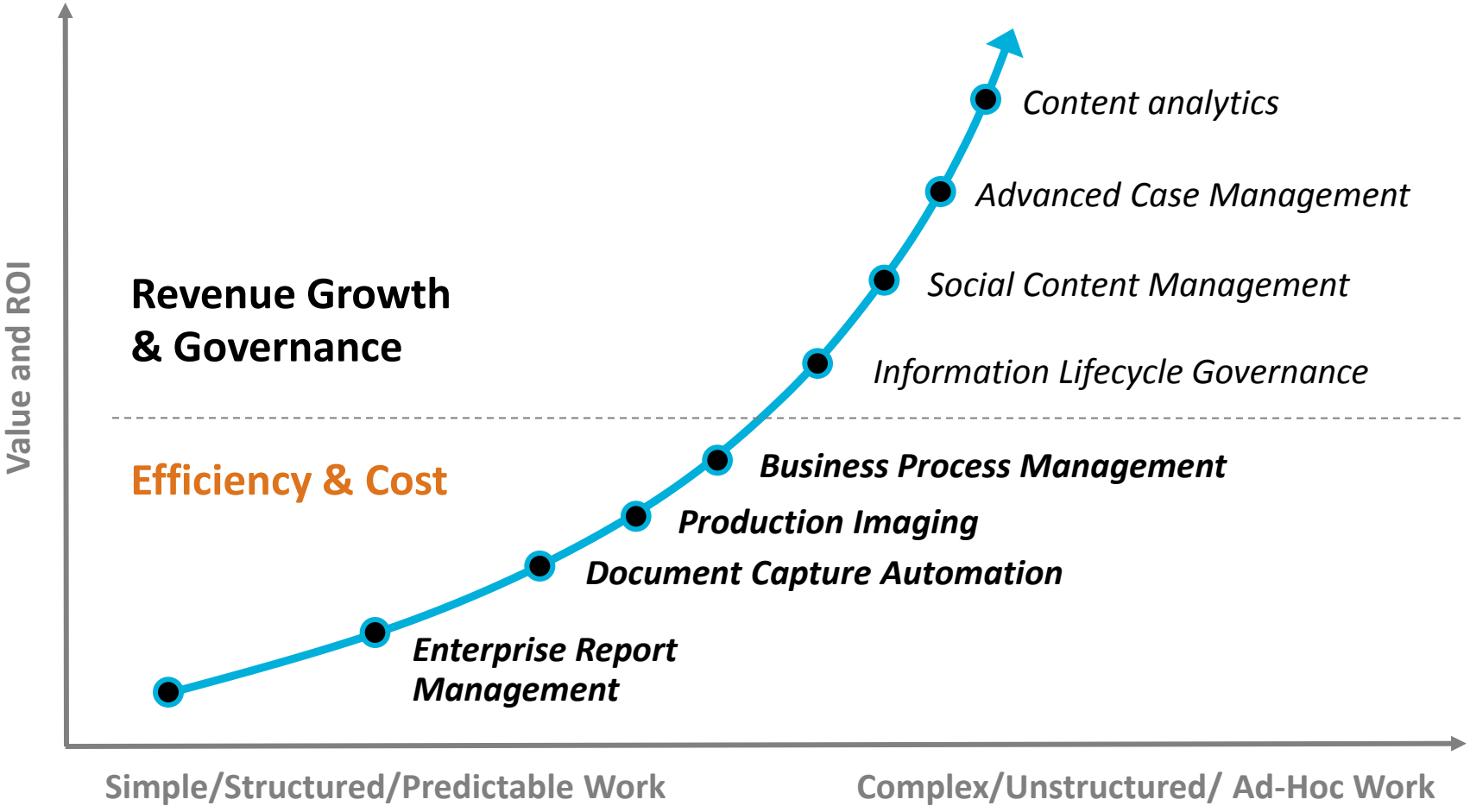
The Journey – Gaining Value from Your Investment



"Organizations around the world struggle to crack the code for **improving the effectiveness** of managers … and others whose **jobs consist primarily of interactions**—with other employees, customers, and suppliers—and **complex decision making based on knowledge and judgment**."

Source : McKinsey Quarterly, "Boosting the productivity of knowledge workers," Sept. 2010

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What is ?

Dynamic **Case Management**

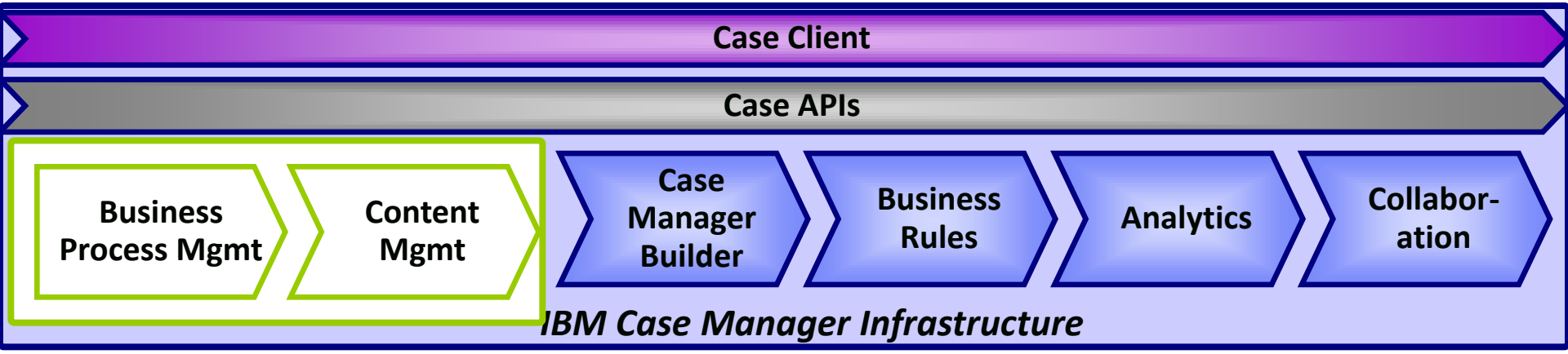
FORRESTER®

"A **semi-structured** but also **collaborative, dynamic, human, and information-intensive** process that is driven by **outside events** and requires incremental and progressive **responses from the business** domain handling the case. "

Forrester, "Next Generation of Knowledge Worker Processes Will Dominate Enterprises", Oct. 2010

IBM Case Manager:

Active content infrastructure meets rapid solution design and delivery



BPM & Workflow
Leverage P8 processes

Integrate with WPS processes

*Business analysts design solutions **20-30% faster+***

*Integrated analytics provide a **5-10% efficiency increase****

Content Mgmt
Leverage CM content

Cases hold external content

*Template reuse reduces solution design by **25%+***

*Business rules provide **increase efficiency 5-10%****

*Collaboration provides a 2% efficiency increase and a **40% cost reduction*****

*IBM experience **Gartner estimate + After 2 initial processes

Why IBM Case Manager is different …

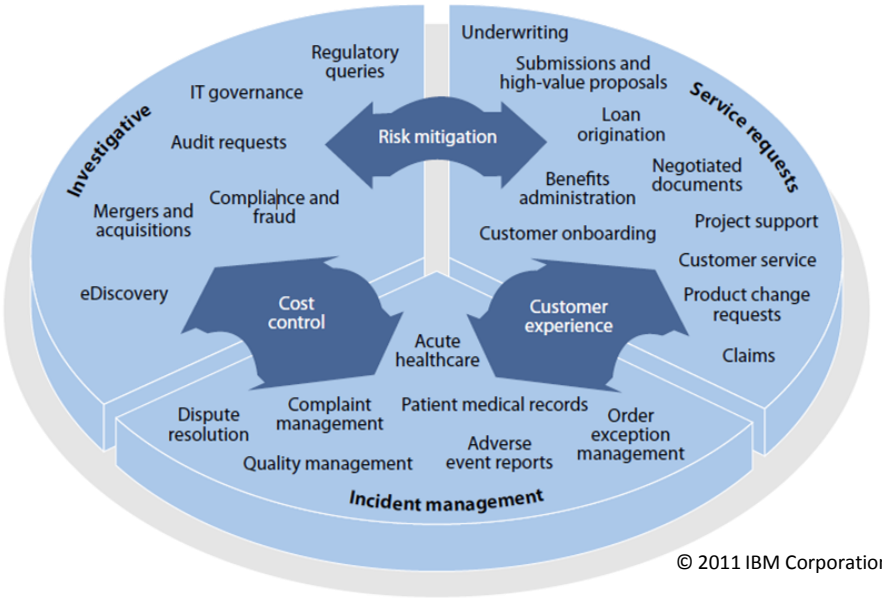
Forrester Dynamic Case Management Wave 1/31/2011

- IBM has the **leading strategy**
- "IBM can claim the **strongest scores across the three DCM use case categories** – reflecting the strength and comprehensiveness of its overall portfolio, which combines BPM, ECM and analytics"

Translates to ***broad applicability*** and effectiveness across organizations

- "IBM will drive leadership in **analytics** in dynamic case management"
- Strategically, its **strong partnership ecosystem** will help drive the Horizontal platform deep into industry solutions across DCM use case segments."

Figure 2 Three Case Management Categories



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IBM Case Manager

Business Benefits

1

Agility

Rapidly develop new solutions. Increase you ability to change and innovate

2

Informed

Improve business operations by helping knowledge workers make better, more informed decisions

3

Innovate

Break down barriers to give direct control of an organization's processes line of business

4

Leverage

Provide a shared services platform approach to foster best practices, consistency and governance

Customer Case Study : Business Benefits

Large FileNet Content Manager & BPM customer

Need : Dynamic flexible Insurance claim processing

Change a simple claim to complex claim

Customer reports an accident that involves car damage

A simple claim is filed. Insurance company creates a reserve to pay damage

While claim is processing, customer reports bodily injury

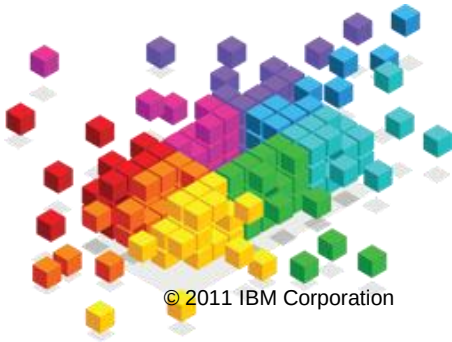
Claim now changed from simple claim to complex claim that contains car damage and bodily injury

Current solution: Entirely new claim created. Productivity loss across hundreds of cases.

IBM Case Manager solution : Simply trigger a new task on the same claim. Dramatic productivity & tracking gains

Case management solution capabilities

- **Dynamic work handling**
  Change how work is progressed as events dictate
- **New tasks launched and managed**
  Retain the context and auditability of the entire case
- **Leverage current FN BPM processes**
  Full participants and are called upon, as required for case progression
- **No need to duplicate information**
  Easily address new/ dynamic tasks as part of a case
- **Apply resources more efficiently**
  Facilitate complex case elements



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