

BIBM SOA ARCHITECT SUMMIT LE 22 MAI 2008

WebSphere Business Process Management Présentation générale

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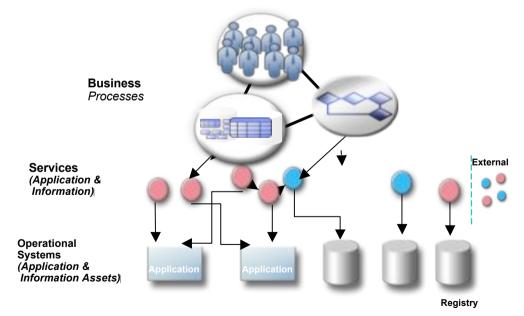
IBM's approach is BPM enabled by SOA

BPM enabled by SOA is based on...

...creating agile and dynamic processes today that serve as the foundation for greater innovation in the future.

...providing the key alignment between business architecture and IT infrastructure and keeping this alignment flexible and continuous.

BPM with SOA provides process flexibility by improving how you design, manage, and optimize your business processes and reuse existing assets.

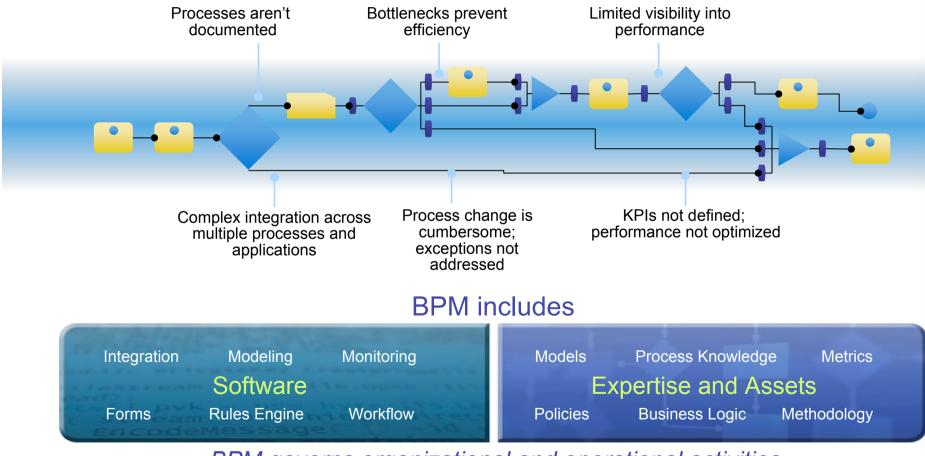




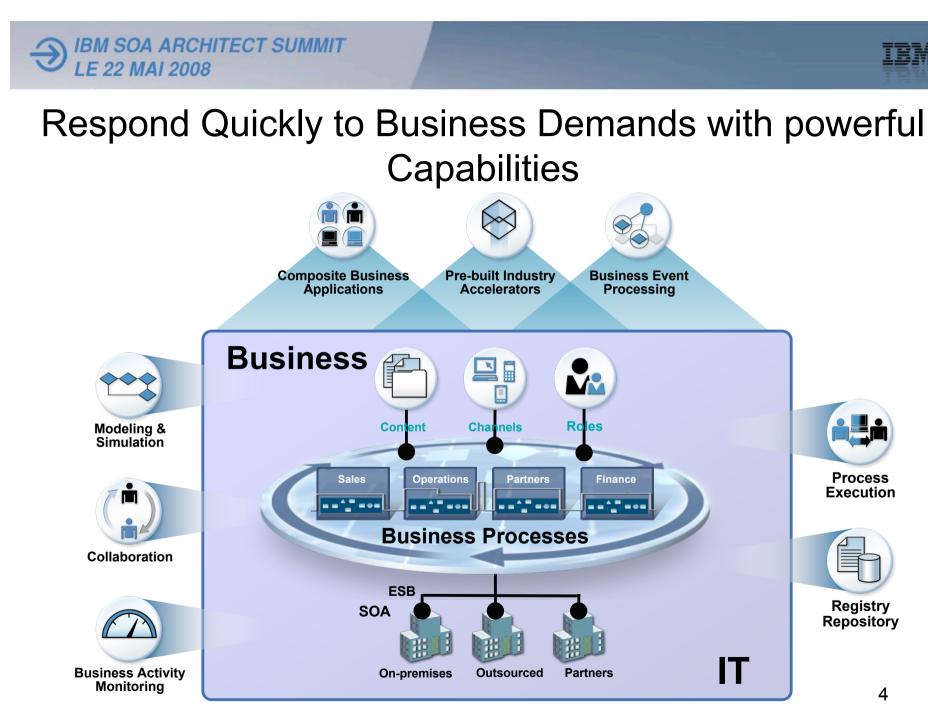


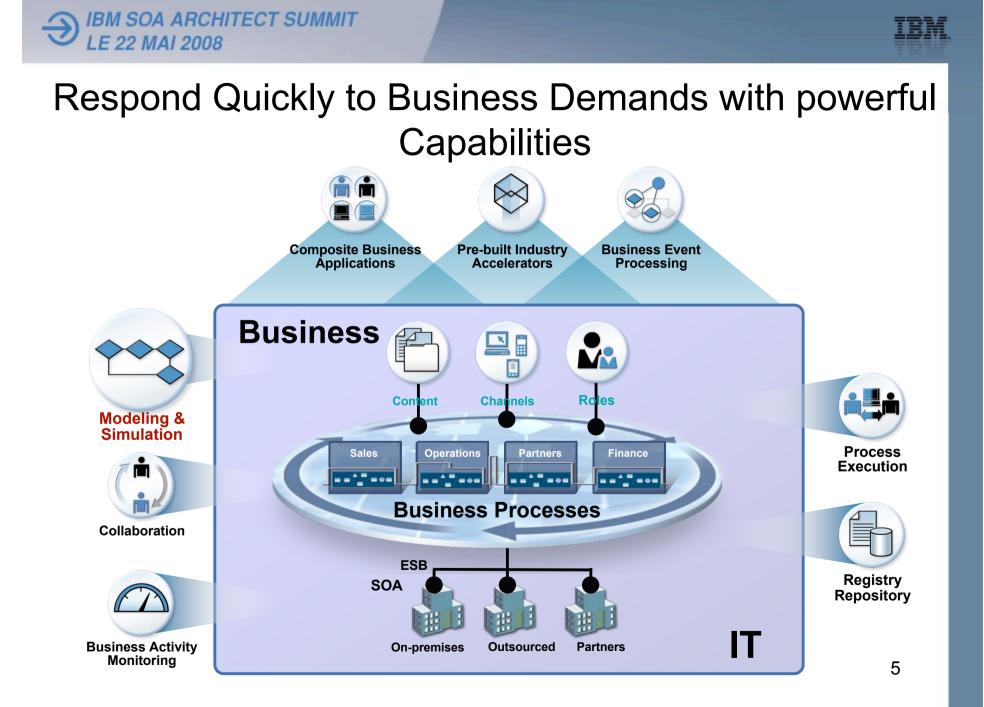
BPM is a Discipline and One Size Does not Fit All

BPM solves common business challenges . . .



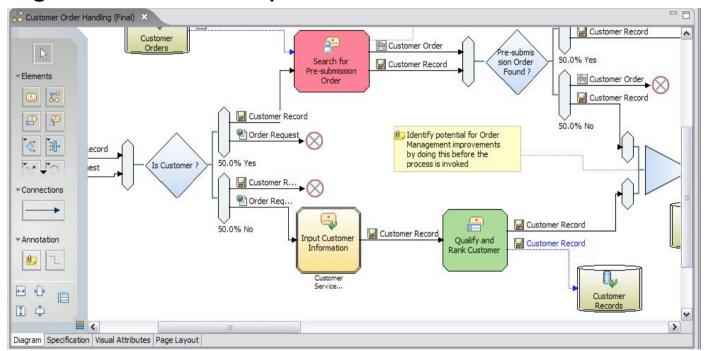
BPM governs organizational and operational activities







Business-Level Modeling and Simulation Design accurate and precise modifications to the Business

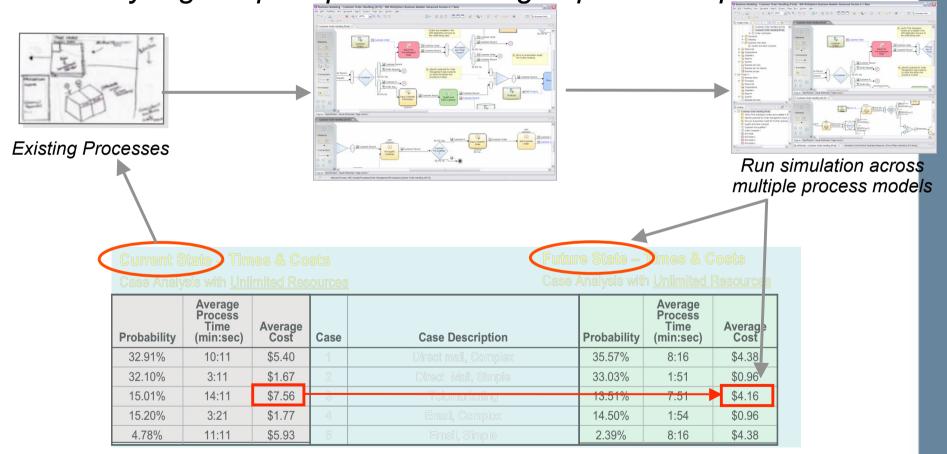


- Import models from Visio
- Document ALL relevant facts not just the process diagram
- Visualize Process Properties
- Create process documentation and reports
- Drive Automation Integration with Development Tools





Simulating "what if" Scenarios brings the Model alive Identify high impact process changes prior to implementation



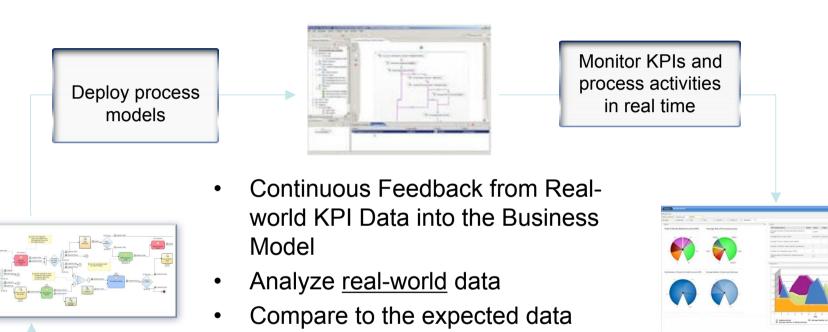
Example: Simulation results showing areas of greatest opportunity

7



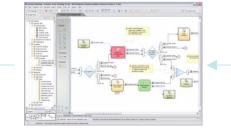


Analyze and optimize your Business Processes for maximum Efficiency



• Make your Model more accurate

Revise process models based on simulations

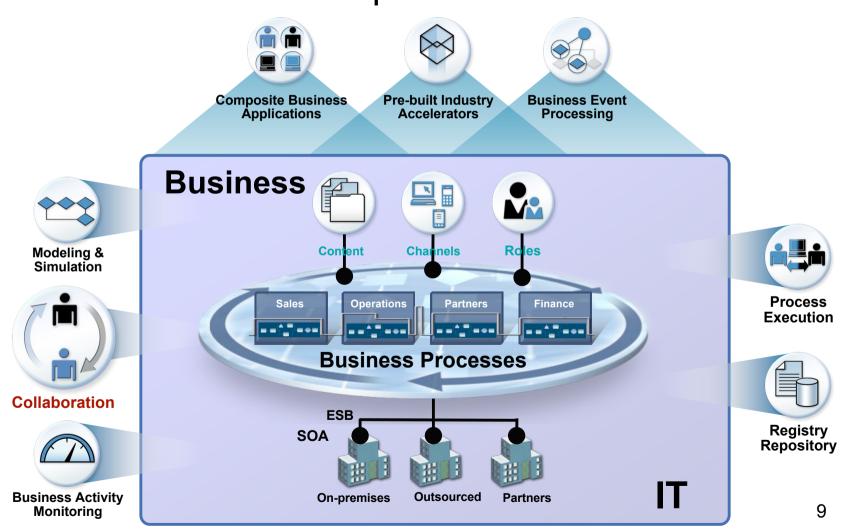


Export actual monitoring results to Modeler





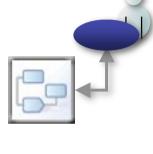
Respond Quickly to Business Demands with powerful Capabilities



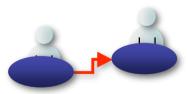


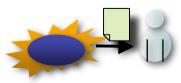
Optimize Human Involvement during Execution of your Business Processes

- Include people into automated business processes to implement a human-centric BPM solution
- Manage both system and human tasks in the same environment
- Fine-grained escalation and priority mechanism for advanced service level handling
- Assigning work with greater flexibility
 - Rich static and dynamic staff assignment capabilities
 - Handle user substitution for temporarily delegating work to others











Business Forms and Human Tasks Designed by Business People for Business People

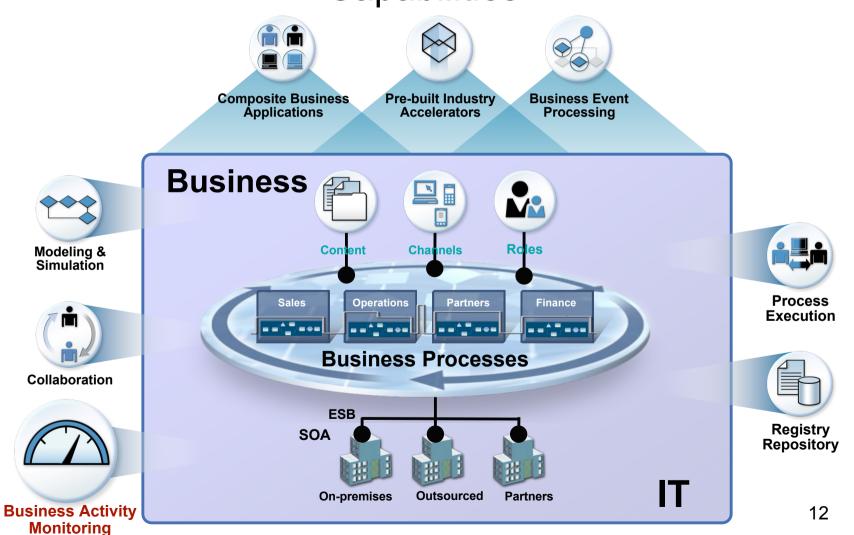
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- Design Forms in the Modeling Tool
- Associate Forms with Human Tasks in the Business Model
- Digital Signatures
- Online/Offline Capabilities
- Support for Mashup and Portal Deployments
- Forms Library (over 50 11 sample forms)





Respond Quickly to Business Demands with powerful Capabilities





Business Activity Monitoring Actionable Insight through configurable Dashboards

- Manage your business in real time
 - Collect information from multiple sources
 - Management dashboards and reporting capabilities, including trending
 - Utilize tools to define or customize dashboards
 - Set KPI's based upon Key Performance Objectives
- Intervene in deployed processes
 - Identify business situations to initiate realtime response as performance data is received
- Assemble metrics from multiple sources
 - Monitor both activities and applications
 - Monitor a broad set of environments
 - Use adapters and access source applications for business monitoring



Views



Role-driven Dashboards Monitor the Information that's important to you

- Personalized to • show desired mix of:
 - KPIs
 - Alerts
 - Human Tasks
 - Reports
 - Dimensions
 - Instances
 - Diagrams _

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Organization

Total Value of Loans Scheduled Closings Inderwriting Time AllLoar Version: All Monitoring Context: Loan Model: JKLending 71.4% Yes E Search for: Approved 750.000 Errr 92 658 262 Leader 28 6% 2 Page 1 of 4 1 FI Go to page Indeparitie Loan Origination Key Performance Indicators Jumbo Lozar Percentac Average Closing Dela Total Applications (\$) - [Y] **Business** Professional

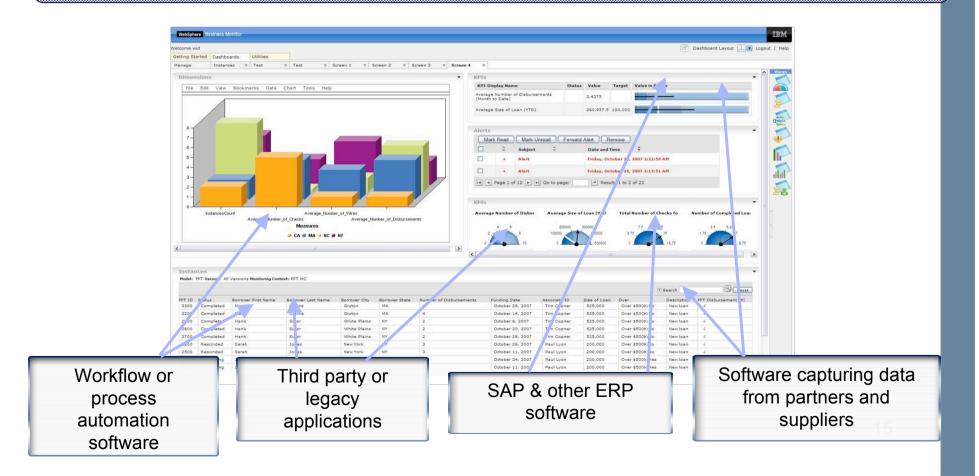
Business Leader

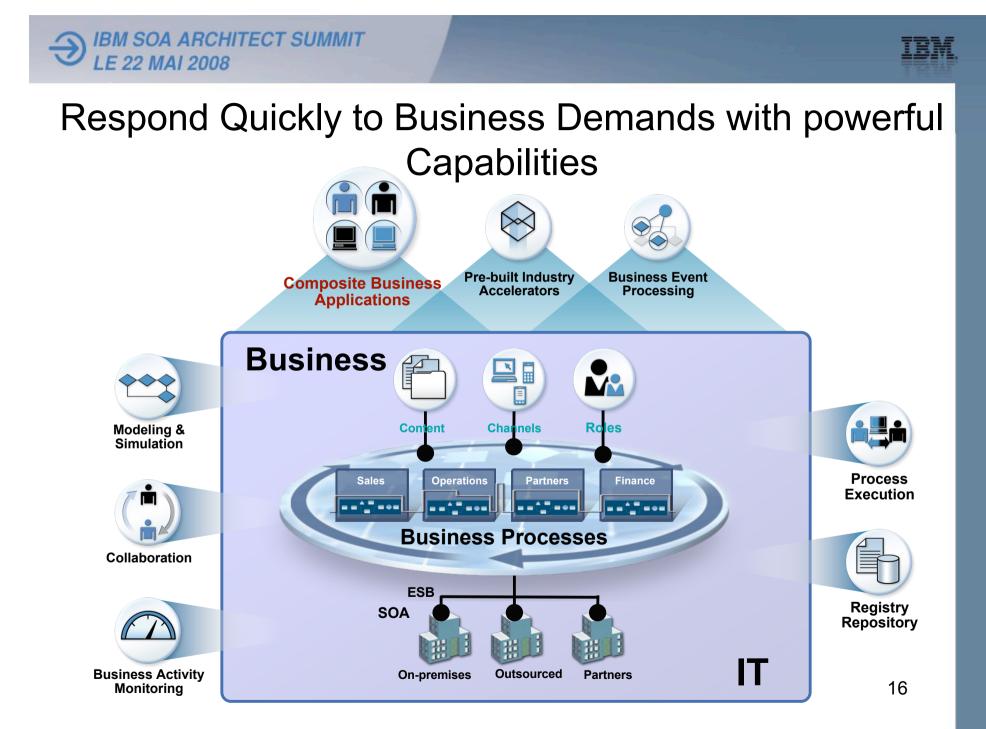
IT



Receive business activity information from multiple sources Provide a more complete View of Business Performance

Gain access to more events and data to make KPIs and dashboards reflect business performance more accurately

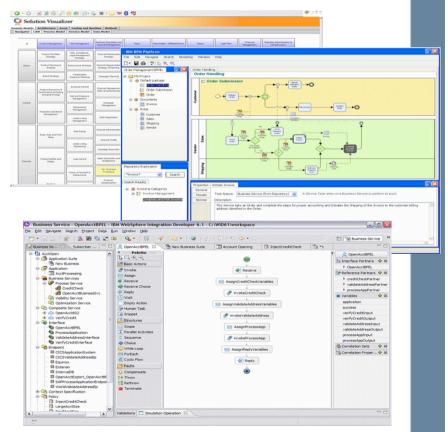




IBM.

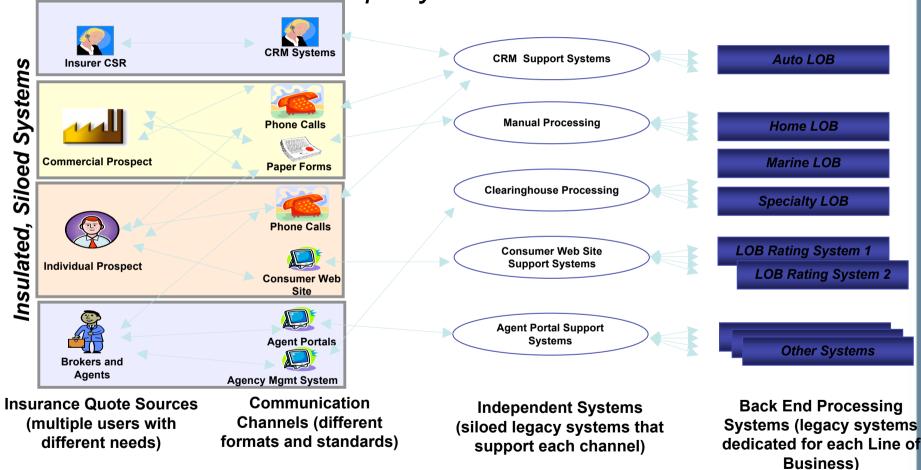
Composite Business Applications Enabling Dynamic Business Processes based on Policy

- Processes, based on business service policy, respond appropriately, promptly to specific situations
- Process execution is customized based on preferences and entitlements of recipients
- Existing IT assets become more valuable by becoming elements of dynamic applications
- Further accelerate deployment with industry-specific prebuilt assets



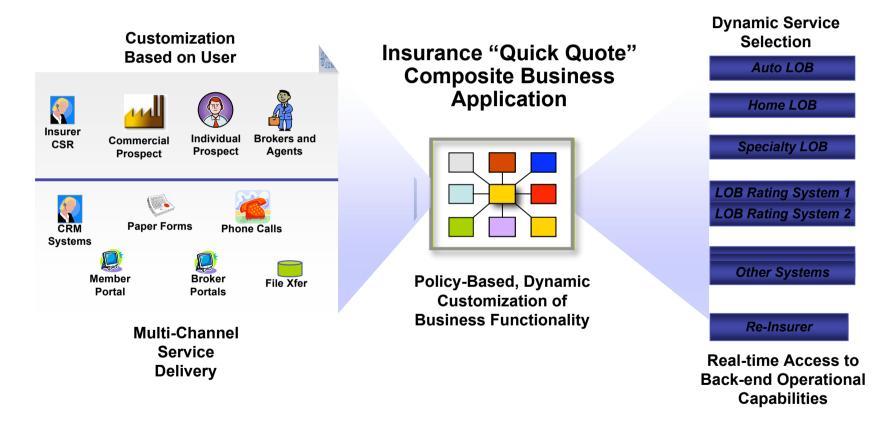


BEFORE Composite Business Applications Insurance Company's "as-is" Quote Process



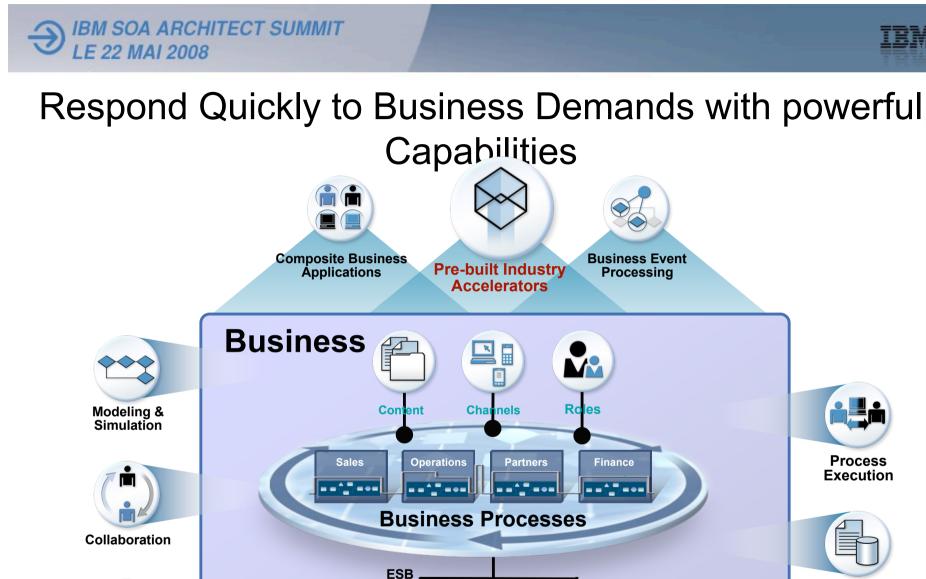


AFTER Composite Business Services Insurance Company's enhanced Quote Process





Executing Dynamic Business Processes Define Points of Variability, author Business Policies, simulate Policy Behavior AcctOpen Application Suite "Preferred Customer Policy" Application AcctProcessing Business Services For all "Open Account" transactions, across all business processes accessed via Portal by Agents Process Service CreditCheck WHERE customer is NEW, account is LARGE, and transaction amount is within \$250,000 OpenAcctBusinessSvc Visibility Service SELECT services that can support LARGE, NEW customers Optimization Service E Composite Service Who? 🗄 🌀 Interface 🗄 👘 Endpoint What? Context Specification PreferredCustomerPolicy 😣 How? B Policy AuditingPolicy Policy HighNetworthPolicy IT InjectCreditCheck Context PreferredCustomerPolicy Architect PreferredCustomerPolic 3 Contexts SarbanesOxlevPolicy Policy Match all of the following O Match SEPAPolicy OpenAcctBusinessSvc (Process Ser Content Assertion Explorer 🔀 Agent (Agent) 2 Contents AcctOpen Match all of the following O Match any of the following 😑 🗁 Assertion In Looperability Assert Simulate Business Policy Content Based Asserti CustomerType(= NEW) AccountLimitAssertio AccountLimit(= 250,000) PreferredCustomerPolicy X AccountSizeAssertion Validate Policy Behavior CustomerTypeAsse Policy Units Of Work **Policy Assertions** Delivery Channel 🖻 🗁 Notification Channel 2 Assertions Email Notification Type Required Locked Fill from Context | Value Fax Notification AccountSizeAssertion LARGE Inbox Notification NEW CustomerTypeAssertion Supports Version Transformation ♦ WSI Profile **Enforce Policy** 🖻 🤭 Manageability Assertion Oppreciation Hours Of Operation "Hot Deploy" 🕀 🗁 Policy Failure Assertion Propagate Policy C Barfamana Arrantiga 5 < 20



SOA

On-premises

Outsourced

Partners



Business Activity Monitoring

21

Registry

Repository

IT





IBM Provides Rich Business Expertise to Customers

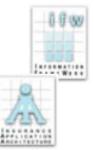
Industry Frameworks

Greater reuse, faster time to value and lower TCO than traditional industry applications



SOA Business Catalog

1000's of industry specific IBM and partner assets to accelerate BPM and SOA projects



BPM Methodology

Prescriptive process for developing an organization's cross-functional, customer-focused end-to-end core business processes



BPM Center of Excellence

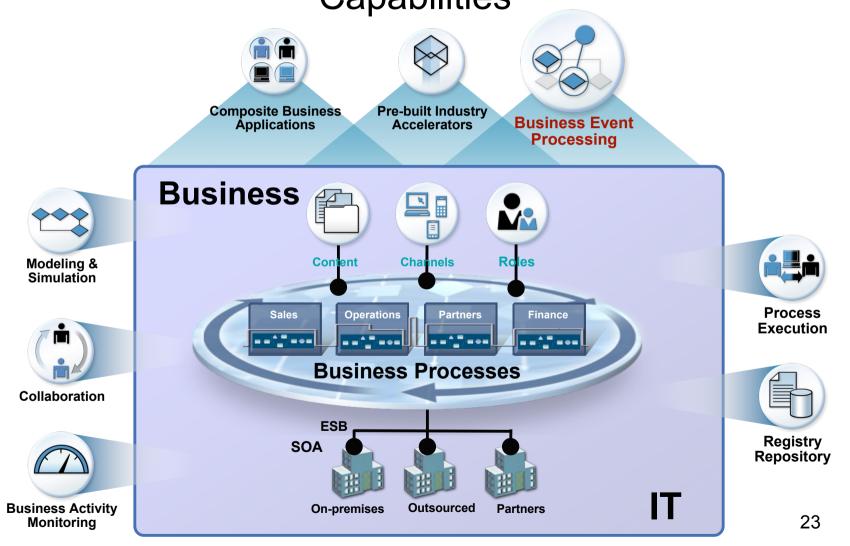
Driving Methods and Models for BPM Best Practices and project accelerators







Respond Quickly to Business Demands with powerful Capabilities

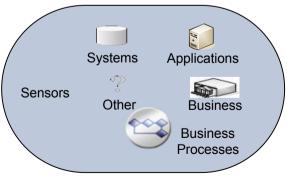




Extending BPM with Business Event Processing

- Business Event Processing is the ability to...
 - Receive or extract events from multiple sources
 - Detect "business situations" based on event patterns and data
 - Derive new events (i.e. through aggregation, information enrichment, etc.)

- Business Event Processing provides two key benefits:
 - Earlier and more intelligent insight leading to timely and effective business decisions
 - Loose coupling of applications to improve time-to-deployment, flexibility and maintenance



Generate and publish events

Event Processing



Perform operations on events



Consume and react to events

- Alerts
- Trigger Workflow
- Automated actions

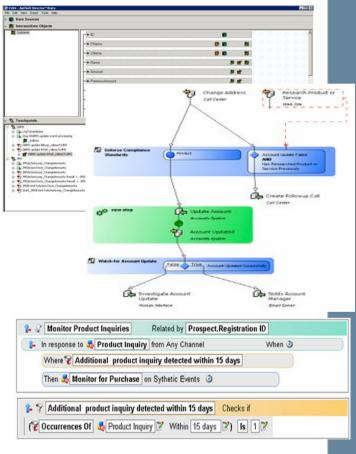




Business Events

Sense when to act, know what to do

- Allows business users detect, evaluate and react to business events in real time
- Designed for process analysts
 - Understands business language and vernacular
 - Enables straightforward expression of business logic
 - Codeless, Graphical Authoring tools
- Accepts events from many sources
 - "Derived" events
 - Plug & Play to extend your existing SOA and BPM infrastructures
- Sense meaningful patterns
 - Simple and complex rules patterns
 - Define filters and conditions
 - Event flows and long running correlations
- Initiate the appropriate response
 - Take action when those patterns form
 - Drive existing services (WPS business process, ESB, etc.)
 - Automated Tasks (Update DB, write to file, etc.)
 - Notifications (Email, pager, etc.)

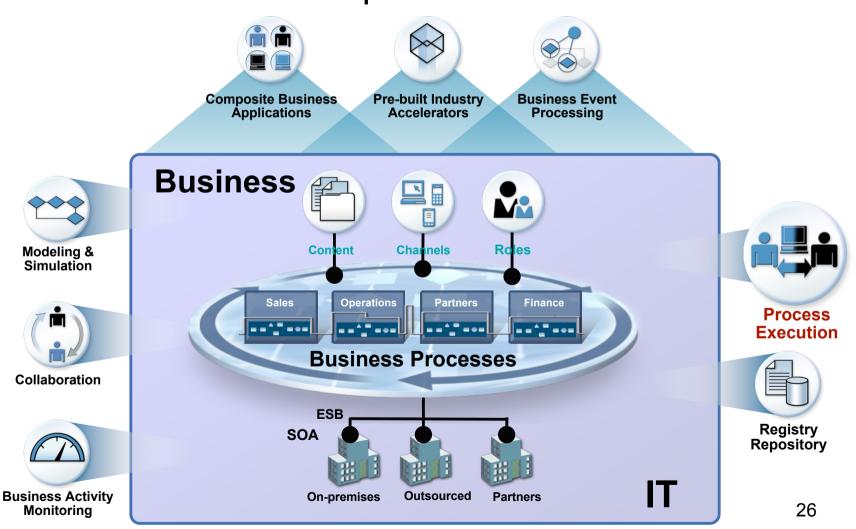


Real-Time Pattern Detection **Real-Time** Decision Triggers 25





Respond Quickly to Business Demands with powerful Capabilities



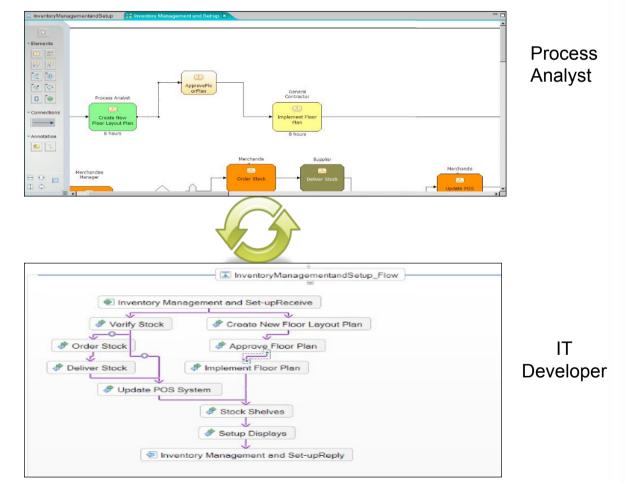
Enabling Iterative Development Environment Bridging IT and LOB

 Changes made in the Modeling Environment are automatically reconciled in Assembly Environment

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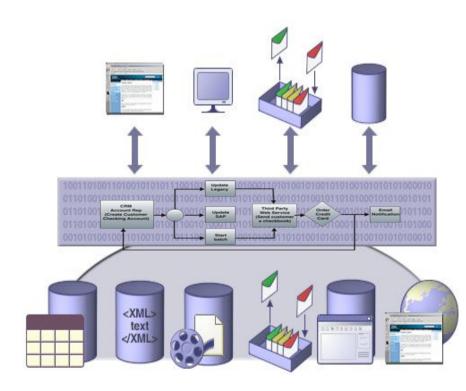
 Change Log provided to Modeling User to synchronize model with implemented process





Deploy on a Single Process Execution Platform One platform to manage

Deploy your applications on a single, integrated, heterogeneous platform

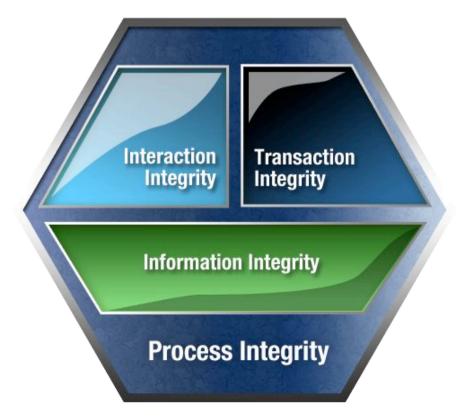


- Build your SOA the way you want it – flexible, fast, and business-driven
- Powerful out-of-box integration capabilities
 - Integrate with a variety of application and technologies
 - Without the need for coding
- Based on mature and robust
 WebSphere Application Server
- WebSphere Adapters included for development and unit testing
- WebSphere ESB included for robust connectivity
- Use other tightly integrated ²⁸ offerings like WebSphere TX



Deploy and Execute with Process Integrity Enabling Consistent Transaction Processing in an SOA Environment

Process Integrity is the degree to which loosely coupled "open" systems deliver the reliability, consistency, scalability and predictability of tightly coupled "closed" systems

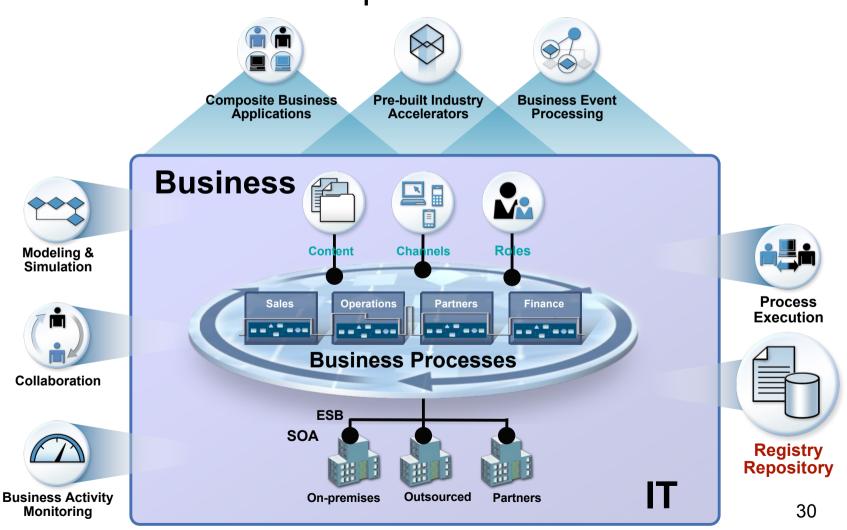


- Enabled by
 - Compensation spheres
 - Transaction boundaries
 - Transaction security
 - Human handled exceptions
 - Recovery management for failed processes
 - Fault handlers (for unexpected behavior)
 - Greater flexibility in controlling the flow of the business processes
 - Short & long running transaction rollback
 - Work order preservation & event sequencing
 - Service invocation retry
 - Restricting auto deletion to tasks ²⁹ that completed successfully





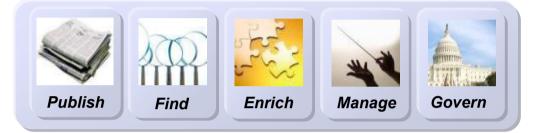
Respond Quickly to Business Demands with powerful Capabilities





Managing and Governing the Lifecycle of IT Services

Service Registry and Repository



IT Developer



IT

Architect

Encourage Reuse

Find and reuse services for building blocks for new composite applications.



Help optimize service performance Enable enforcement of policies. Impact analysis



Enhance Connectivity Enable dynamic and efficient interactions between services at runtime.



Enable Governance Govern services

throughout the service lifecycle





Managing and Governing the Lifecycle of Business Services

View Business Service Policies

Track Policies in effect

Services	Search					
Inbox						
My Services	Resources Subscribe	rs Polices				
El Business Services Repository	Search					
Search Repository	Target Na			Target Type	All	×
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B Performance Manager	Policy Effective Fr	rom	3	Policy Effective To		3
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Business Professional

Manage/Monitor Business Service Policy Enforcement

Track service level agreements, usage patterns etc.

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Business Leader

Govern Projects, Reuse

Manage and govern lifecycle of business services

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Summary

WebSphere BPM helps to unlock IT's Value across the Organization

- Accelerate time-to-market for new solutions, and rapidly change and reconfigure existing IT assets without redeployment
- Increase the value of your organizational assets and reduce their operating costs
- Drive collaboration and stakeholder commitment around process optimization goals across both business and IT
- Reliably meet SLA, audit, and regulatory objectives with Process Integrity
- Leverage open products that accommodate disparate systems across departmental boundaries







