IBM

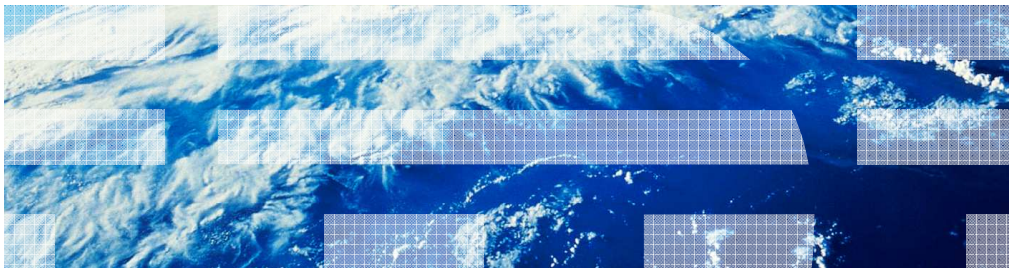# Business Process Management
IBM Business Process Manager V7.5

Federated task management for business process definitions

WebSphere software

This presentation provides additional information with respect to using IBM BPM processes in the Federated Business Space.

Agenda

- Beyond the BPM Process Portal

- Testing IBM BPM business processes using Business Space
    - In conjunction with the Inspector
    - Independent of the Inspector

- Customizing the Business Space widgets

Welcome to Business Space...
where you can model, simulate, execute, rapidly change, monitor and optimize your core business processes in a collaborative environment. More...

Federated task management for business process definitions   © 2011 IBM Corporation

Having learned about the federated task management feature you are now ready to learn a few details about running your business process definitions in the Business Space. The BPM Process Portal is a great tool for running and managing business processes but it is probably not the user-experience that you want to provide to your users. If you have decided to use the business space as your end-user environment then you will find these next few slides very helpful for moving to the next step.

Beyond the BPM Process Portal

- The BPM Process Portal

Traditionally the BPM Process Portal is used to run and test the business process applications in the various test and quality assurance environments. There are features for monitoring and managing all aspects of the business processes.

If you decide to use the WebSphere Business Space as your production environment then you will want to be able to also test your business processes there as well. The remainder of this presentation will discuss how to use the WebSphere Business Space to test your business processes.
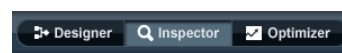
Testing IBM BPM business processes using Business Space

- Create a Business Space
  - "Interact with Processes and Tasks" business space template
    - Task Definition widget
    - Task widget
    - Task Information widget
- Two ways to work
  - In conjunction with the Process Designer Inspector
    - Quick and easy
    - Inspector used to create the business process instance
  - Independent of the Inspector
    - An additional human service is required to initiate the business process in the business space
      - This 'initiating' human service is listed in the "Task Definition" widget.
      - It uses an Undercover Agent (UCA) to invoke the business process
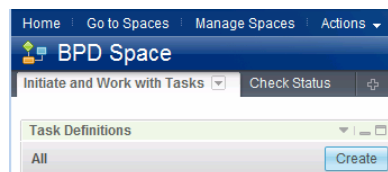
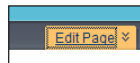4   Federated task management for business process definitions   © 2011 IBM Corporation

The first step is to create a Business Space using the "Interact with Processes and Tasks" template. This will give you the Task Definitions widget for initiating new business processes, the Task widget for listing the available tasks that you can work on, and the Task Information widget which displays the form for interacting with the task. There is more on this in subsequent slides.

Once you have your Business Space setup there are two ways you can work with your business process definition. The quick and easy way to get a quick look, is to use the Process Designer to initiate the business process definition. All you do is run the business process definition for a normal playback session, but after you get it started, you switch over to the Business Space and complete the tasks there.

The second method requires a little more work and is a more realistic scenario. With this method, an additional human service that starts the business process is created. This 'initiating' human service is a "startable service" so it will show up in the "Task Definition" widget. The 'initiating' human service invokes the business process by using an undercover agent.

Customizing the Business Space Task Definitions widget

- Edit the page

- Edit the settings for the widget

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Before going too far, there are a few settings in the Task Definitions widget that are helpful.

All of the widgets in the Business Space can be customized to various degrees. For the Task Definitions widget it is useful to add a few extra properties to help identify the task definition. These properties are, snapshot, track and tip.

To add these properties to the display, first select the 'edit page' tab at the upper right of the business space window. Next select the 'edit settings' from the drop down menu of the Task Definitions widget. This will present you with the dialog to set the properties. After closing the settings you will see the additional properties in the Task Definitions widget as shown in the right most picture.

Using Business Space with the Process Designer Inspector

- Start the process in the Process Designer Inspector
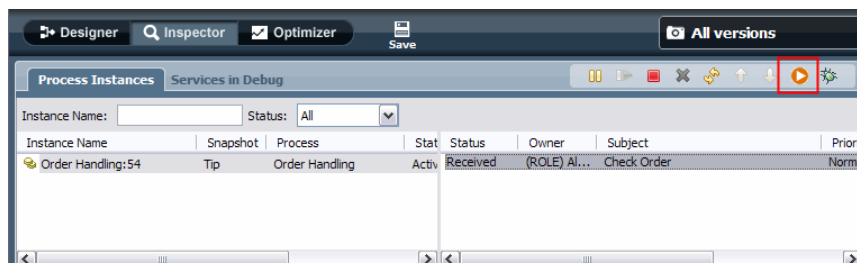
- Switch to the business space and accept the task
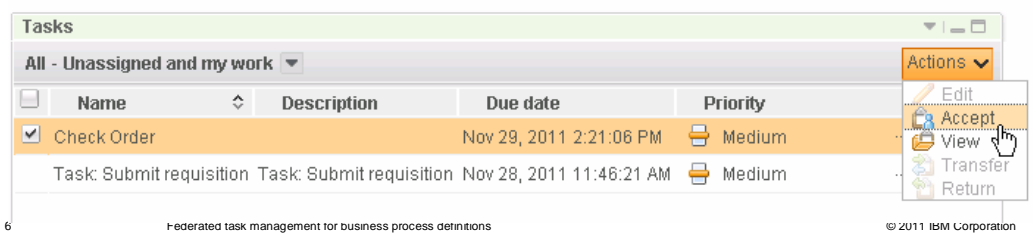
With this method you use the Process Designer Inspector to instantiate the business process instance. The tasks will automatically show up in the business space for the-user that is associated with the task, based on the participant group.

When the task is accepted, the associated Coach is opened in the Task Information widget where it is completed by the user.

The initiating human service

This slide shows a summary of the initiating human service.

First notice that the 'initiating human service' is not a business process definition but a human service. This means that the BPMN 2.0 send message event is not available. In this case the undercover agent has to be used directly.

The undercover agent is the glue that binds the start event, the trigger to the destination, and the start event in the business process definition.

The undercover agent uses a general system service, in this case the Order Handling GSS, to manipulate the data as it flows from the source to the destination. In the simplest case, it just passes the data through, unchanged.

A few things to notice about the undercover agent are, the schedule type is "On Event", the Queue Name is "Async Queue", the parameter mapping is done automatically, and not all of the parameters are shown in the screen capture.

In this scenario;

The Create Order human service is exposed as a 'startable service'. The Create Order service will show up in the Task Definitions widget in the business space. When the service is selected, the 'Collect User Input' coach is presented in the Task Information widget. The business-user fills out the information and submits the form. This then invokes the 'Start Process' UCA, which in turn, instantiates the 'Order Handling' business process definition. The data entered into the coach is passed through to the 'Start with Message' event using the 'Order Handling General System Service'.

Once the business process definition has been instantiated, the 'Check Order' will show up in the Task widget of the business space, where it can be accepted and completed as in the previous scenario.

Summary

- Beyond the BPM Process Portal
- Testing IBM BPM business processes using Business Space
  - In conjunction with the Inspector
  - Independent of the Inspector
- Customizing the Business Space widgets

Federated task management for business process definitions

In this presentation you learned how to use the WebSphere Business Space to run and test your business processes using two different methods. With the first method you start the business process using the Process Designer Inspector and then switch to the business space to accept and complete the tasks.

The second method brings you closer to a more realistic end-user experience by showing you how to create a startable human service that allows you to instantiate the business process definition from the business space, task definitions widget.

The motivation for using the business space is to provide a customizable environment for your end-users.

By showing you how to add additional properties to the task definition widget, you got a little preview of how the customization can be done to help you when working with your business processes in the business space.

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