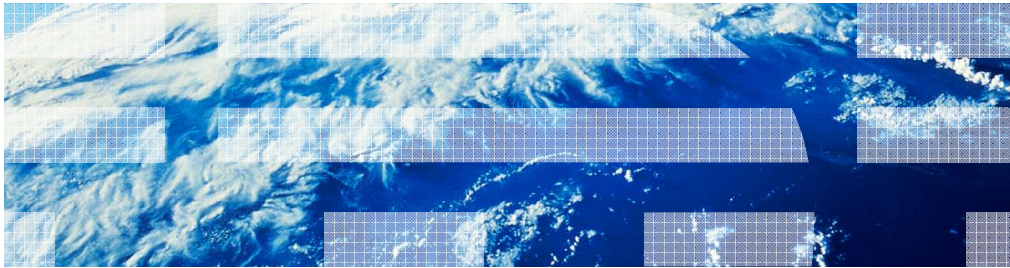

IBM Business Process Manager V7.5

IBM BPM Industry Packs V7.5



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This presentation provides an introduction to IBM BPM Industry Packs V7.5

Goals and Agenda

- Goals
 - Introduction to BPM Industry Packs V7.5
 - Introduction to different packs for industries spread across different industry segments
- Agenda
 - Overview
 - Installation
 - Healthcare Pack
 - Telecom Pack
 - Banking Pack

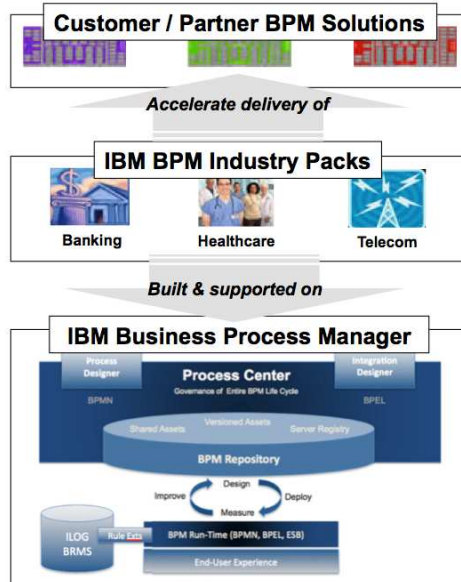
The goal of this presentation is to provide an introduction and installation steps to Business Process Management Industry Packs V7.5. You will also be introduced to different packs that are included in the version 7.5 BPM Industry Packs for industries spread across different industry segments.

You will learn about what industry packs are and how they are fit in BPM V7.5. Then you will learn about each specific pack including Healthcare, Telecom, and Banking packs.

Overview

This section provides an overview of BPM Industry Packs V7.5

Industry Packs help fill solution accelerator gap



Accelerate BPM solution delivery with *pre-built content*

Reduce risk, increase consistency and reuse with assets based on industry standards

- *New support for IBM Business Process Manager*
- *Continued support for heritage BPM assets*

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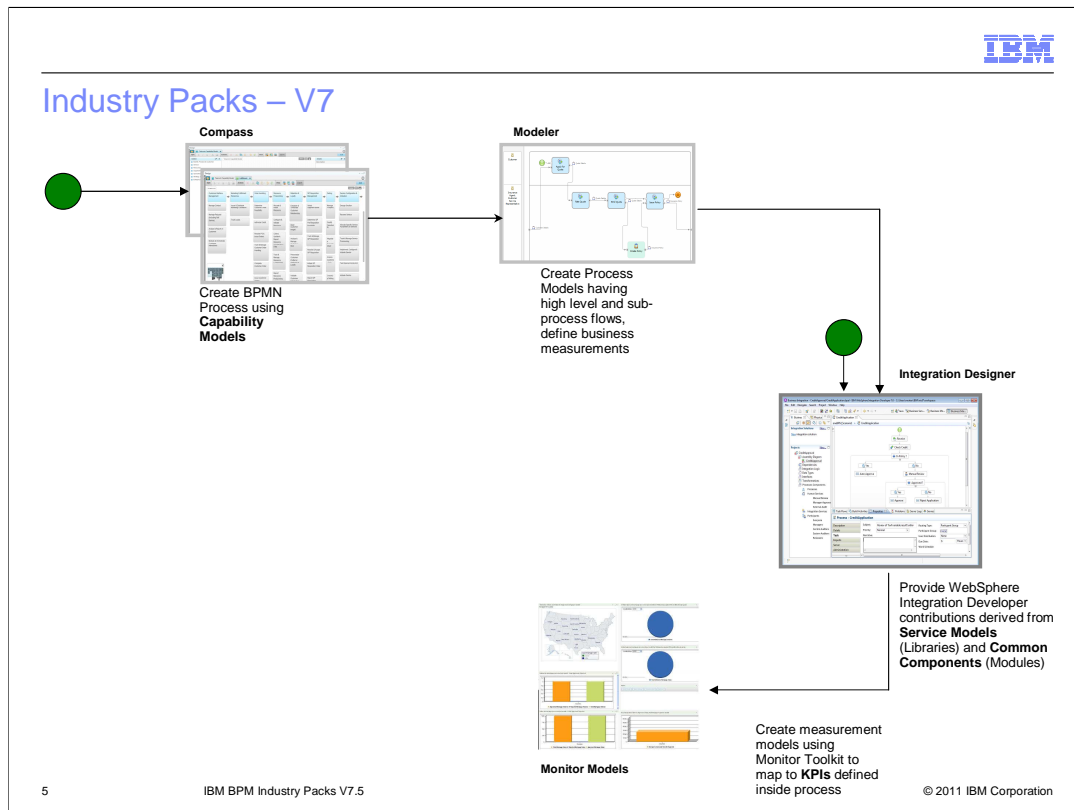
IBM BPM Industry Packs V7.5

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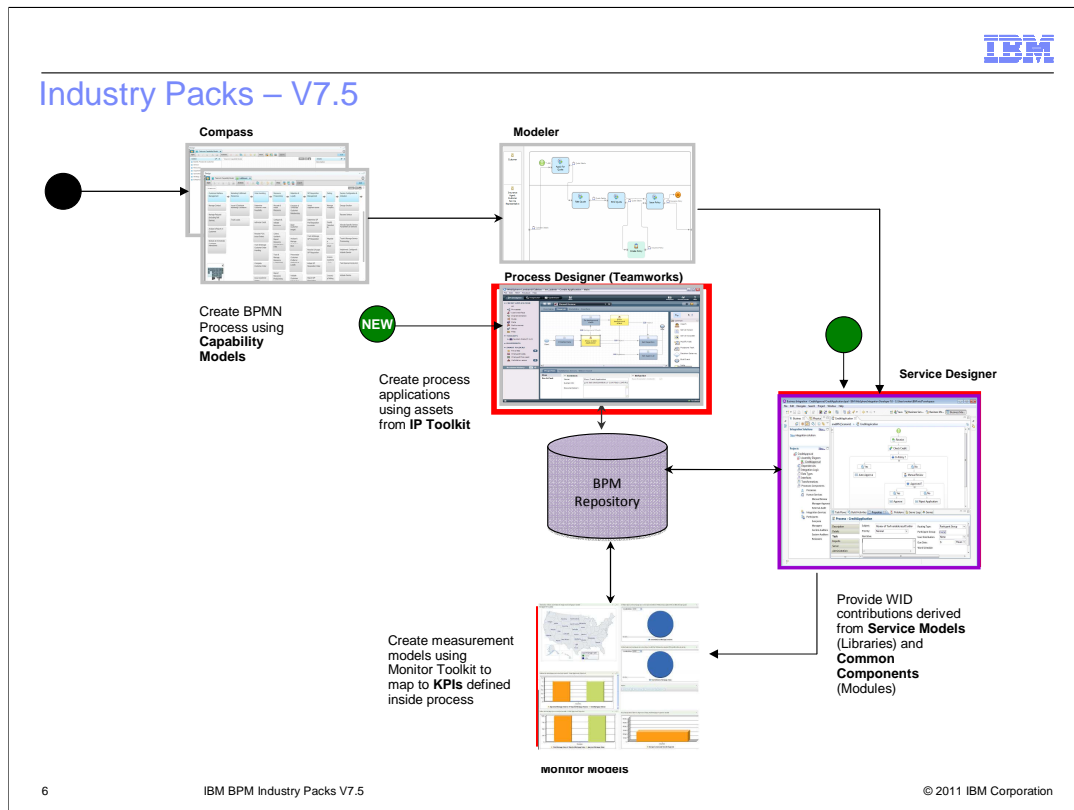
The IBM Business Process Manager Industry Packs are a set of prebuilt, industry-specific assets for the IBM Business Process Manager (BPM) Express, Standard, and Advanced editions. Leveraging these pre built assets help enterprises reduce risk, increase consistency and reuse with assets based on industry standards.

This figure provides information about the positioning and packaging of BPM Industry Packs. The top level consists of the industry-specific Business Process Management (BPM) solutions that are available from IBM and its business partners or can be built by customers themselves. The middle layer shows the BPM Industry Packs that provides prebuilt industry assets, which can be reused across these composite applications. At the lowest level is the WebSphere BPM offering, where the industry pack assets are pre-certified, tested, and supported.

They were previously called WebSphere Industry Content Pack. The industry packs also continue to support for heritage BPM assets.

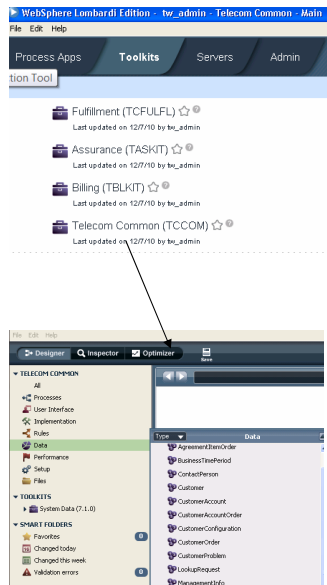


The next two slides show how it is in existing BPM V7 and then how the Industry Packs are changing from V7 to V7.5. Starting with high-level business discussions using Compass tool where you can define capability models that you want to see in business enterprise to achieve business goals that have been set. Based on these capability models, you create process models using Modeler tool. These process models might have sub-processes with business measurements and definitions in defining process models and features that you like to see being implemented in IT development environment. Once business processes got modeled, they get imported into Integration Designer, also known as WebSphere Integration Developer. In Integration Designer, services for these process models and process applications get developed, tested, and deployed. After deployment, process applications are monitored by using Monitor toolkit to review KPIs defined inside the process. This is a typical process and each of these steps shown here are packaging the Industry Packs as assets. These include: capability models, process models, service models, common components, and monitor models with KPIs inside monitor models.



In V7.5, the legacy remains the same. You can still use all contents for an earlier version. In each industry pack, there is a folder called heritage and in each heritage folder, earlier contents are still available. The new V7.5 contents, however, start with modeling inside Process Designer. Inside Process Designer, there are toolkits available for each industry pack. Within these toolkits, you can either have one or multiple toolkits including common components, and specific assets from toolkit for each industry pack. The Process Designer is where you create process models for process applications and business process definition. You can also start with Integration Designer as a starting point. Inside Integration Designer, you can create BPEL and other service models where you are provided with pre-built service models and common components. To summarize, these steps are similar with how the earlier version was processed, however, Process Designer is now the starting point in creating process models.

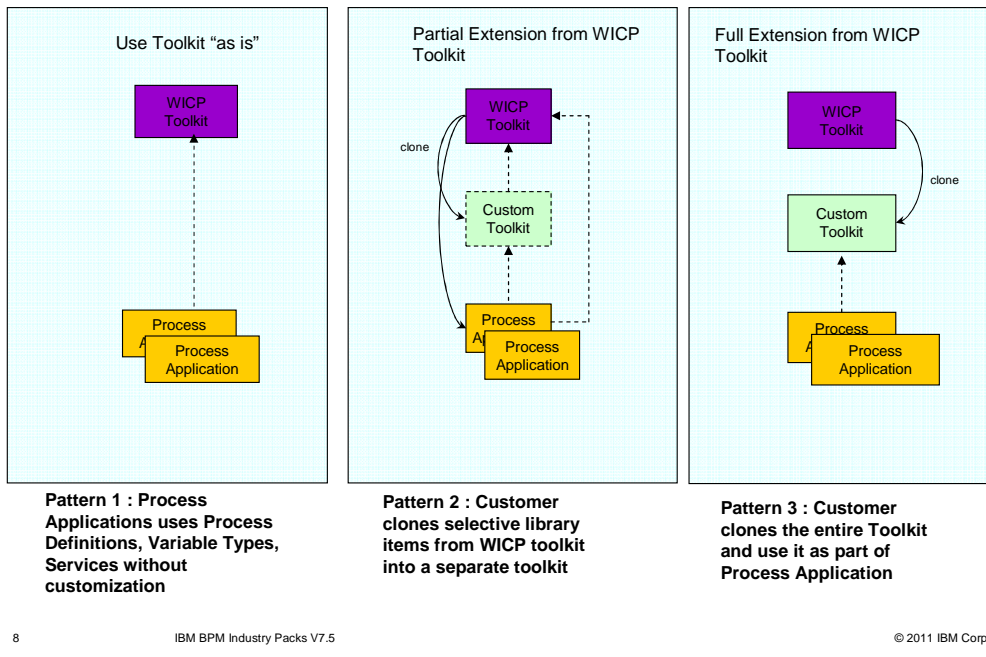
What are Industry Pack Toolkits?



- Collection of reusable assets derived from industry standards, models and industry best practices.
- Comprised of
 - Business Process Definitions (BPDs)
 - Services
 - Integration Service
 - Human Services
 - General System Services
 - Variable Types
- It also includes:
 - User Interfaces
 - KPIs
 - Rules
 - Business Roles

Having these new available tools in V7.5, inside the Process Designer, the BPM Industry Packs create a collection of toolkits containing reusable assets and artifacts that can be shared across the process applications or solutions. These toolkits contain industry specific templates that contain business process definitions (BPD) at high-level, associated services including integration services with back-end systems, human services such as coaches, and general system services. And there are variable types such as bulking and debulking. They also include user interfaces, KPIs, rules, and business roles.

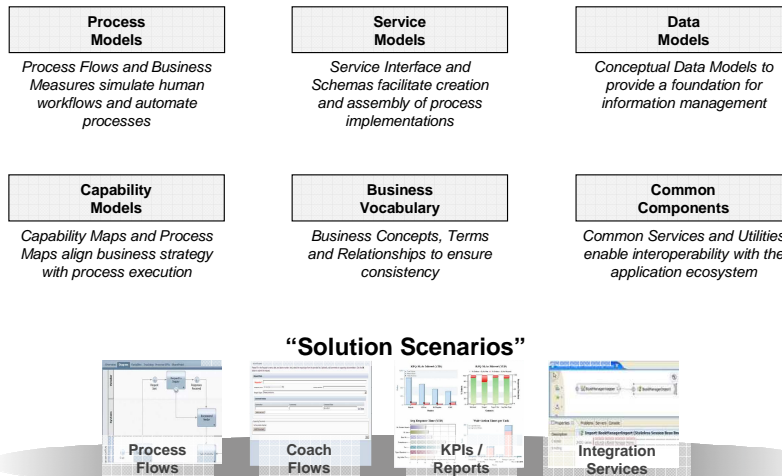
Usage Patterns – Industry Pack Toolkit



These following usage patterns can be used when creating new process applications with industry pack toolkits. In the first pattern, use this pattern when you can use the pack-specific Toolkit components without any customization. This can be done by adding the industry toolkit as a dependency to the process application. In the second pattern, use this pattern when the pack-specific Toolkit components must be customized and can be reused across multiple Process Applications. In this pattern, you create a custom Toolkit that can be reused as per your requirement. Alternatively, if the component is not going to be reused, you can also copy the component to the Process Application, and then customize it. In the third pattern, use this pattern when some or all parts of an industry Toolkit need to be customized. In this pattern, a new copy of a toolkit is created using the Clone option within the IBM Process Center. After the cloning, a new snapshot is created using the IBM Process Center for the custom toolkit and can be added as a dependency to the process application or another toolkit.

Industry Solution Assets for IBM BPM

Assets



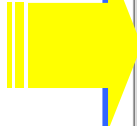
Pre-built scenarios that combine these assets into an end-to-end BPM solution

As shown in this figure, there are various assets provided with the BPM Industry Packs. It is important to understand that these are interoperable components that share a common reference architecture. This common architecture ensures credible governance for the clients who have decided to take the path of developing BPM solutions. Also, these assets are not focused on the IT side, but rather on the alignment between business and IT.

As you can see, the first assets are the Capability Models, which are the decomposition of an industry domain into business capabilities and processes. After you have divided your business into capabilities and processes, you must model the underlying business process flows, which are called Process Models, that become the foundation for delivering new industry BPM solutions. Then Service Models can be used to interoperate with the existing IT functionality. A set of common transaction functions, also known as Common Components, can help you process transactions, such as bulking, de-bulking, validation, error identification, transformation, and so on. These Common Components can be reused for multiple BPM solutions. Then come Business Object Model if there is a need to create new operational data stores or physical data models, for a conceptual domain model. BPM solutions require business metadata, such as definitions of roles, channels, conditions, policies, rules, events, and so on. All these definitions are typically inconsistent across various projects. The Business Vocabulary ensures reuse and consistency of industry business terms using a common vocabulary that you can extend. To help understand an end-to-end implementation of an industry BPM solution, a set of solution scenarios can be useful for proof-of-concepts, pilot projects, or even as a starting point for that specific BPM solution deployment in a production environment.

BPM Solution Scenarios built using Industry Pack Assets

- **Telecom**
 - Order Handling
 - Incident and Problem Management
- **Banking**
 - New Account Opening
- **Healthcare**
 - Benefits and Eligibility



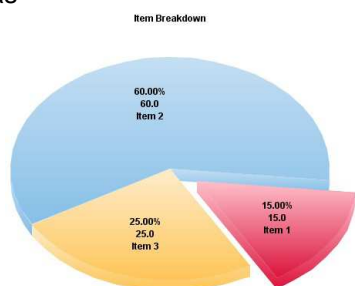
The image displays four screenshots of IBM BPM solution scenarios:

- Coach Flows:** A screenshot showing a user interface for coaching flows, likely used for training or guidance.
- KPIs, Reports:** A screenshot showing various charts and graphs, representing key performance indicators and reports.
- Process Flows:** A screenshot showing a flowchart or process diagram, illustrating the sequence of steps in a business process.
- Integration Services:** A screenshot showing a user interface for integration services, likely used for connecting different systems or data sources.

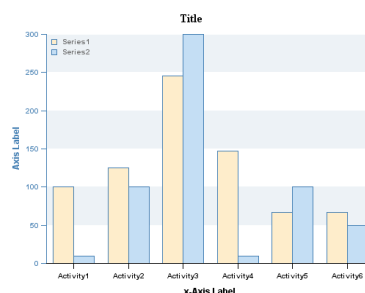
The Business Process Manager Industry Packs include specific packs for the Banking, Healthcare, and Telecom domains that can be used to create BPM Solutions. Each industry pack along with pre built assets and toolkits provide complete end to end solutions scenarios that help exemplify the use of the assets within IBM BPM V7.5. Telecom Industry Pack has two solution scenarios called Order Handling and Incident and Problem Management. Banking Industry Pack has one solution scenario called New Account Opening and Healthcare Industry Pack has one solution scenario called Benefits and Eligibility.

Process Designer Reports and Scoreboards

- Solution Scenarios in the Industry Packs include reports and score boards for metrics.
- Business Measure can be customized as needed
- For example in Healthcare Pack the Benefits and Eligibility Solution Scenario has



Simple Pie Chart showing the distribution of Inactive Patients across State



Side by Side bar chart depicting State versus Accept/Reject Status

In V7.5, Solution Scenarios in the Industry Packs now include reports and scoreboards for metrics. These business measures can be customized based on business needs. The figures here show sample charts in the Benefits and Eligibility solution scenario of Healthcare pack. The left figure shows a simple pie chart of distribution of Inactive Patients across State. The right figure shows a side by side bar chart depicting State versus Accept/Reject status.

Installation

This section shows how to install BPM Industry Packs V7.5

Installation

- Use the launch pad program provided within each pack
 - Select install option to launch the IBM Installation Manager
- From Installation Manager
 - Expand the pack name and select the appropriate version
 - Review and accept license terms
 - Accept default installation path or choose custom path
 - Select language from Translation page
 - Select assets you want to install
 - Asset Navigator is installed by default
 - Review and select Install

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This slide shows how you can install the IBM BPM industry pack by selecting the launch pad program. It involves using the IBM Installation Manager to provide the required options on each of the launch pad pages. From the IBM Installation Manager wizard, expand the pack name and select the appropriate version. Next is the license page which displays licensing terms. From there, you can accept default installation path or select Browse to provide an appropriate installation location. You can then select the language of installation in the Translation page. The next screen provides list of available assets you can select to install. By default, the Asset Navigator is installed. Last but not least, review all the selections from the Summary page and select to complete the installation.

You must repeat the same steps for each industry pack.



Section

Healthcare Pack

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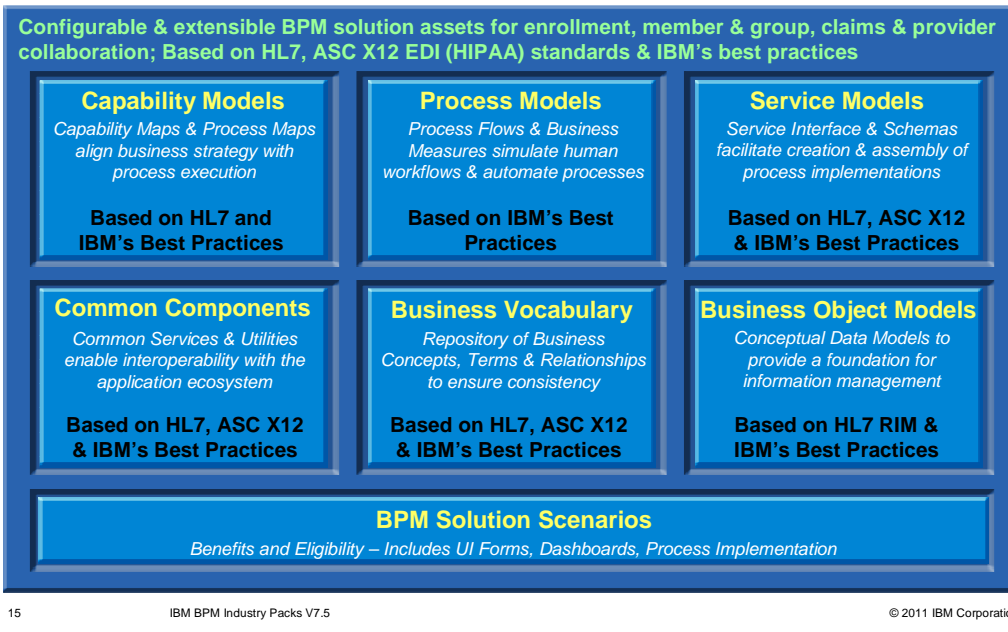
IBM BPM Industry Packs V7.5

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This section provides new features and enhancements specifically to Healthcare Pack V7.5



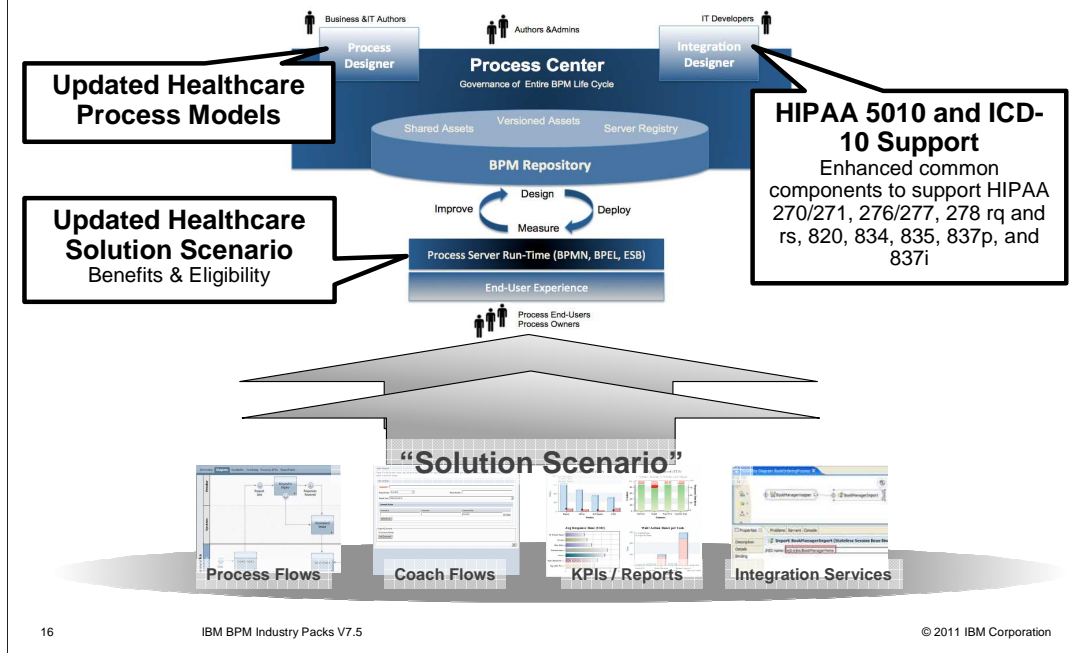
IBM Business Process Manager Healthcare Pack V7.5 Healthcare Solution Assets for BPM



BPM Healthcare Pack is a core BPM offering of the IBM healthcare industry Framework. They support payers, providers, and other capabilities of the healthcare industry, and include capability models, process models, service models, common components, business vocabulary, and business object model assets. A list of standards that are supported by the BPM Healthcare Pack are also listed for each asset.

The Healthcare Capability Models are based on HL7-Electronic Health Record (EHR) Standard and IBM best practices. The Healthcare Process Models are the foundation for implementation of an industry-specific BPM solution. Process Models represent critical business processes for the Healthcare industry. They typically contain a high-level process along with relevant sub-processes, KPIs, and reports. They are based on IBM's best practices. The Healthcare Service Models are based on the ASC X12 Electronic Data Interchange (EDI) messages for HIPAA and IBM best practices. The Healthcare Common Components are based on the ASC X12 EDI messages for HIPAA, the HL7 standards, and IBM best practices. The Healthcare Business Vocabulary is based on healthcare standards such as HL7 Vocabulary, HL7 RIM, ASC X12 EDI models, and IBM best practices. The Healthcare Business Object Model is based on HL7 RIM. Finally, the Healthcare Solution Scenarios defined for Benefits and Eligibility are based on ASC X12 Electronic Data Interchange (EDI) messages for HIPAA.

IBM Business Process Manager Healthcare Pack V7.5 Enhancements

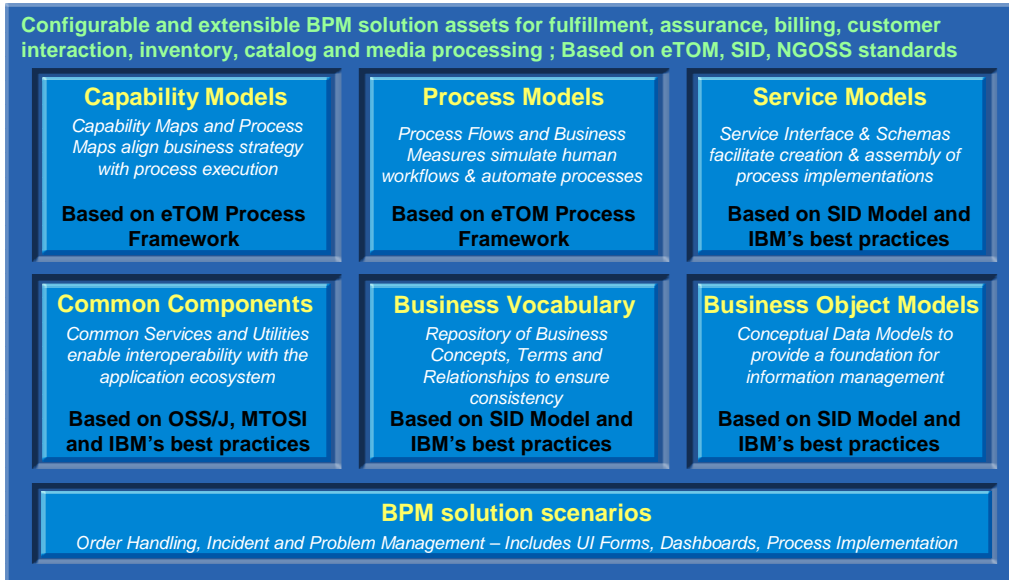


The diagram here shows enhancements that are specific to Healthcare pack V7.5. They include new process models for Process Designer, updated solution scenarios for Express, Standard, and Advanced editions. They contain process flows, coach flows, scorecards/KPI, and integration services. Another major enhancement in Healthcare Pack is furthering support for HIPAA 5010 and ICD-10.

Telecom Pack

This section provides new features and enhancements specifically to Telecom Pack V7.5

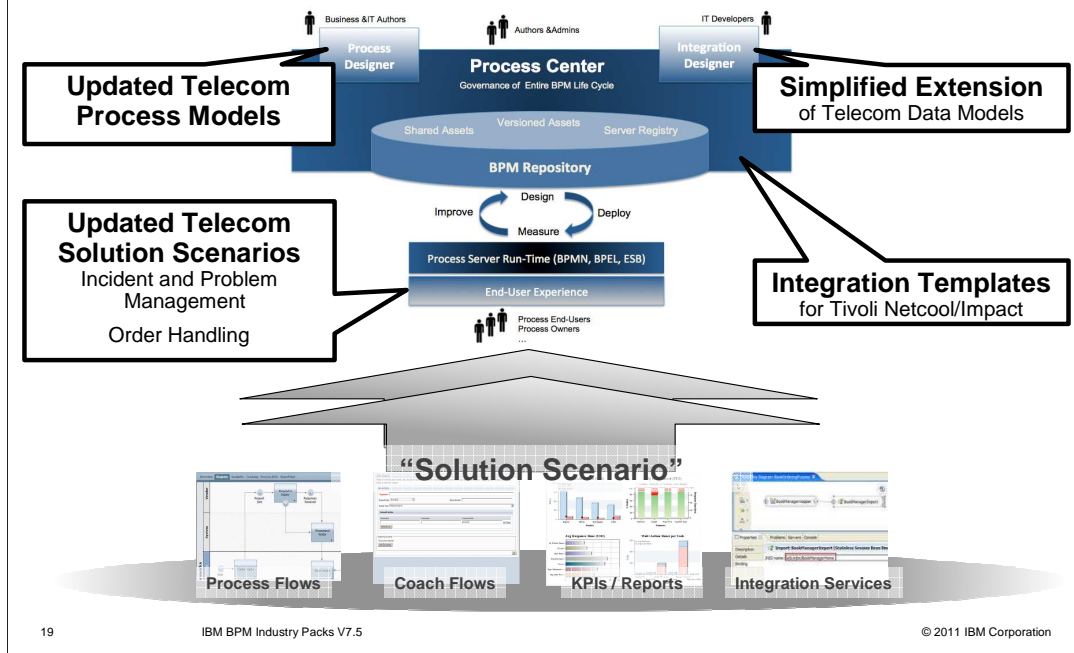
IBM Business Process Manager Telecom Pack V7.5 Telecom Solution Assets for IBM BPM



BPM Telecom Pack is a core Business Process Management (BPM) offering of the IBM telecom industry Framework. It supports billing, fulfillment, assurance, customer interaction, inventory, catalog, and media life cycle processing operations for communication enterprises. They include capability models, process models, service models, common components, business vocabulary, business object models, and solution scenarios assets. In addition, the standards supported by the BPM Telecom Pack are provided for each asset.

Both Telecom Capability Models and Process Models are based on the TM Forum's Business Process Framework (eTOM) standards and IBM best practices. The Telecom Process Models are based on the TM Forum's Business Process Framework (eTOM) standards and IBM best practices. The Telecom Common Components are based on the TM Forum's Solution Frameworks (NGOSS) Information Framework (SID) model, OSS/J, the MTOSI model, and IBM best practices. The Telecom Business Vocabulary is based on the TM Forum's Information Framework SID model. The Business Vocabulary-related artifacts use the common vocabulary and the set of information, data definitions, and relationships used in the NGOSS architecture definition. The Telecom Business Object Model is based on the TM Forum's Solution Frameworks (NGOSS), TM Forum's Information Framework SID model, and IBM best practices. The Telecom Solution Scenarios are out-of-box BPM implementations packaged as a reference to help you understand end-to-end delivery of a BPM solution for the Telecom industry.

IBM Business Process Manager Telecom Pack V7.5 Enhancements



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IBM BPM Industry Packs V7.5

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This diagram here shows enhancements that is specific to Telecom pack V7.5. They include new and updated process models for Process Designer, updated solution scenarios for Express, Standard, and Advanced editions. They contain process flows, coach flows, scorecards/KPI, and integration services. Some other major enhancements in Telecom Pack are simplifying extension in Telecom Service Models, and new templates for integration with Tivoli Netcool/Impact.



Section

Banking Pack

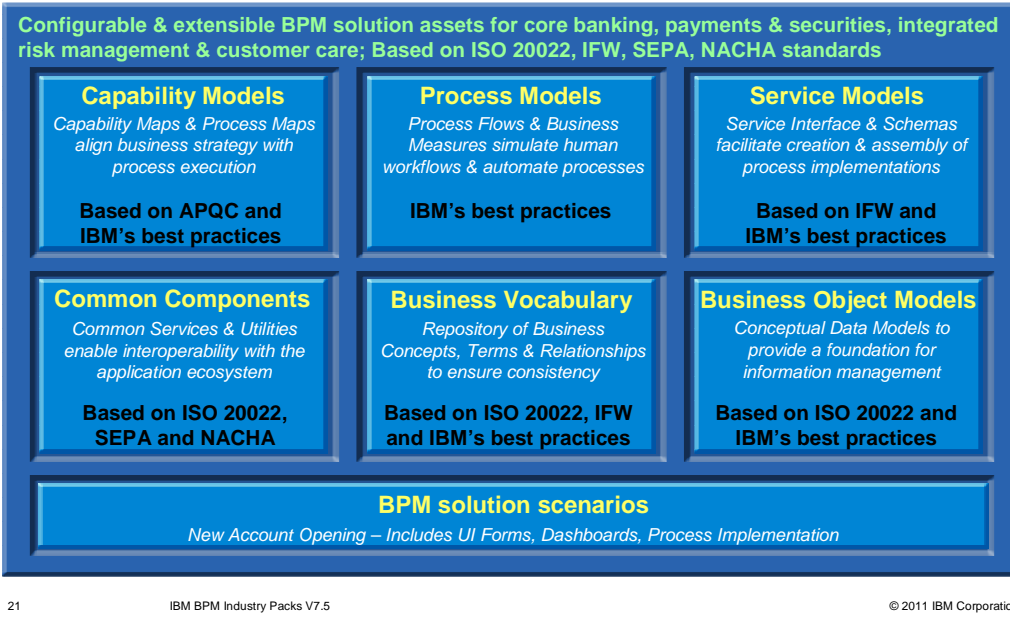
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IBM BPM Industry Packs V7.5

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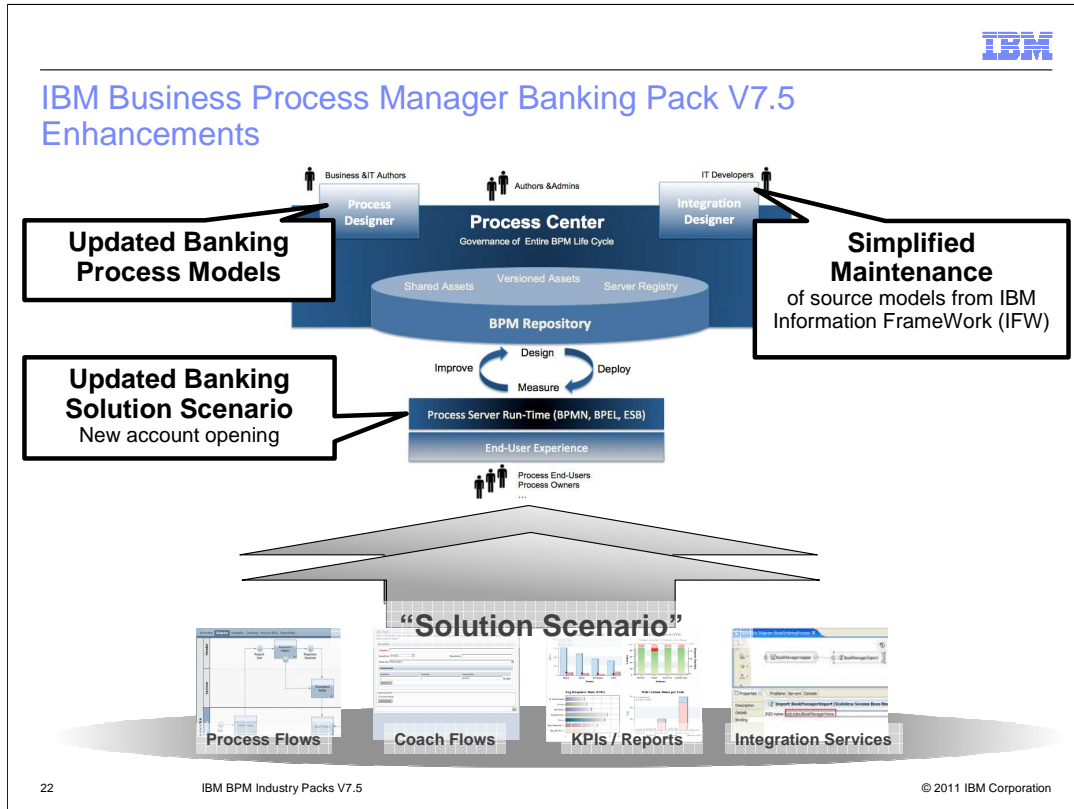
This section provides new features and enhancements specifically to Banking Pack V7.5

IBM Business Process Manager Banking Pack V7.5 Banking Solution Assets for IBM BPM



BPM Banking Pack is a core BPM offering of the IBM banking industry Framework (IFW). They support core banking, payments, and customer care for banking institutions, and include capability models, process models, service models, common components, business vocabulary, and business object models assets. A list of standards that are supported by the BPM Banking Pack are also listed for each asset.

The Banking Capability Models are based on American Productivity and Quality Center (APQC)-Process Classification Framework (PCF), International Organization for Standardization (ISO) 20022, and IBM best practices. The Banking Process Models are based on IBM best practices. The Banking Service Models are based on industry standards such as IBM IFW Interface Design Model and IBM best practices. The Banking Common Components are based on ISO 20022 SEPA, NACHA industry standards, and IBM best practices. The Banking Business Vocabulary is based on a pre-defined set of Business Terms and concepts from IBM IFW. The Banking Business Object Model is based on ISO 20022 and IBM best practices. Finally, the Banking Solution Scenarios are out-of-box packaged BPM implementations as a reference to help you understand end-to-end delivery of a BPM solution for the Banking industry.



This diagram shows the enhancements that are specific to the Banking pack V7.5. They include new and updated process models for Process Designer, updated solution scenarios for Express, Standard, and Advanced editions. They also contain process flows, coach flows, scorecards/KPI, and integration services. Another major enhancement in the Banking Pack is providing a new utility to simplify maintenance of source models from IBM banking industry Framework in both service and business object models.

Summary

This section provides a summary of Industry Pack V7.5 presentation.

Summary

- Basic concepts on BPM Industry Packs V7.5
- Provided installation steps
- Overview of different packs offering in BPM Industry Pack V7.5 including Healthcare, Telecom, and Banking
- Learned new features and enhancements of each industry pack

In this presentation you were introduced to the concepts of BPM Industry Packs V7.5. Why it is essential to help IT businesses with pre-built BPM solutions and different packs from IBM that make up the V7.5 Industry Packs capabilities. You were given a high level overview of new features and enhancements in each pack including new process models, and updated solutions scenarios.



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