



IBM Software Group

WebSphere® Business Monitor V6

Overview of the Business Measures Editor



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This presentation will provide a brief overview of Business modeling and the WebSphere Business Measures Editor.

Goals

- Give an overview of Business Measures Modeling
- Explain what the Business Measures Editor is
- Describe the functionality of the Business Measures Editor



This presentation will explain what business measures modeling is all about, and then tell the WebSphere version of that story.

Next it will cover the delivery of business measures modeling within the WebSphere product set. Specifically, it will cover the Business Measures Editor (BME) within the WebSphere Business Modeler product.

Agenda

- Business Measures Modeling Overview
- BME Overview



This presentation begins with an overview to set some context for the rest of the presentations about the Business Measures Editor. The overview will talk generically about the idea of modeling business measures for monitoring your running business processes.

Other presentations will address using the editor to create measures, triggers, dimensions, and situation events.

Section

Business Measures Modeling Overview



This section provides a generic overview of what business measures modeling is about.

Multidimensional business models

- The Process Model
 - ▶ Provides the pictorial representation of the process model.
- The Resource Model
 - ▶ Allows you to define all of the different resource types and instances of those resources so that they can be associated to the model
- The Information Model
 - ▶ Provides a view of data and how data is used within a business process.



It takes multiple models combined to deliver true business understanding. This presentation covers only the Business Measures Model.

This and the next few slides illustrate that business measures are just another perspective on your overall model, and that is why business measures modeling is part of the WebSphere Business Modeler product.

Additionally, business measures are typically appropriate for the **business** to define, not the technical team – they are by definition designed to monitor **business** relevant data.

WebSphere Business Modeler facilitates each of the listed business models. Briefly, Process modeling looks at the steps involved in business task. Resource modeling focuses on what is available; Information modeling follows data through a process.

Multidimensional business models (cont.)

- The Organization Model
 - ▶ Provides the definition and structure of all of the organization units and their associated resources
- The Analysis Model
 - ▶ Definition of key process metrics and attributes are defined and then analyzed in both a static and dynamic manner.
- The Collaboration Model (New to V6)
 - ▶ Allows for both model time and deployment time collaboration on a process model



An organizational model is concerned with structure; the analysis model focuses on analyzing various metrics. The Collaboration Model, which is new in V6, allows for collaboration during modeling and when a process model is deployed.

Multidimensional business models (cont.)

- The Business Measures Model (New to V6)
 - ▶ Also called Observation Model
 - ▶ Definition of Key Performance Indicators and Measures that represent the critical performance characteristics of how business performance is monitored



Business Measures modeling, also known as Observation modeling, is also new in WebSphere Business Modeler V6.

Specifically for WebSphere, you should refer to education about WebSphere Business Modeler for further details on the different types of models and how that tool allows you to develop them.

This presentation concerns only this one aspect of the overall modeling strategy.

Business measures modeling

- Modeling business performance (for monitoring and control) can be broken down into these steps:
 - ▶ Information **gathering**, from real-time events
 - ▶ Information **aggregation** to calculate higher-level business measures
 - ▶ Enabling the **visualization** of measures on a business "dashboard"
 - ▶ Facilitate **analysis** of measures values **to recognize situations** warranting action



Defining a business measures model enables the interpretation of IT events that come from the runtime and the gathering of necessary business information from those events (and persistence into an appropriate data store)

A business measures model defines how to construct higher level measures from the business data that is gathered.

A business measures model defines the necessary information to allow the dashboards in the WebSphere Business Monitor product to display the data. For example, the model specifies that revenue can be shown by location. The monitor interprets this definition to ensure that it can store and display the data in that way.

The business measures model defines what measure value changes represent a situation that is of business interest.

The situation events can then be used to invoke some action. The decision as to what action to take is defined outside of the model in the runtime environment.

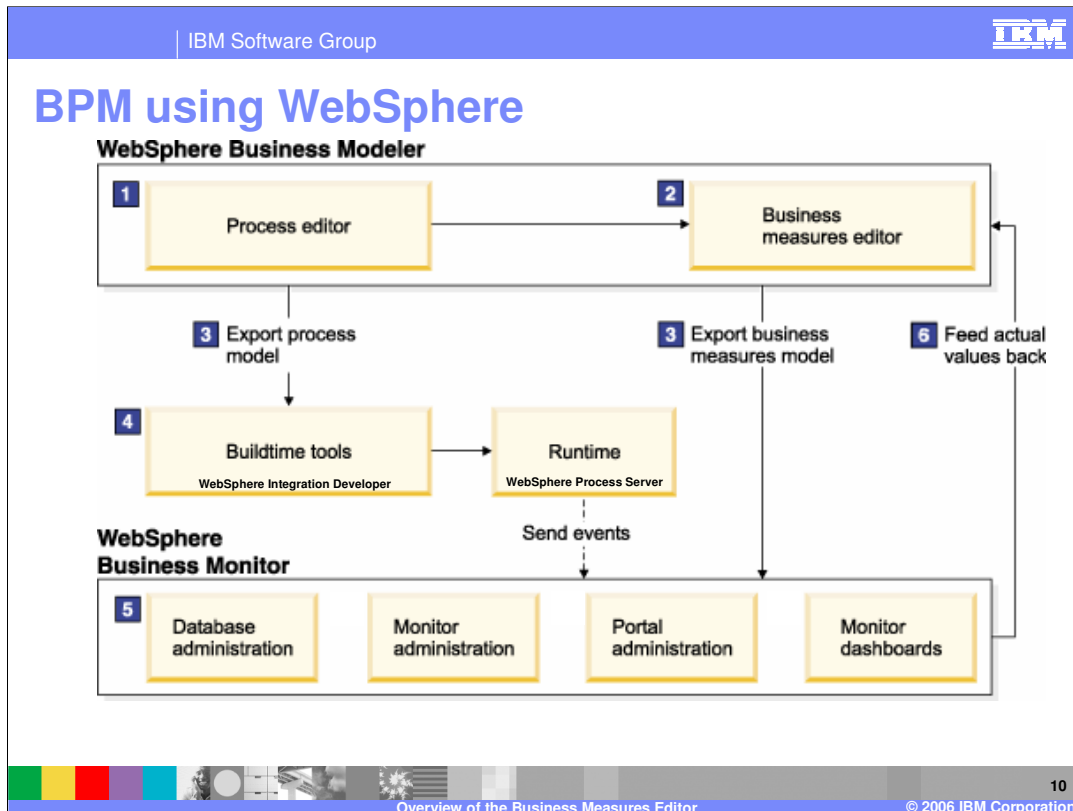
Business measures modeling

- A Business Measures Model
 - ▶ defines these steps in enough detail to allow them to run in a runtime environment for business monitoring (a "monitor").
 - ▶ combines business measures elements to observe a process
 - ▶ describes to the Monitor how to process events.
- "Process-centric" business measures modeling describes the observation characteristics of a business model in terms of the business processes:
 - ▶ The context of the observable object is a process and all of its contained activities.
 - ▶ The events that carry information that is made available to such an observable process context are produced by the runtime engine that the process is deployed in.
 - ▶ These events carry information about the state and the data flows inside the process.



A Business Measures Model enables these things. It lets your monitor **understand** the runtime environment from a business context and a business point of view. It lets you define how a process is measured in business terms.

Version 6 of the Modeler/Monitor story provides 'process-centric' modeling. This means that the context for all monitoring is the Business Process. Any measures or events are taken directly from the running business process, not from the lower level of the individual activities that are called by the process.



This diagram gives a very high level picture of how WebSphere delivers business measures modeling.

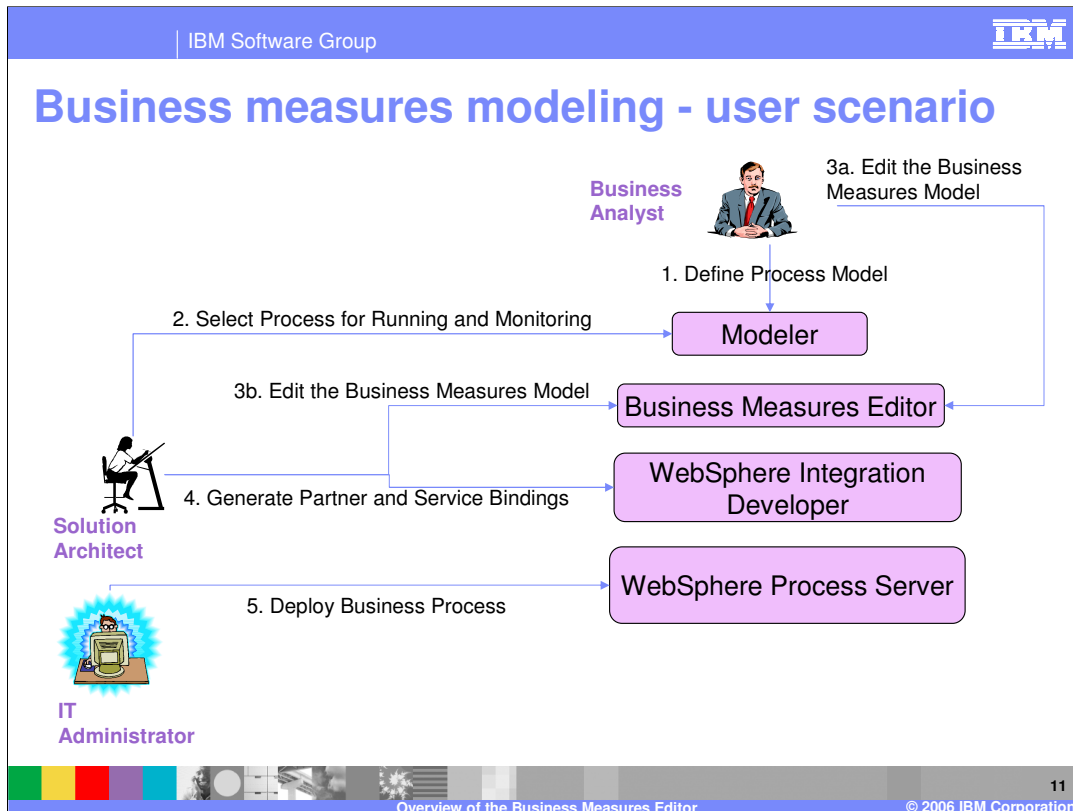
Steps 1 and 2 occur within the WebSphere Business Modeler. In Step 1 the process model is designed and edited using the 'process editor'. Once this is complete, the business measures for that process are defined using the 'business measures editor'.

Step 3 is a combined export of the two models.

In step 4, the process model is imported to the Implementation tool, WebSphere Integration Developer, where it is filled out with implementation specifics and then deployed on the runtime server, WebSphere Process Server. At runtime the process will generate events.

In step 5, the Business Measures Model is imported into the WebSphere Business Monitor so that Monitor can begin to interpret the events and provide monitoring information to users.

Finally in step 6 the data that was captured by the Monitor can be imported back into the Modeler so that the process model can be improved, and the business measures model changed if required.



This is effectively an alternative rendering of the previous slide, but shows which roles are participating in each step. A good practice is to have as much work done in Modeler as possible to keep a consistent model – so let your IT Solution Architect participate in the Modeling phase.

- 1 - The Business Analyst creates Business Processes in the Modeler. Tasks include modeling, simulating and analyzing processes.
- 2 - The Solution Architect works with the Business analyst to select which processes should run and be monitored. The business analyst is involved at this stage as he knows what needs to be measured to monitor business performance.
- 3 - Together they will the create and edit the Business Measures model using the Business Measures Editor in the Modeler. It is important to ensure that the process model and the business measures model are in synch with one another before exporting to the runtime engine (and its tools – WebSphere Integration Developer) and the Monitor respectively
- 4 - The appropriate technical resources (IT Specialists, Administrators and DBAs) will then import the models in to the buildtime, complete and deploy to the runtime – WebSphere Process Server
- 5 - The business models are then deployed Monitor and the Database tables are created
- 6 - Business users and analysts will then watch Monitor Dashboards running on WebSphere Portal. The dashboards are populated from data supplied by the Monitor

Section

Business Measures Editor Overview

This section will provide an overview of the Business Measures Editor.

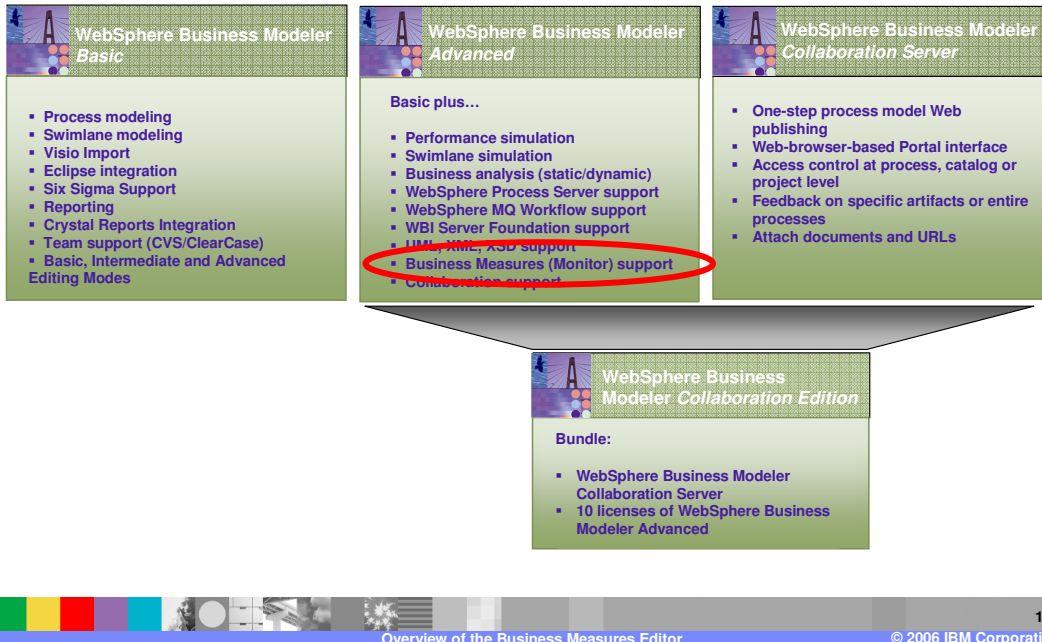
What is the Business Measures Editor? (BME)

- BME is an editor for the Business Measures Model, and is provided with the WebSphere Business Modeler V6 product
- It is used to define 'Business Measures' for business processes
- These Business Measures definitions are then used by the WebSphere Business Monitor V6
 - ▶ Displays measures in many ways – reports, scorecards, gauges, graphs, multi-dimensional analysis ...



WebSphere Business Modeler provides many editors for the different aspects of modeling that it supports. The Business Measures Editor is one such editor.

BME in WebSphere Business Modeler V6



This presentation is not about the WebSphere Business Modeler product. It only covers working with the Business Measures Editor to define metrics that you want to Monitor.

This slide is designed to show that WebSphere Business Modeler exists in multiple versions itself, and to show where the Business Measures Editor fits in this picture.

BME – What does it look like?

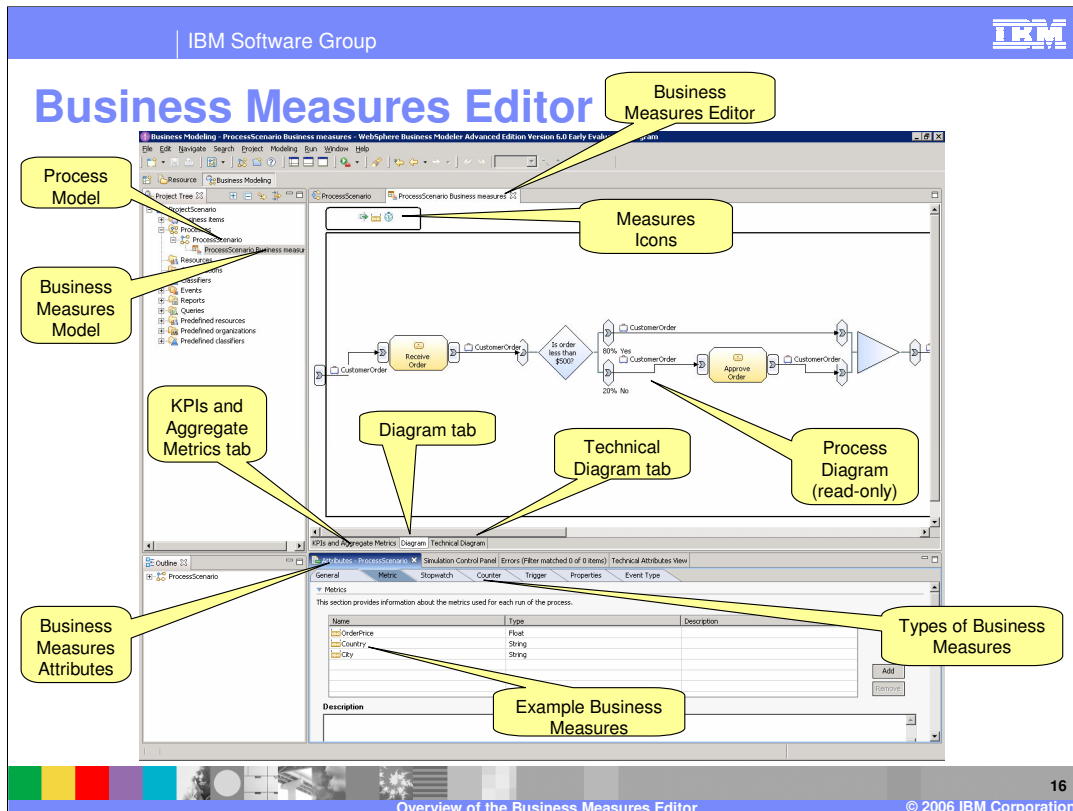
- Dedicated editor within Modeler – the Business Measures Editor (BME)
- Shows Process Diagram
 - ▶ Process model is read-only in the BME – make changes using other Process Model editor (not covered here)
- Allows you to add measures to your process
- Measures are defined within properties tabs in Attributes section
- Wizards assist with measures definitions
- Additional Event Definition editor

The Business Measures Editor is a graphical user interface, and to use it you must install WebSphere Business Modeler V6.

When you open a business measures model it will open in the Business Measures Editor. The Business Measures Editor will show you a read-only picture of the model so that you can see what you are defining measures against. If you want to change the process you must use the Process Editor by opening the Process model instead.

The Business Measures Editor lets you graphically define what you want to measure. The measure details are shown in a set of properties in a tab within the editor. There are wizards to help you add and edit your measures.

In addition to the editor for the business measures, there is an editor for you to define what your own custom Events look like. Then in the Business Measures Editor you define 'Situation Events' as occasions of business significance, and you associate one of the Event Definitions with that Situation Event.



Here is the Business Measures Editor, shown in WebSphere Business Modeler with the 4-pane view active.

In the project tree you can see that there is the standard **Process Model** called 'Process Scenario' and this is edited in the regular process editor

Underneath the process model there is a separate item, '**ProcessScenario Business measures**' and this is the **Business Measures Model**. It is opened in the BME on the right. The BME uses two panes (the upper and lower right hand panes)

The Business Measures Editor shows a **read-only picture** of the process model diagram – this cannot be edited. This is shown to allow you to understand where you want to define measures, and to allow you to select certain portions of the model only. **Icons** for each measure type are created at the top of the diagram whenever one or more of these measure types exists in the **BMM**.

The bottom of the editor shows the details (attributes) about the measures that are defined. There are multiple types of measures (for example Metric, Stopwatch, Counter) and these each have their own tab within the Attributes view at the bottom.

Some example measures of the 'Metric' type of measure are shown – OrderPrice, Country, City.

A separate page within the editor called 'KPIs and Aggregate Metrics' This page is not active in this screen capture, but it is accessed using the indicated tab, and is used for defining aggregate measures and KPIs

Summary

- Described Business Measures Modeling
- Explained the Business Measures Editor
- Highlighted navigation to the features of the BME



In summary, this presentation has briefly described Business Measures Modeling and the Business Measures editor, and provided a glimpse of the features of the editor.

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