



IBM Software Group

IBM Business Process Management Suite V6.1.2

Business space - Overview



@business on demand.

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This presentation provides an introduction to the new Business Space feature in the BPM V6.1.2 portfolio, and how to get started with Business Space. Business Space unifies the Business Process Management (BPM) user interface space for business users.

Goals

- Goal of this presentation
 - ▶ Provide overview of business space framework and the business process management (BPM) products that includes business spaces
 - ▶ Provide overview of business space strategy and topology
 - ▶ Provide some samples of business space use cases

- You will learn:
 - ▶ The basics of business space, its architecture, topology
 - ▶ Business space support in V6.1.2



The goals of this presentation is to provide an overview of the Business Space, its framework and at a high level show how it is implemented in the different products in the BPM portfolio.

Each of the BPM products will dive into the details of the Business Space implementation.

A separate presentation covers how to get started with the Business Space.

Business space - Overview

- New, ready-to-run Web 2.0 BPM client for business users
- Provides a single, rich, holistic user experience
- Unifying front end for IBM's BPM products to access business related data
- Web browser based
- Blurs the distinction between business and IT
- Not a separate product



Business Space is the new, ready to use Web 2.0 BPM client for the end business users. It is a collection of related Web content that provides you with insight into your business and the capability to react to changes in it.

Business Space unifies the Business Process Management user interface space for business users to allow them to work in a single window for all the business activities taking place in different BPM products in the suite. Business Space is a mash-up of BPM widgets targeted for a business user.

Business Space is not a separate product but part of the BPM products.

Business space concepts

The screenshot displays the Business Space interface with the following components:

- Table:** A table with columns: city, OrderAndTask Key, COMPLETED, country, Monitoring Contact Timer, Order End Time, Order Fulfillment Duration, Order Start Time, and On. It lists data for Raleigh, Toronto, Mexico City, and Raleigh.
- KPIs:** Two gauges for 'Average Order Fulfillment KPI August 2008' and 'Average Order Price KPI (Dollars)'. The first gauge shows a needle near 3 days, and the second shows a needle near 400 dollars.
- Google Calendar:** A calendar view for June 2008.
- Widget Palette:** A sidebar on the right containing categories like Business Configuration, Business Rules, Business Monitoring, KPIs, Instances, Diagrams, Alerts, Reports, Dimensions, Human Tasks, Business Monitoring Tools, and KPI Manager.
- REST API Layer:** Below the main content, a box labeled 'BPM Portfolio' contains four 'REST API' boxes for WebSphere Process Server, WebSphere Publishing Server, WebSphere Business Monitor, and WebSphere Business Fabric.

Annotations on the right side of the slide:

- 1** Business Space common framework shipped in all BPM products
- 2** Business space palette shows widgets of interest for each space
- 3** Business space content is an integrated view of widgets from various sources
- 4** Content connected with representational state transfer (REST) services to the BPM portfolio

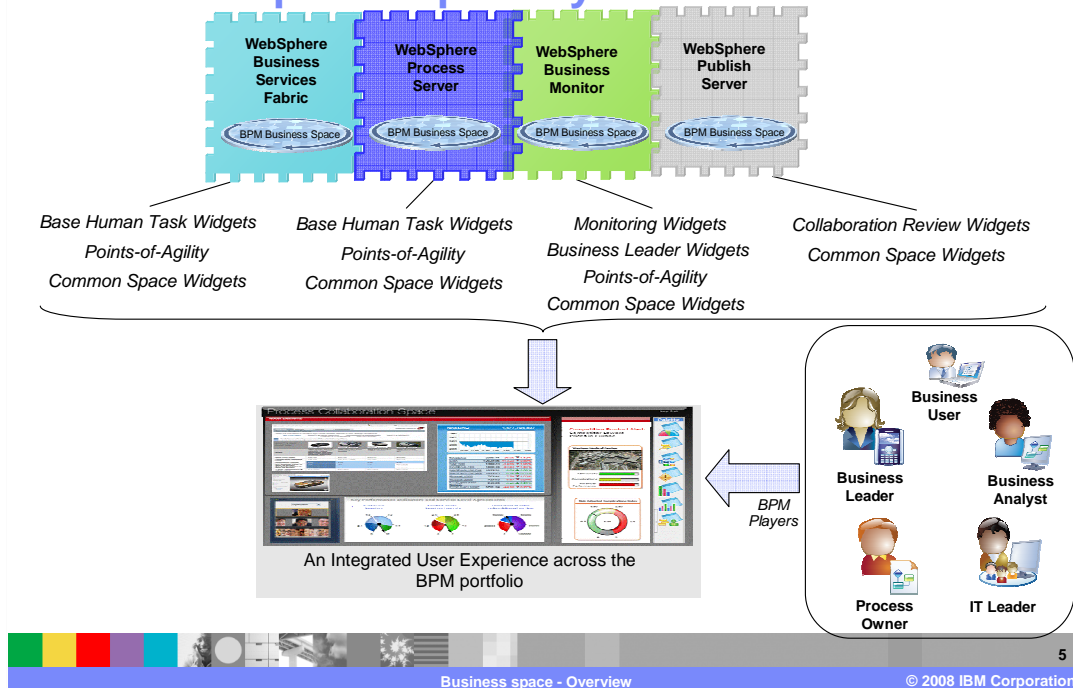
Business space Overview © 2008 IBM Corporation

Business Space contains a common framework included in most of the BPM products in the suite. Additionally, each BPM product ships a set of widgets to be used by the Business Space.

The slide shows a screen capture of a typical business space where different widgets from various applications come together. In the example shown on this page are widgets from WebSphere Business Monitor along with Google calendar. A palette provides a list of the widgets that are available to you, so you can drag these widgets anywhere on the page, and can configure the page layout to tailor the display to your preferences

The BPM products in the suite expose their business data through REST based services for consumption by external applications like Business Space widgets.

Business space capability



The relationship between the BPM products and Business Space is shown here. The BPM Visualization content, also known as Widgets are registered with Business Space within a BPM product. The different roles in an organization can participate in the same space, or separate space for different business objectives. With this approach you will see an integrated user interface which brings the different widgets into a common business space. The architecture allows widgets to be provided from different sources and available for business users within a Business Space.

Business Space is enabled in the WebSphere Business Service Fabric, WebSphere Process Server, WebSphere Business Monitor and WebSphere Business Modeler products in the BPM V6.1.2 suite. Each of these products has a set of widgets exposed to the Business user, relevant to the function it performs, as listed below the product. There are common widgets like Viewers, Google gadgets and others that are included with all the products. Each of the products has a set of widgets termed as Points of Agility. These widgets allow business users to make changes to the process that affect the execution of the process. For example, included with the WebSphere Process Server are the Business Rule widgets that allow business users to view and make changes to the rules, thereby affecting the decisions made by the running process.

The details of these set of widgets are listed later in this presentation.

Business space – Value proposition

- Empowering the various business user and roles
- Integrate creation of the business user experience with authoring of the business application itself
- Enable collaboration between all participants in the BPM process
- Transform IT administration into a business-centric and solution-centric experience



The key value proposition of Business space is shown here.

First, is ***empowering the business user.***

This is done by providing the business user, particularly the business leader with the information they need to browse and monitor the entire business process in a holistic manner. As an example, a single integrated user interface for viewing and interacting with dashboards, process diagrams and business rules.

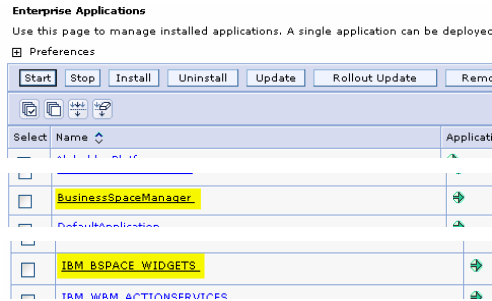
Second, is to ***integrate creation of the business user experience with authoring of the business application itself.*** Give the business user the tools to create the applications they need.

Third, is to ***enable collaboration between all participants in the BPM process.*** Enable collaboration on the day-to-day activities across role boundaries like human tasks and coordination, strategy, review, modeling of processes, and organizational navigation.

Last is to ***transform IT administration into a business-centric and solution-centric experience.*** This enables shifting the focus of the business user experience away from deployment-centric to business application-centric administration and integrate IT administration into the BPM life cycle / optimization process

Business space – Components

- Business space is not a separate product but included as part of the BPM product
- The first product in a new environment installs business space and registers its widgets
- Two Java EE applications are installed as part of business space framework:
 - ▶ **Business Space Manager**
 - ▶ **IBM BSPACE Widgets**
- Other products register their widgets when installed



Business Space is not a separate product but bundled with the BPM products. Each BPM product has the Business Space common framework components, which are two Java EE applications, namely the Business Space manager and IBM BSPACE widget applications. The Business Space framework is installed as part of the BPM product installation. In addition to the common framework, the BPM product contains a set of widgets that are registered with the Business Space as part of the installation of a specific product. These widgets allow the business user to interact with the relevant business data for that BPM product.

In a more complex topology where the widgets are on a separate server than the Business Space framework, the widgets can be registered manually with the framework.

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In a more complex topology where the widgets are on a separate server than the Business Space framework, the widgets can be registered manually with the framework.

Widgets in BPM V6.1.2

BPM product	Available widgets		
Common widgets (for all products)	Editors and Viewers: <ul style="list-style-type: none"> • Presentation • Spreadsheet • Web Viewer (URLs) • Feed Viewer 	Google Tools: <ul style="list-style-type: none"> • Google Gadgets • Google Calendar 	
WebSphere Business Monitor	Business Monitoring: <ul style="list-style-type: none"> • Reports • Instances • Human Tasks • KPIs • Dimensions • Diagrams • Alerts® 	Monitoring Tools: <ul style="list-style-type: none"> • Export Values • Alert Subscriptions • KPI Manager • Getting Started 	Human Tasks: <ul style="list-style-type: none"> • My Team's Tasks • <i>Send Widget (Needs WebSphere Process Server installed)</i>
WebSphere Business Modeler Publishing Server	Reviewing: <ul style="list-style-type: none"> • Draft Models • Released Models • Draft Models Manager • Released Models Manager • Publishing Server Status • Model Access Control 		
WebSphere Process Server	Human Tasks: <ul style="list-style-type: none"> • Task Information • Available Tasks • My Tasks • Task Creation (Dojo and Lotus® Form) • Tasks Created by Me • Human Workflow Diagram • Team List 	Real-time Business Configuration <ul style="list-style-type: none"> • Business Rules 	
WebSphere Business Services Fabric	Real-time Business Configuration <ul style="list-style-type: none"> • Business Variables 		

8

Business space Overview

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The BPM widgets for each product in the BPM suite are shown here.

The common widgets are shipped with all the products. They contain the editors, viewers and some Google Tools like the gadgets and calendar. The editor and viewers allow widgets to interact with Power Point presentations, Spreadsheets, other Web sites, and data feeds within the Business Space.

The widgets included in **WebSphere Business Monitor V6.1.2** are the Business Monitoring and tool widgets. These look similar to the widgets currently available in WebSphere Business Monitor V6.1 Dashboard. Additionally, widgets related to Human tasks are also included with WebSphere Business Monitor V6.1.2.

The Widgets included in **WebSphere Business Modeler Publishing Server V6.1.2** are widgets for interacting with published draft or released models, and for managing access control to the models.

The Widgets included in **WebSphere Process Server V6.1.2** are widgets to interact with human tasks and business rules.

Last, the Widgets included in **WebSphere Business Service Fabric V6.1.2** are widgets to interact with the business variables used by Business Service Fabric V6.1.2.

Section

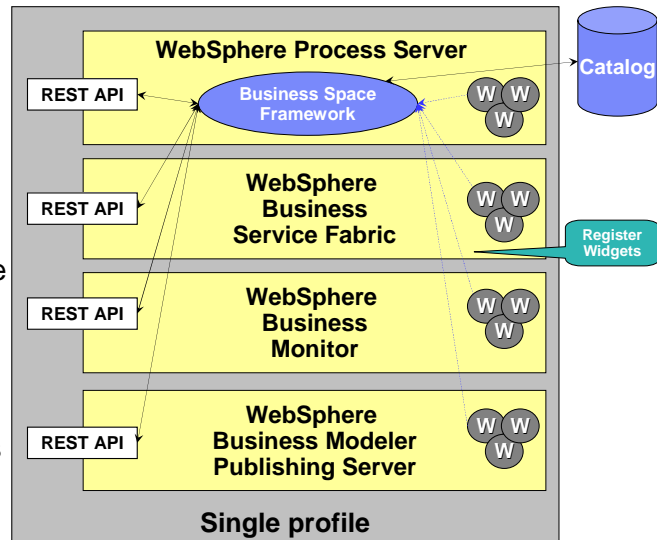
Business space: Strategy and topology



The next section covers the Business Space strategy and topology.

Installation strategy – Single server

- Business Space framework is installed with the first BPM product installation (WebSphere Process Server in this example)
- Subsequent product installations on the same profile will only register their widgets to the Business Space Framework
- Widgets use REST APIs to get or update business data from the servers



10

Business space Overview

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This slide shows the Business Space with multiple BPM products installed in the same profile. The Business Space framework applications are installed as part of the 1st BPM product install. The example has the WebSphere Process Server installed before other BPM products, and hence the Business Space framework is installed as part of its install. The Business Space widgets of WebSphere Process Server are also registered with the framework.

The installation and profile augmentation of subsequent BPM products like WebSphere Business Service Fabric, WebSphere Business Monitor and WebSphere Business Modeler Publishing Server will only register their widgets with the already installed Business Space framework.

During program execution, the widgets in the Business Space will use the REST APIs exposed by the BPM products to get or update the business data within the runtime.

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This slide shows the Business Space from multiple BPM products installed within the same profile. The Business Space framework applications are installed as part of the 1st BPM product install. The example has the WebSphere Process Server installed before other BPM products, and hence the Business Space framework is installed as part of its install. The Business Space widgets of WebSphere Process Server are also registered with the framework.

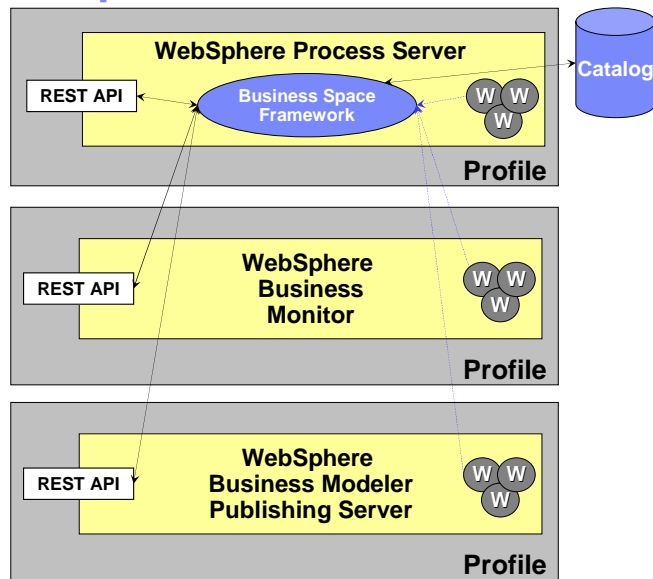
WPIv612_BusinessSpace_Overview.ppt

The installation and profile augmentation of subsequent BPM products like WebSphere

Page 10 of 20

Install strategy – Multiple servers

- Business space framework is installed with the first BPM product installation (WebSphere Process Server in this example)
- For V6.1.2, you will have to manually register (add) and enable the widgets from subsequent installation of the BPM products
 - Widget registration Instructions to register widgets are described in product information center
- Widgets use REST APIs to get or update business data from the servers



In V6.1.2, enabling Business Space in a clustered environment requires manual configuration – this is documented in product information center

11

Business space Overview

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This slide shows the Business Space with multiple BPM products installed in different servers within a Network Deployment cell. The Business Space framework applications are installed as part of the 1st BPM product installation. The example has the WebSphere Process Server installed before other BPM products, and hence the Business Space framework is installed as part of its install. The Business Space widgets of WebSphere Process Server are also registered with the framework.

The installation of subsequent servers, like WebSphere Business Monitor or WebSphere Business Modeler Publishing server in this example, will not automatically register the widgets since the Business Space framework is installed on a different server.

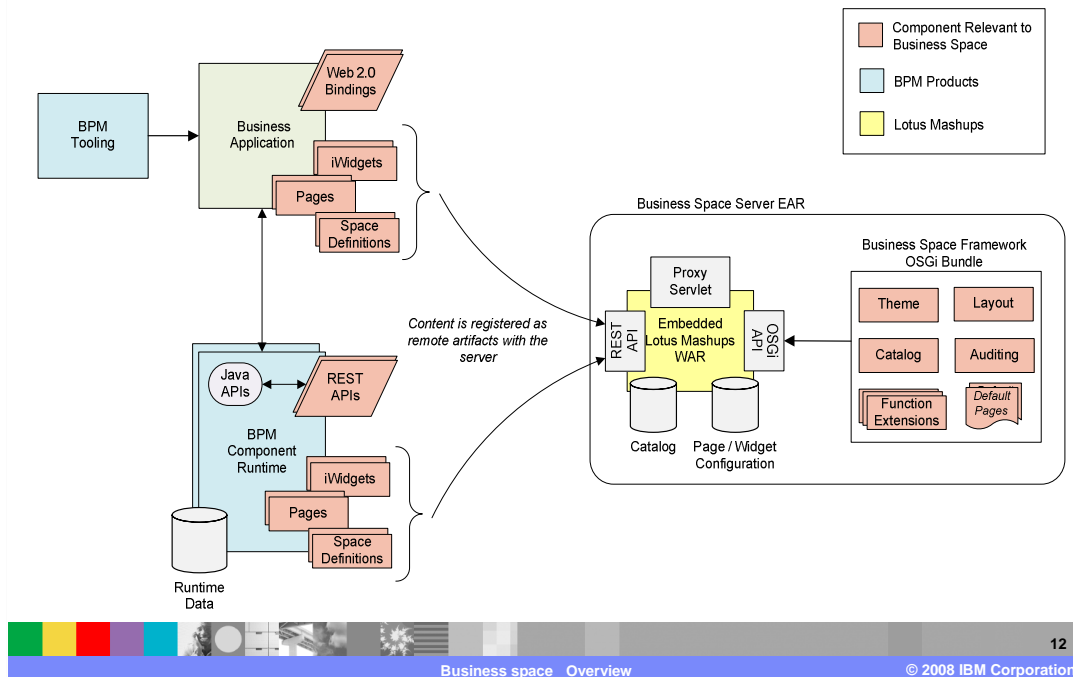
For the V6.1.2 release, you will have to manually register the widgets to the Business Space framework on the 1st server, and then enable the widgets. The BPM product Information Center has the steps to manually register and enable the widgets to a Business Space framework. There is no automatic registration of widgets available from a server external to the Business Space framework

During program execution, the widgets in the Business Space will use the REST APIs exposed by the BPM product to get or update the business data within the runtime.

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This slide shows the Business Space from multiple BPM products installed in different servers within a Network Deployment cell. The Business Space framework applications

Business space - Deliverables



This page shows the different deliverables as part of the Business Space implementation. Core to the Business Space is the embedded Lotus Mash-up application that provides the foundation for the Business Space. Part of the Business Space framework are the different bundles that provide the theme, layout, cataloging, and other functions.

The Widgets provided by the BPM runtime are based on Lotus iWidgets.

The BPM product runtime provides the REST based APIs that are used by the widgets to interact with the BPM product business data. The architecture allows business applications to provide their own iWidgets bundled within the application using the REST based APIs that are exposed by the application to interaction with application specific business data. Using this extended model, application specific widgets can then be used by business user in context of a Business Space.

Section

Business space UI: Examples



The next section provides some example of Business Space.

Sample – Publishing server

BusinessSpace

Processes | Process Models | * |

Review Drafts

- Data catalogs
- Process catalogs
- Processes
 - To-Be Processes
 - Processes
- AccountVerificationToBe
- Resource catalogs

Model Elements

Font: Default | Zoom: 25% | Layout type: Free Form

Comments

Local task: Customer Retrieval

Add Comment | Add Response | Delete Comment | Export

Filter by: Local task: Customer Retrieval

Name: Customer Retrieval

Description: This will be an MQ lab, it is defined with an undefined technical implementation type so it will show as a regular component. This search will be based on using the attribute customer id.

powered by WebSphere

Explore process models

Review published Process Models

Add comments to process model

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Here is an example of the Business Space for the WebSphere Business Modeler Publishing Server. The different widgets to explore the models, look at the published models, add comments to the model are shown here as an example.

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Sample: Widgets from Business Monitor

- Table, half gauge, full gauge, bar, simple

KPI Name	Status	Value	Target	Value in Range
Average Order Fulfillment KPI August 2005		3 d, 18 h, 0 m, 0 s	3 d, 0 h, 0 m, 0 s	
Average Order Price KPI (Dollars)		575	300	
Declined Order KPI		4	3	
Order Count KPI		20		
Percent of Orders Approved KPI		20	90	
Ship Count KPI		4		

Page 1 of 1 Go to page: Results 1 to 6 of 6

KPIs

Average Order Fulfillment KPI August 2005

Average Order Price KPI (Dollars)

Declined Order KPI

KPIs

Average Order Fulfillment KPI Au

Average Order Price KPI (Dollars)

Declined Order KPI

Order Count KPI

Percent of Orders Approved KPI

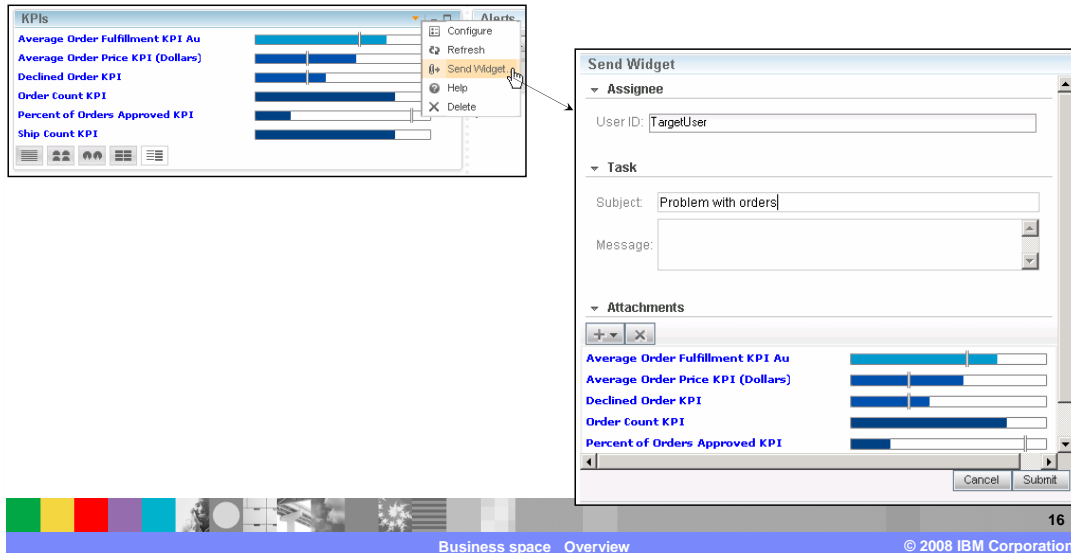
Ship Count KPI

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Shown are some examples for the KPI widgets chart format switch. You can initially set the chart format when you configure the widget. But then if you decide that you want to view the KPIs in a different layout you do not have to go back to re-configure the widget.

Sample: Creating human task

- The human task widget launches with a screen capture of the widget to be included in the task as an attachment.



Another example of Business Space widget is the capability to send a task to another person. If you are viewing a dashboard KPI or alert and notice something that requires attention, then you can invoke an action to create a new human task to have the issue investigated. In this example, the 'Send Widget' function is selected from the KPIs widget, and then a screen capture of the KPIs is sent as an attachment along with the task,

Section

Summary



The next section covers the summary of this presentation.

Summary

- Business space unifies the BPM UI space for business users to allow them to work in a single window for all the business activities taking place in different BPM products in the suite
- For BPM V6.1.2, Business Space function are included in these products:
 - ▶ WebSphere Business Service Fabric
 - ▶ WebSphere Process Server
 - ▶ WebSphere Business Monitor
 - ▶ WebSphere Business Modeler Publishing Server
- Details of how to get started and use the business space UI is covered in a separate presentation



In summary, the new Business space provides a unified BPM user interface targeted for you as a business user. You now have more control over the data visualization you want to see for various different BPM sources and from external sources. In BPM V6.1.2 product suite, several products are enabled for Business Space.

A separate presentation covers the basics of how to get started and use the Business Space UI to create the necessary view to the business data for your business tasks.

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