



IBM Software Group

Optimisation & Management of Business Processes



Anthony B Chapman
IBM Business Integration Sales Manager

e-business on demand software

IBM Central and Eastern Europe / Middle East / Africa, Inc. (CEMA)
16th September, 2004

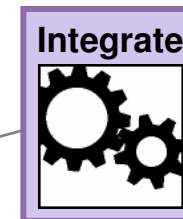
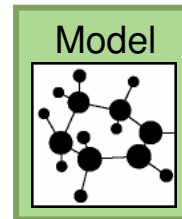
Business Process Management Tooling – does it do the job ?

- Does it clearly and transparently document ?
- Does it allow for the key Business Process attributes ?
- Is the interface simple and intuitive ?
- Amendments easy to make ?
- Allows for what-if simulations ?
- Does it give me end-to-end, closed loop, continuous improvement capability

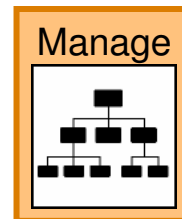
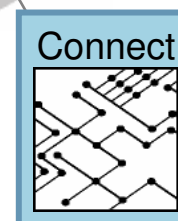
Business Process Management With IBM

- Phase 1:** Establish process modeling methodology
- Phase 2:** Create the As-Is business process
- Phase 3:** Create the To-Be business process
- Phase 4:** Build business measures
- Phase 5:** Communicate and verify business process model

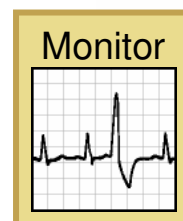
WBI Modeler



WBI



WBI Monitor

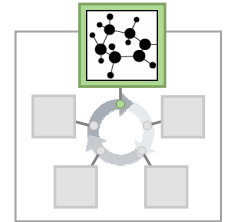


- Phase 11:** Monitor the WBI Workflow process
- Phase 12:** Improve the business process

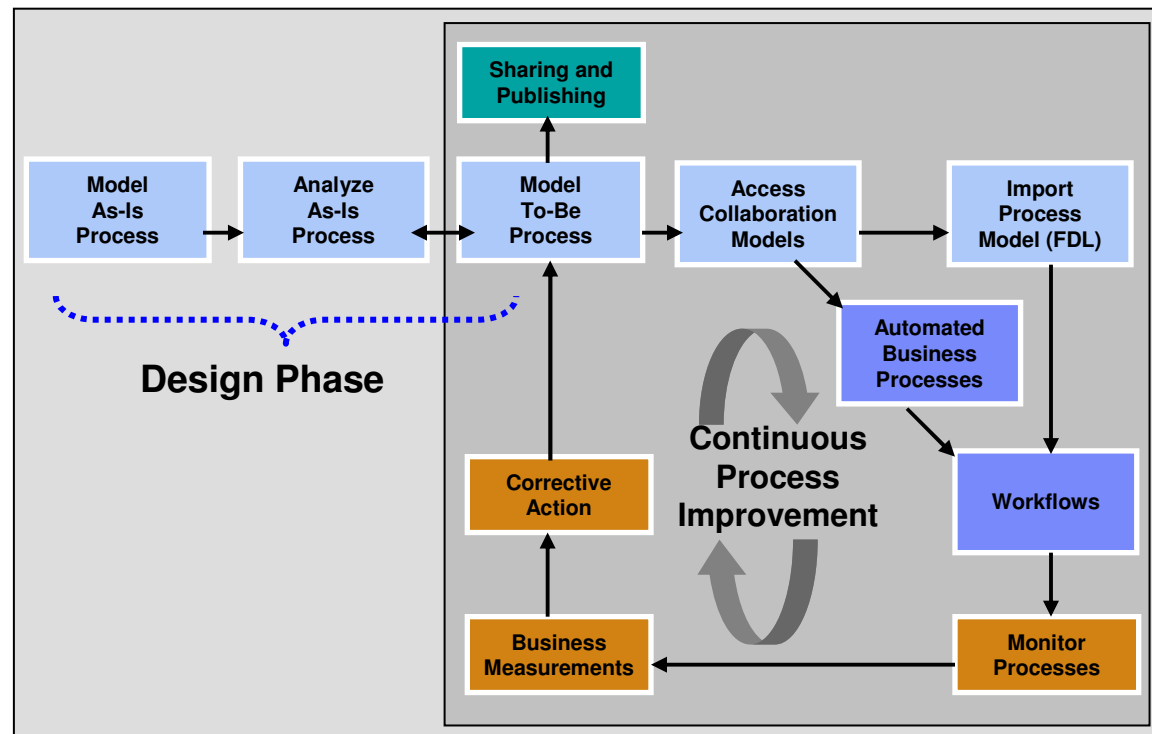
Continuous
BPM Solution

- Phase 6:** Build the WBI Workflow model
- Phase 7:** Model the user interfaces
- Phase 8:** Build the object models
- Phase 9:** Model partner interfaces
- Phase 10:** Integrate and connect model

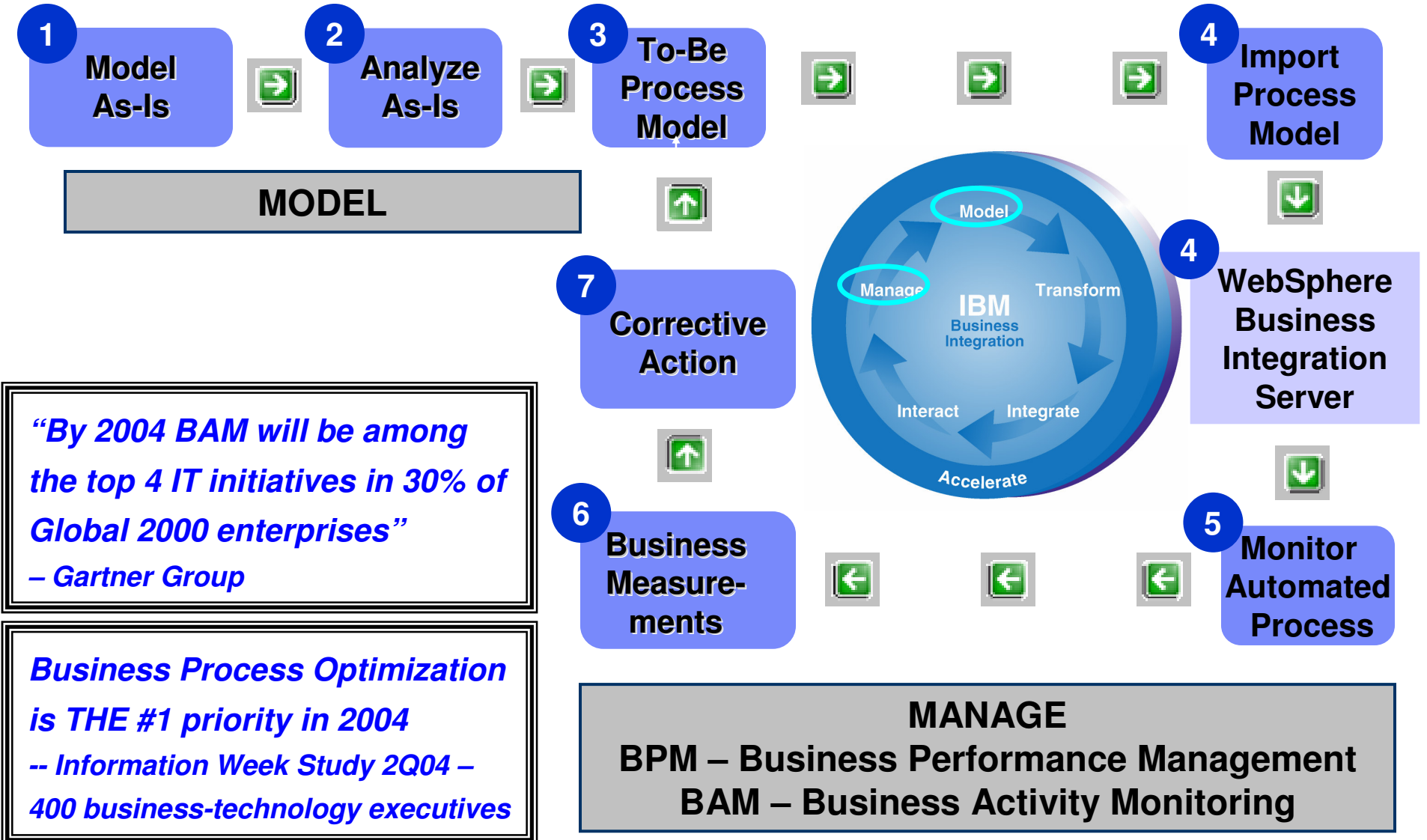
MODEL: For Designing Business Processes



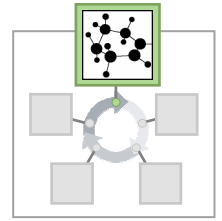
**WebSphere
Business
Integration
Modeling
functionality**



The Business Process is the common denominator

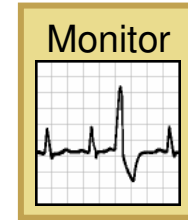


WBI Workbench – Business Measures

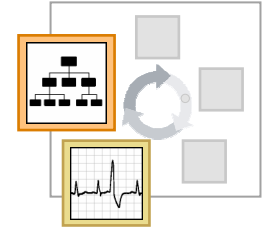


- Powerful tool for measuring critical aspects of process performance
- Create business measures to evaluate a defined **metric** at a specific process **location** under a specific **condition**:
 - ▶ **Metric**: What is to be evaluated (Pre-Defined, User-Defined or Expression)
 - ▶ **Location**: Point within a process at which we wish to evaluate a metric
 - ▶ **Condition**: Set of circumstances for which the metric value is valid
- No coding of any kind is required

WBI Monitor Overview



- **Determine Process Performance:** Track process performance real-time
- **Improved Process Control:** Timely feedback to make decisions
- **Allocate Resources Efficiently:** Make immediate staffing decisions
- **Perform Administrative Duties:** Balance workloads or suspend a process
- **Decision-Making Tool:** Conduct performance-oriented decision-making
- **User-Defined Measures:** View the process information you want to see
- **Alert System:** Notify employees of process problems
- **Export Data:** Perform process analysis on actual data in BPM WBI Modeler



WBI Monitor – Workflow Dashboard

- Provides an operation console of automated business process
- Perform administrative and corrective actions (suspending, reassigning, etc.) of in-flight work items
- Enhanced workflow alert system creates WBI Monitor Notifications, e-mails and/or corrective process instance instantiations

HOLOSOFX BPM Monitor Notification Workflow Dashboard Business Dashboard Logout

Workflow Dashboard Help

Randomize by % Views

[Select Business Measures](#) [Set Filter](#) Process [Process Diagram](#)

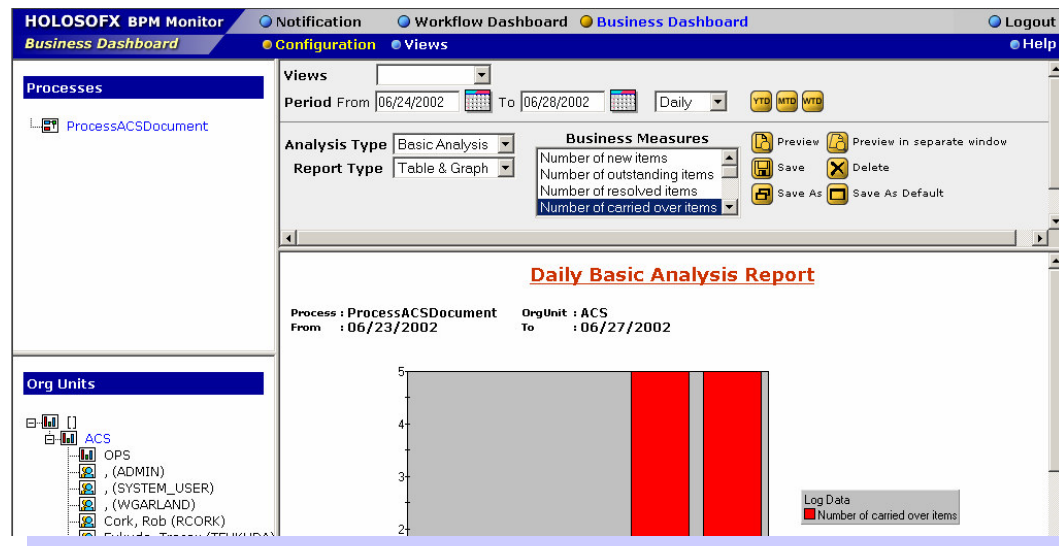
1-5 of 5 Jump to #

Activity Instance	Admin Action	PI Diagram	State	Starting Time	Working Duration	Elapsed Duration	Cost	Is Delayed	Account_ID	Customer_ID
			Running	2002-06-26 12:04 PM	2.82 h	50.50 h	\$0		1234	DOE
			Running	2002-06-26 02:39 PM	5.5 s	47.92 h	\$0		45435	SMITH
			Running	2002-06-26 02:39 PM	0.26 s	47.91 h	\$0		2147483647	BASRAI
			Running	2002-06-26 02:40 PM	0.24 s	47.89 h	\$0		3454353	WEAVER
			Running	2002-06-26 05:43 PM	0.26 s	44.85 h	\$0		0	MARIA111



WBI Monitor – Business Dashboard

- Provides a high-level, strategic view of the automated process
- Provides tactical problem solving on-the-fly for senior management
- Displays Business Measures defined in WBI Modeler
- Easily add/remove Business Measures without any IT coding



Monitor Workflow Dashboard -- Admin - Microsoft Internet Explorer provided by Charter featuring MSN

File Edit View Favorites Tools Help

Charter msn

Back Forward Stop Home Search Favorites Media Print View Source Help

Address http://207.168.40.105/monitor/workflowdb/workflowdb.cmd Go

HOLOSOFX BPM Monitor Notification Workflow Dashboard Business Dashboard Logout Help

Workflow Dashboard

Randomize by % Randomize Views X [Icons] Process CreditRequest Process Diagram

Select Business Measures Set Filter

1-10 of 11 Jump to # Go

Activity Instance	Admin Action	PI Diagram	State	Starting Time	Working Duration	Elapsed Duration	Is Delayed	First Name	Last Name	Credit Amount	Risk Factor
			Running	2002-09-26 02:16 PM	4 d, 2 h, 11 m, 7 s	4 d, 2 h, 11 m, 8 s		Steven	Matheson	1400	
			Running	2002-09-26 02:16 PM	4 d, 2 h, 11 m, 4 s	4 d, 2 h, 11 m, 4 s		Robert	Smith	20000	
			Running	2002-09-27 05:30 PM	2 d, 22 h, 57 m, 48 s	2 d, 22 h, 57 m, 50 s		Bob	Jones	54000	
			Running	2002-09-27 05:32 PM	2 d, 22 h, 55 m, 45 s	2 d, 22 h, 55 m, 45 s		Thomas	Johnson	82000	
			Running	2002-09-27 05:32 PM	2 d, 22 h, 55 m, 24 s	2 d, 22 h, 55 m, 24 s		Jenna	Robertson	70200	
			Running	2002-09-27 05:34 PM	2 d, 22 h, 53 m, 17 s	2 d, 22 h, 53 m, 17 s		Mike	Jacobson	38000	
			Running	2002-09-27 05:42 PM	2 d, 22 h, 45 m, 29 s	2 d, 22 h, 45 m, 29 s		Sarah	Hughes	43000	
			Running	2002-09-27 05:45 PM	2 d, 22 h, 42 m, 38 s	2 d, 22 h, 42 m, 38 s		Mary	Swanson	49760	
			Running	2002-09-27 05:46 PM	2 d, 22 h, 41 m, 19 s	2 d, 22 h, 41 m, 19 s		James	Bradley	85000	
			Running	2002-09-27 05:47 PM	2 d, 22 h, 40 m, 39 s	2 d, 22 h, 40 m, 39 s		Michael	Finley	34700	

Ok

Internet

Monitor Workflow Dashboard -- Admin - Microsoft Internet Explorer provided by Charter featuring MSN

File Edit View Favorites Tools Help

Charter
network msn

Back Forward Stop Home Search Favorites Media Print View Source Help

Address <http://207.168.40.105/monitor/workflowdb/workflowdb.cmd> Go

HOLOSOFX BPM Monitor Notification Workflow Dashboard Business Dashboard Logout Help

Workflow Dashboard

100% Show Data Connectors

The diagram illustrates a credit assessment workflow on a grid. It begins with a 'Credit Document' icon leading to a 'CollectCreditInformati...' task. This is followed by another 'Credit Document' icon and an 'AssessRisk' task, which is highlighted with a yellow background and the number '11'. The workflow then proceeds to another 'Credit Document' icon and a decision diamond labeled 'Credit Request'. From the decision diamond, two paths emerge: one leading to a red square labeled 'Rejected' and another leading to a red square labeled 'Accepted'.

Back

Done Internet

Monitor Workflow Dashboard -- Admin - Microsoft Internet Explorer provided by Charter featuring MSN

File Edit View Favorites Tools Help

Charter
featuring msn

Back Forward Stop Home Search Favorites Media Print View Source Help

Address <http://207.168.40.105/monitor/workflowdb/workflowdb.cmd> Go

HOLOSOFX BPM Monitor Notification Workflow Dashboard Business Dashboard Logout

Workflow Dashboard Help

Set Filter Filter by: Working Duration

Duration Filter

days hours min and days hours min

<= [] [] [] and <= [] [] []

Ok Cancel

Done Internet

Monitor Workflow Dashboard -- Admin - Microsoft Internet Explorer provided by Charter featuring MSN

File Edit View Favorites Tools Help

Charter
featuring
msn

Back Forward Stop Home Search Favorites Media Print

Address http://207.168.40.105/monitor/workflowdb/workflowdb.cmd Go

HOLOSOFX BPM Monitor

Notification Workflow Dashboard Business Dashboard

Logout Help

Process: CreditRequest -> CreditRequest\$AAAAAQAFAAoAAAAAAAAA==

Activity Instance Table

Select Columns Set Filter

Transfer	Activity Name	State	Running Employee Name	Creation Time	Starting Time	Completion Time	Elapsed Duration	Working Duration
	AssessRisk	Running	, (ADMIN)	2002-09-27 05:38 PM	2002-09-27 05:38 PM	1969-12-31 07:00 PM	2 d, 23 h, 9 m, 36 s	2 d, 23 h, 9 m, 36 s
	CollectCreditInformation	Completed	---	2002-09-27 05:32 PM	2002-09-27 05:32 PM	2002-09-27 05:38 PM	6 m, 14 s	6 m, 14 s

Back

Internet

Monitor Business Dashboard -- Admin - Microsoft Internet Explorer provided by Charter featuring MSN

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print View Source

Address <http://207.168.40.105/monitor/businessdb/config.cmd> Go

HOLOSOFX BPM Monitor Notification Workflow Dashboard **Business Dashboard** Logout

Business Dashboard Configuration Views Help

Processes

CreditRequest

Views [Dropdown]

Period From 09/23/2002 To 09/30/2002 Daily YTD MTD WTD [Icons]

Analysis Type Basic Analysis

Report Type Table & Graph

Business Measures

- Number of new items
- Number of outstanding items
- Number of resolved items
- Number of carried over items

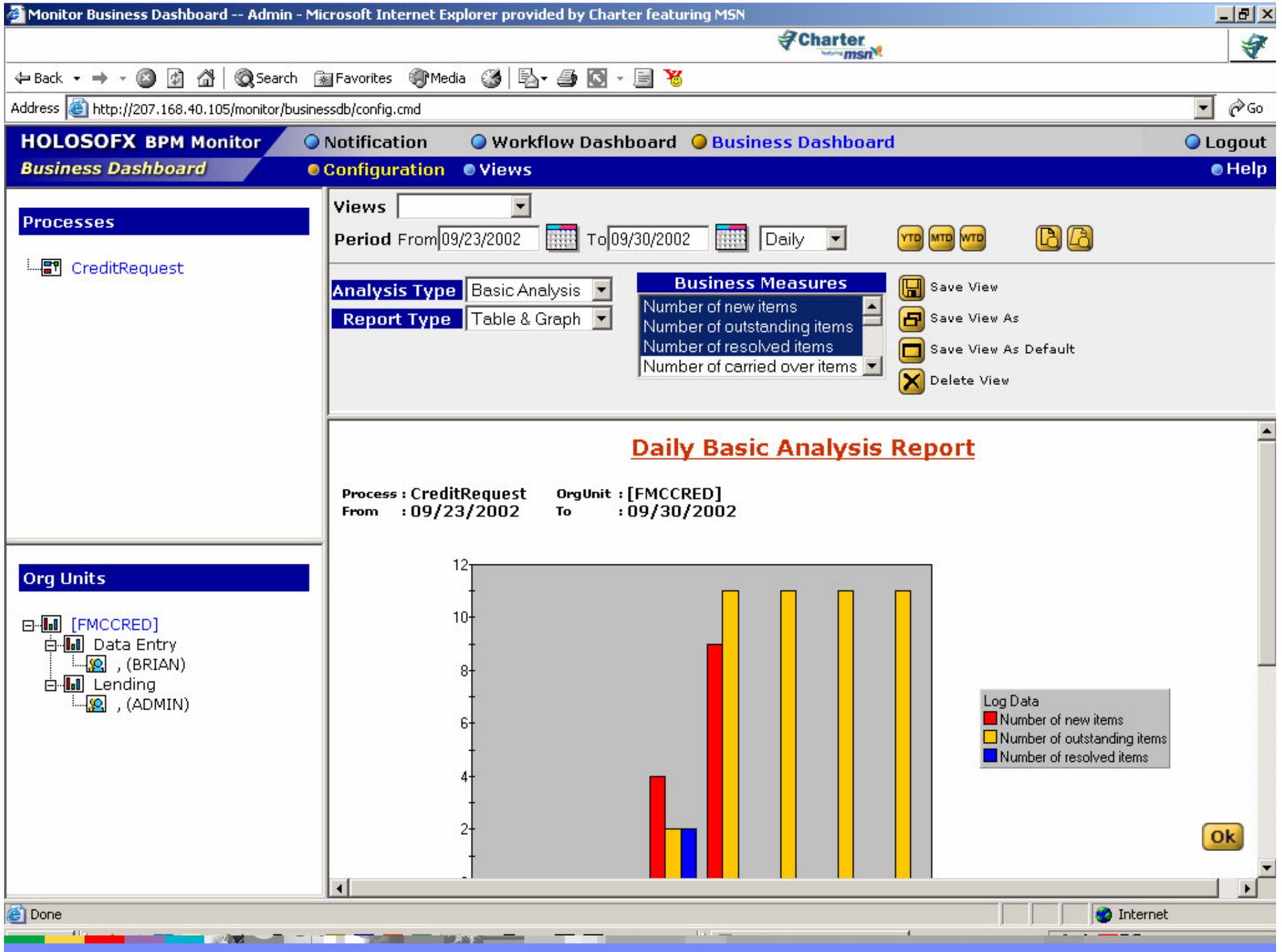
Save View Save View As Save View As Default Delete View

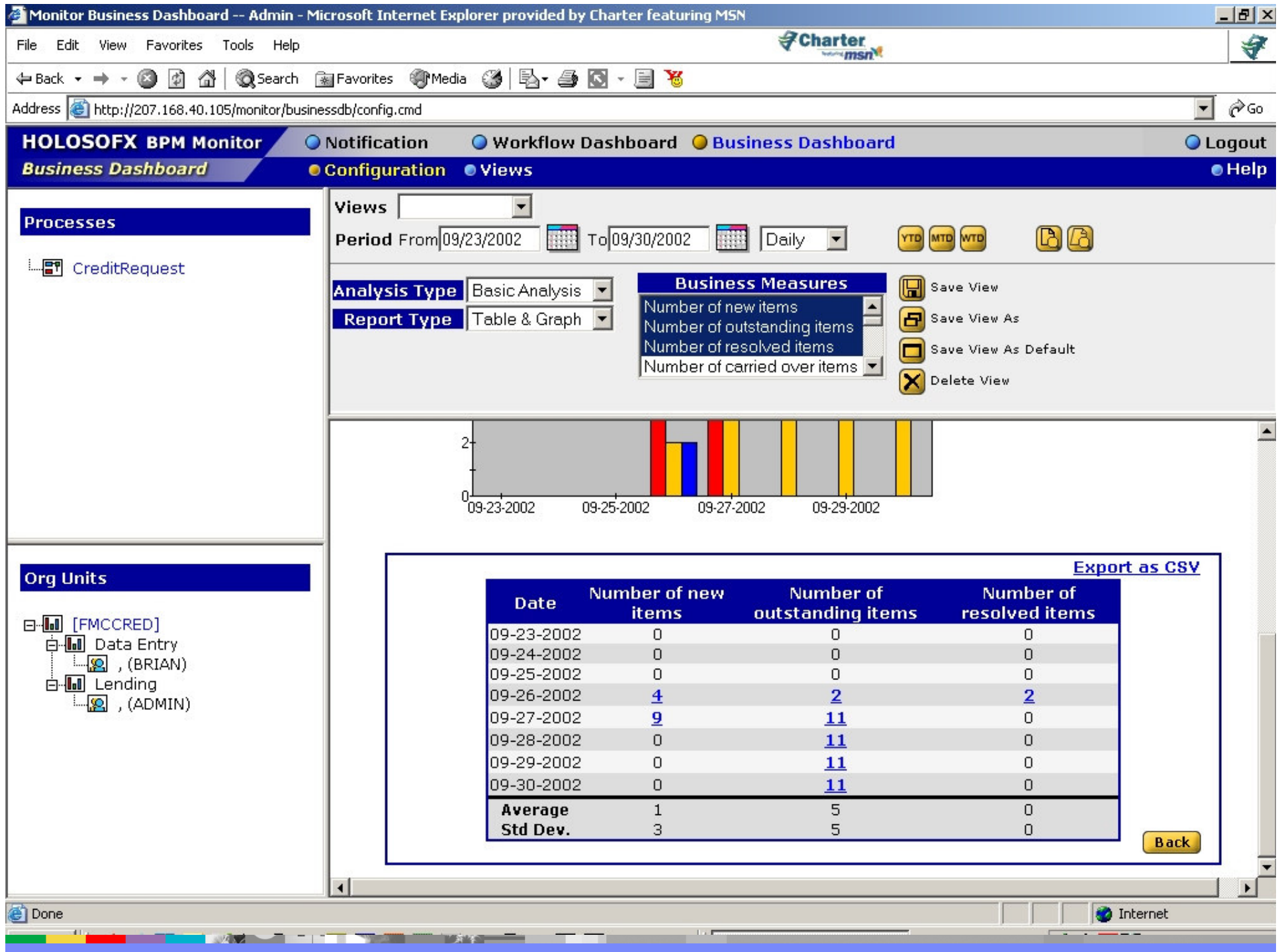
No valid data is available for display.

Org Units

- [FMCCRED]
 - Data Entry
 - (BRIAN)
 - Lending
 - (ADMIN)

Internet





Monitor Business Dashboard -- Admin - Microsoft Internet Explorer provided by Charter featuring MSN

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print View Source

Address http://207.168.40.105/monitor/businessdb/config.cmd Go

HOLOSOFX BPM Monitor Notification Workflow Dashboard **Business Dashboard** Logout

Business Dashboard Configuration Views Help

Processes

CreditRequest

Views main

Period From 09/23/2002 To 09/30/2002 Daily YTD MTD WTD

Analysis Type Basic Analysis

Report Type Table & Graph

Business Measures

- Number of new items
- Number of outstanding items
- Number of resolved items
- Number of carried over items

Save View Save View As Save View As Default Delete View

Activity Instance	PI Diagram	State	Starting Time	Completion Time	Working Duration	Elapsed Duration
		Running	2002-09-26 02:16 PM	1969-12-31 07:00 PM	4 d, 2 h, 21 m, 12 s	4 d, 2 h, 21 m, 12 s
		Running	2002-09-26 02:16 PM	1969-12-31 07:00 PM	4 d, 2 h, 21 m, 9 s	4 d, 2 h, 21 m, 9 s
		Running	2002-09-27 05:30 PM	1969-12-31 07:00 PM	2 d, 23 h, 7 m, 52 s	2 d, 23 h, 7 m, 55 s
		Running	2002-09-27 05:32 PM	1969-12-31 07:00 PM	2 d, 23 h, 5 m, 50 s	2 d, 23 h, 5 m, 50 s
		Running	2002-09-27 05:32 PM	1969-12-31 07:00 PM	2 d, 23 h, 5 m, 29 s	2 d, 23 h, 5 m, 29 s
		Running	2002-09-27 05:34 PM	1969-12-31 07:00 PM	2 d, 23 h, 3 m, 21 s	2 d, 23 h, 3 m, 22 s
		Running	2002-09-27 05:42 PM	1969-12-31 07:00 PM	2 d, 22 h, 55 m, 33 s	2 d, 22 h, 55 m, 3 s
		Running	2002-09-27 05:45 PM	1969-12-31 07:00 PM	2 d, 22 h, 52 m, 43 s	2 d, 22 h, 52 m, 4 s
		Running	2002-09-27 05:46 PM	1969-12-31 07:00 PM	2 d, 22 h, 51 m, 24 s	2 d, 22 h, 51 m, 2 s
		Running	2002-09-27 05:47 PM	1969-12-31 07:00 PM	2 d, 22 h, 50 m, 43 s	2 d, 22 h, 50 m, 4 s

Back

show details of: Internet

