

28 Nov 2013

IBM Smarter Process Presentation

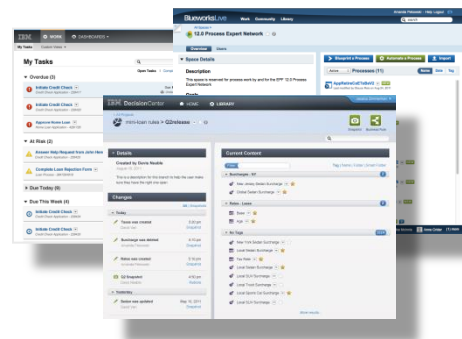


Sunil Aggawal

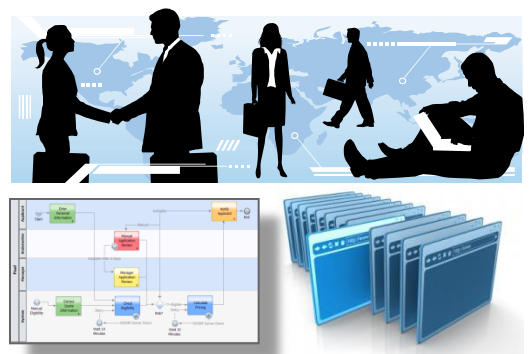
Principal BPM Architect - Europe

Agenda

- **Smarter Process introduction**
- Process Discovery with IBM Blueworks Live
- Process Implementation with IBM BPM
- BRMS engine - IBM Operational Decision Management
- IBM Monitoring
- Integration with SAP
- Our differentiators



*Model-driven Automation +
Collaboration & Sharing*



*Simplified Experience to
Maximize Business
Participation*

Powerfully Simple



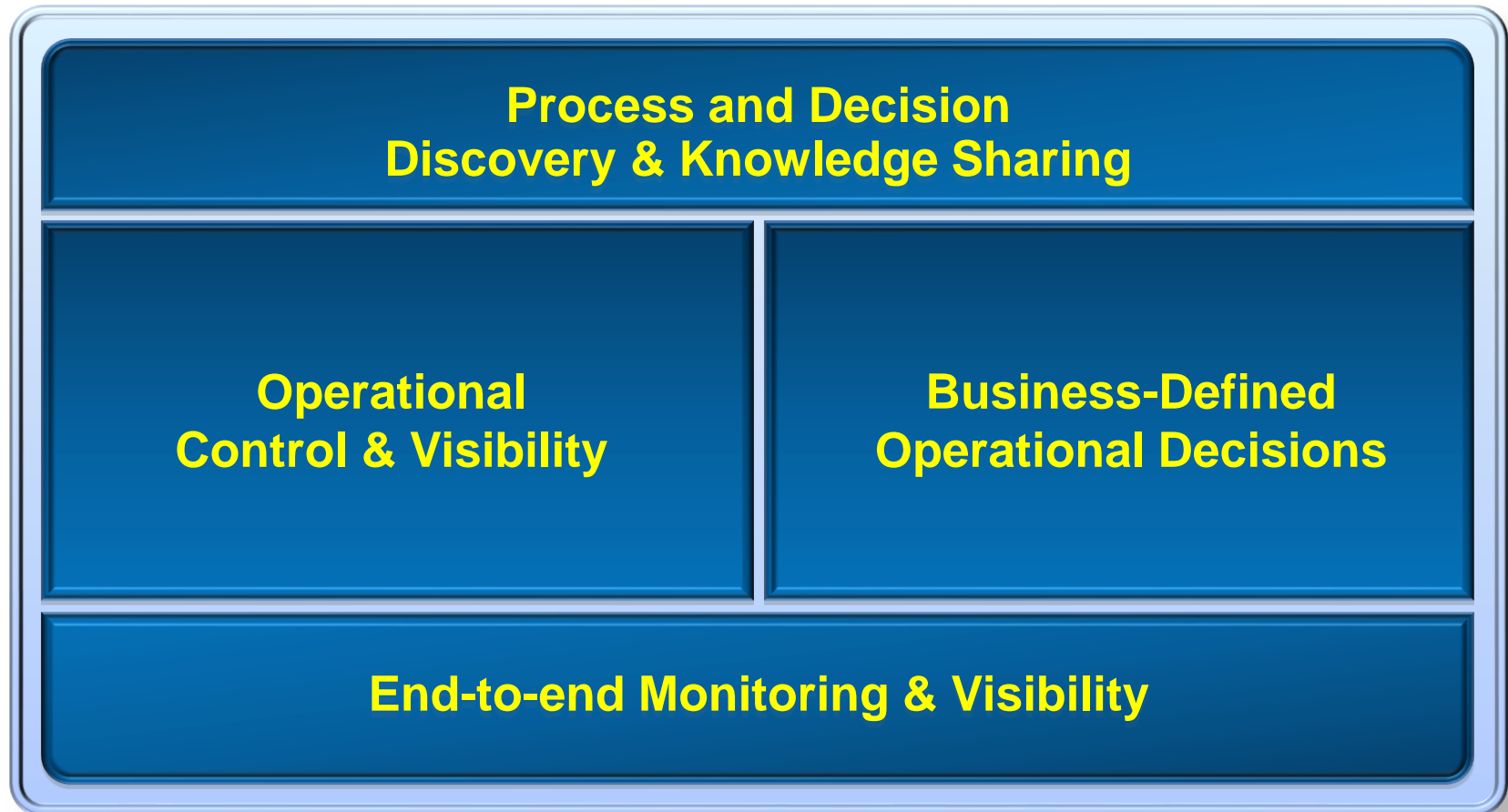
*Enterprise-Wide
Visibility, Scalability,
and Governance*



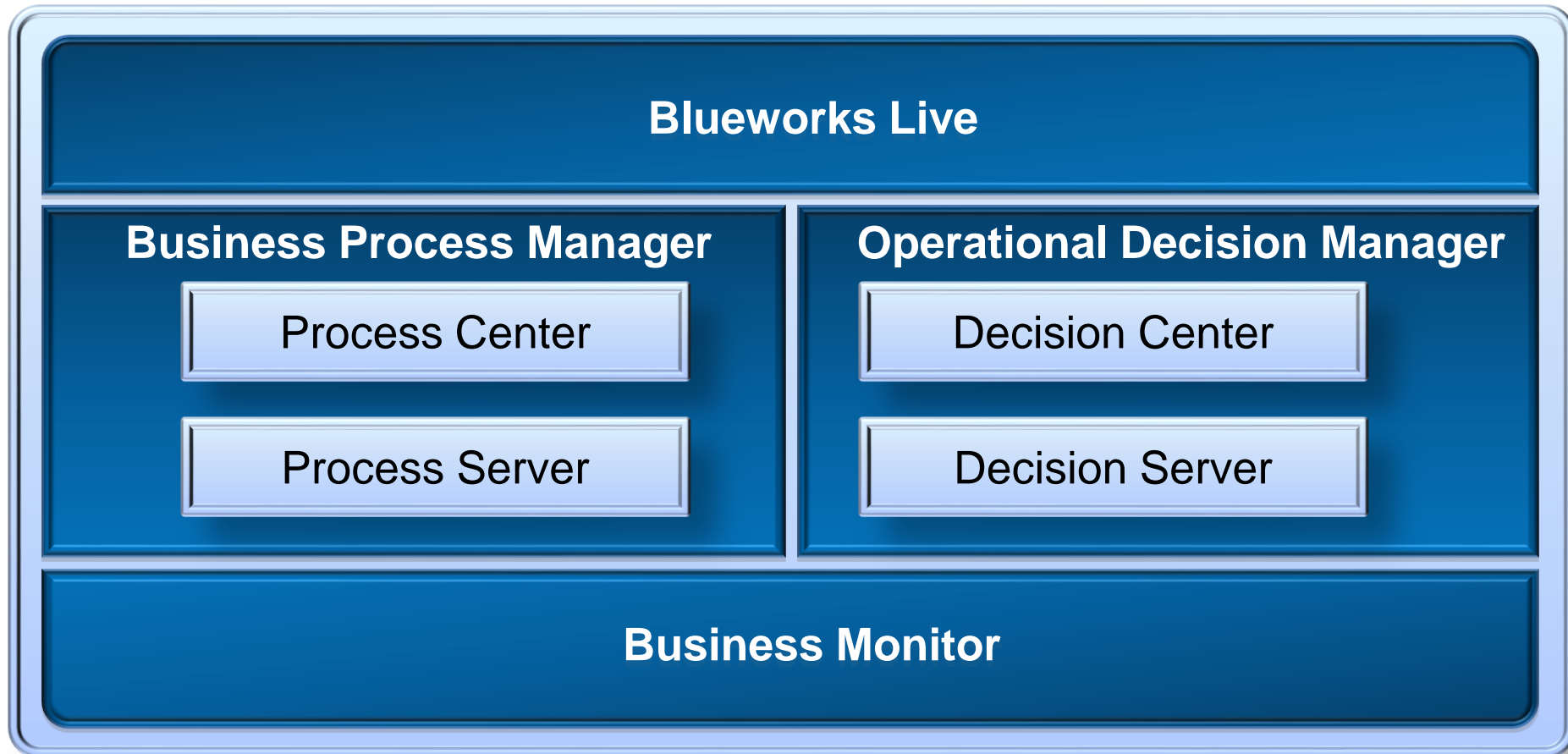
*Accessible Anytime,
Anywhere*

Key Capabilities for Smarter Processes:

Business Process & Decision Management



IBM Smarter Process Platform: Business Process & Decision Management



Work together to deliver effective solutions for business operation improvement

Works together. Works the same



The image displays three overlapping screenshots of IBM software interfaces, illustrating a unified workflow.

- Top Left (My Tasks):** Shows a list of tasks categorized by status: Overdue (3), At Risk (2), Due Today (9), and Due This Week (4). Tasks include "Initiate Credit Check" and "Approve Home Loan".
- Top Right (BlueworksLive):** Shows the "12.0 Process Expert Network" interface. It includes a search bar, navigation tabs (Overview, Users), and a list of processes such as "AppRetireCoEtoBeV2".
- Bottom (IBM DecisionCenter):** Shows the "mini-loan rules > Q2release" project. It includes a "Details" section with creation information, a "Changes" section with a timeline of updates (e.g., "Taxes was created", "Surcharge was deleted"), and a "Current Content" section listing various surcharges and rates.

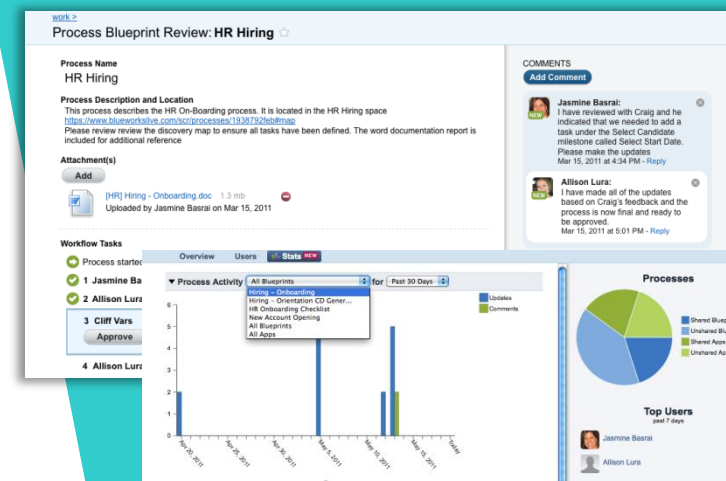
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- Defining the scope, identifying team members, and articulating the sponsor's vision and improvement targets
- Documenting and discovering the business activities, roles, and high level dependencies that go into day-to-day operations
- Organizing the collected data in forming a picture of the business process that represents the As-Is operation of the business



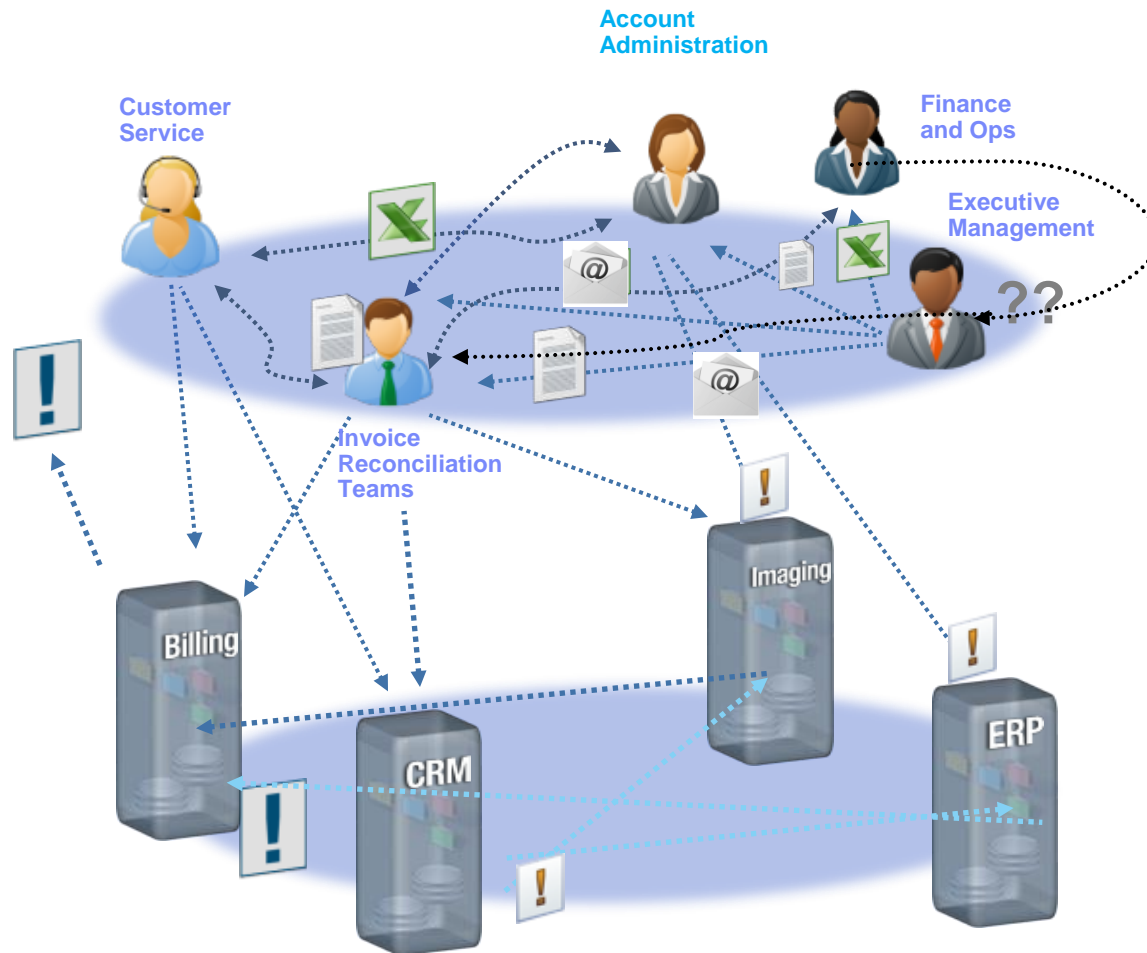
- [illegible]



Agenda

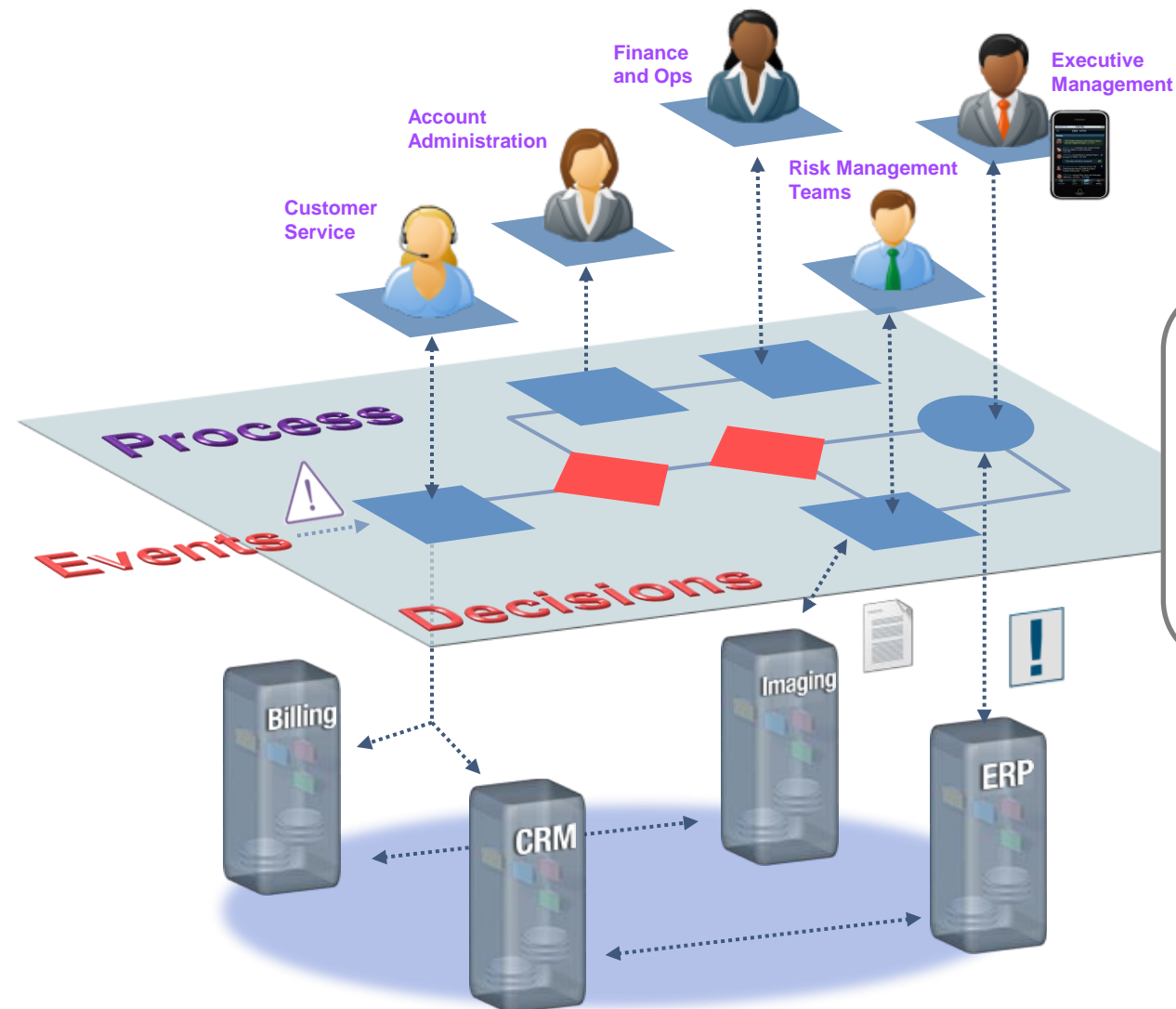
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“Business As Usual” Begs for Operational Improvement

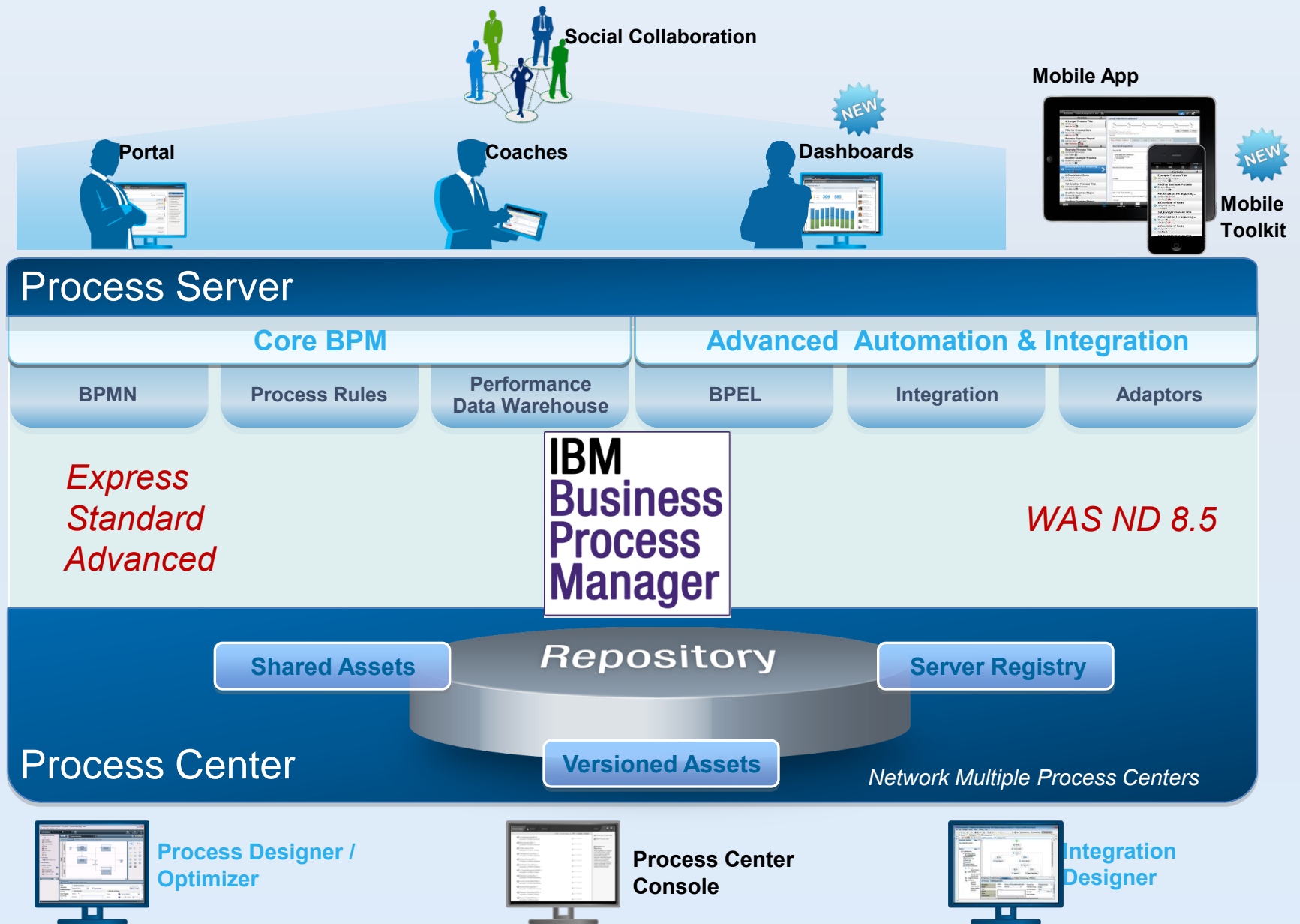


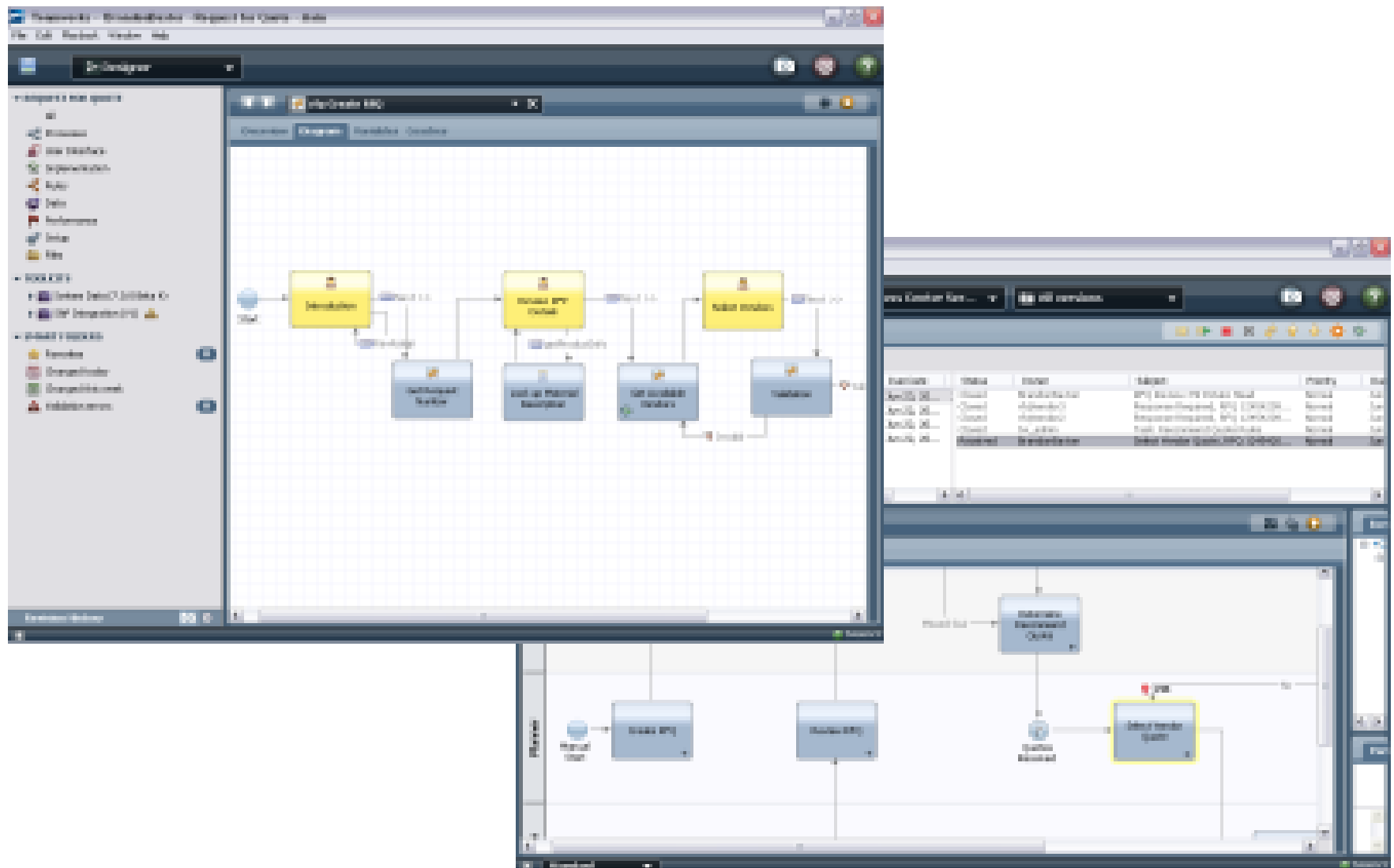
Inefficient
Ineffective
Inaccurate
Incomplete
Inconsistent
Inflexible
Invisible

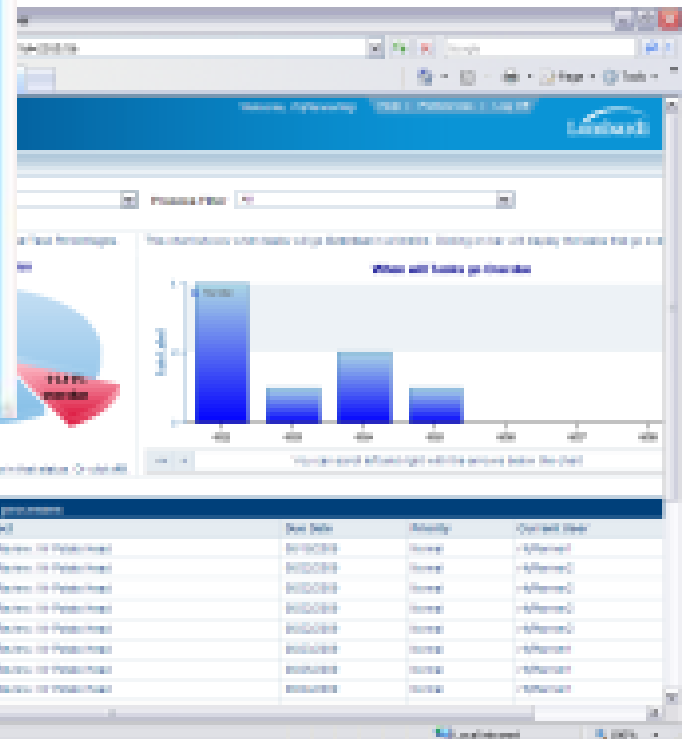
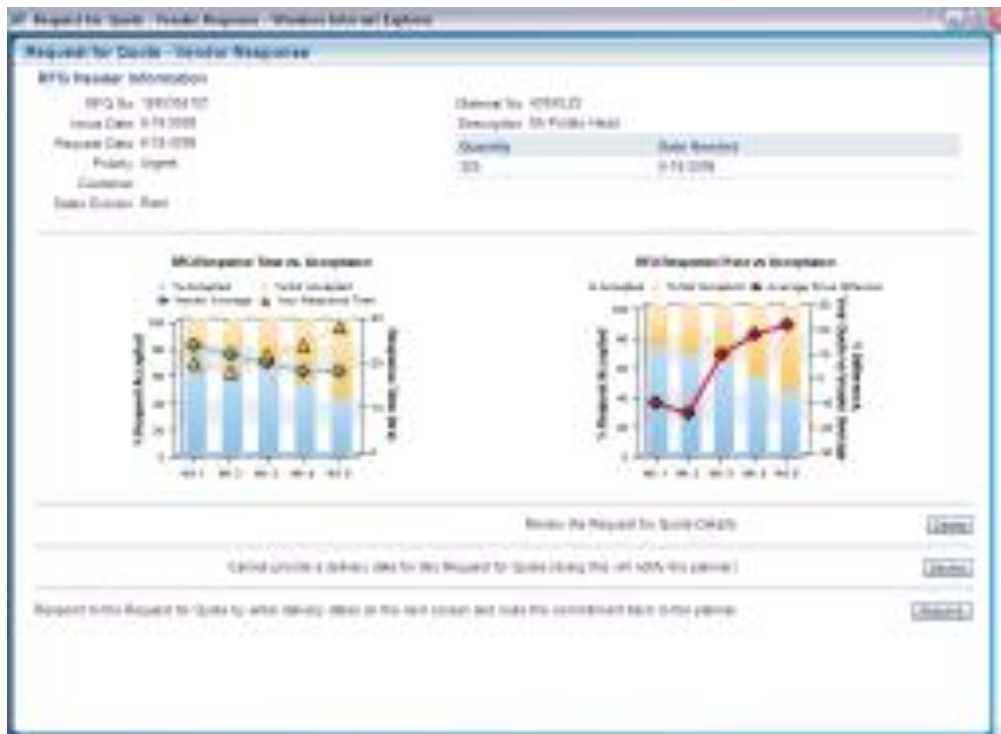
IBM's Process & Operational Decision Management for Intelligent Business Operations



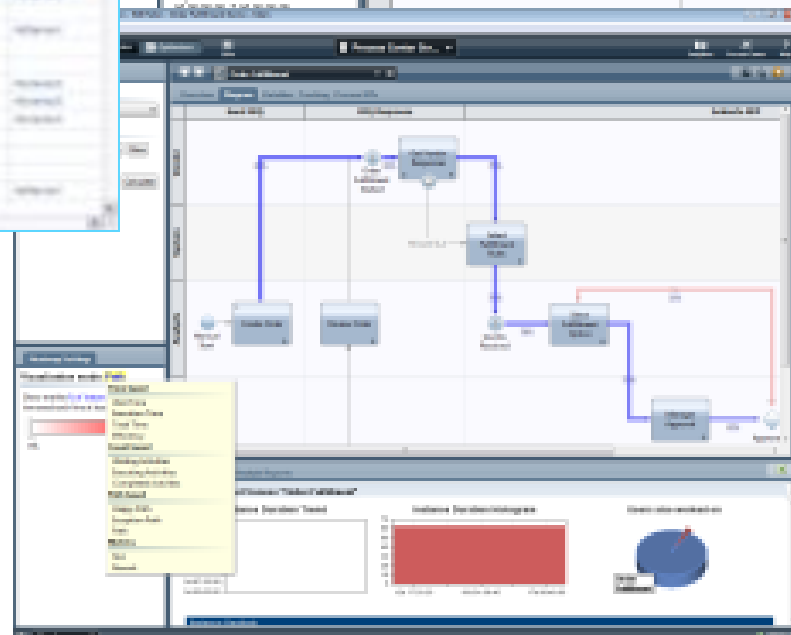
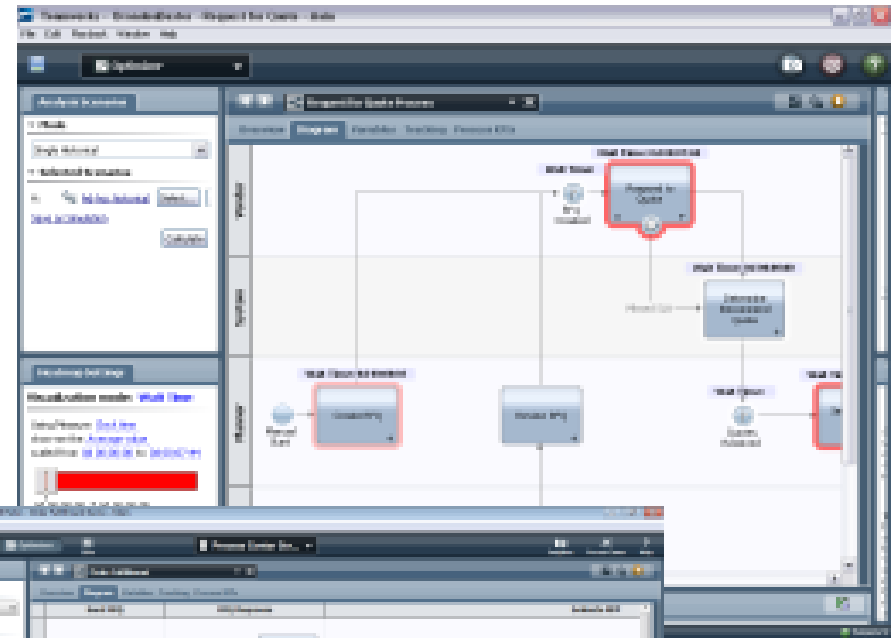
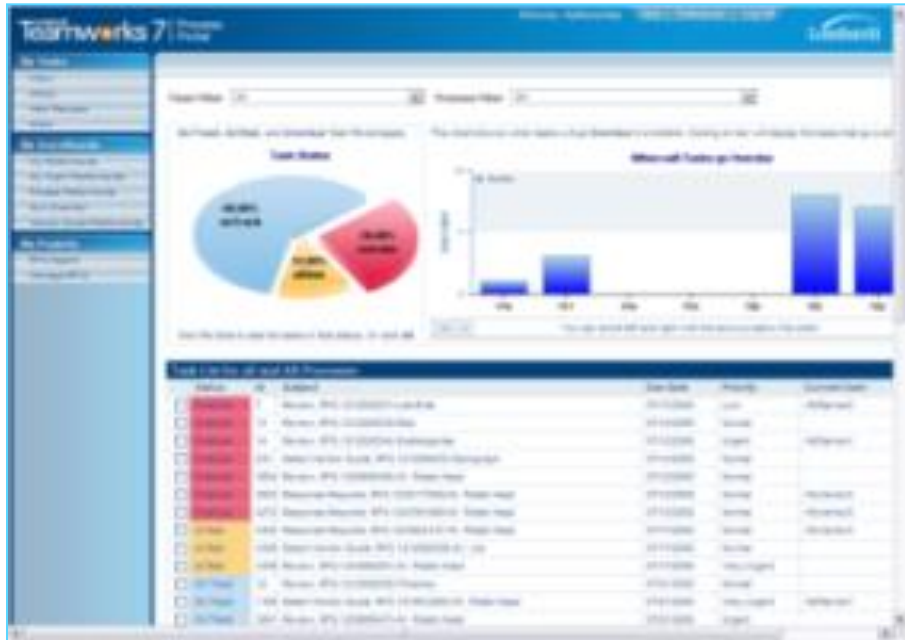
**What to do.
How to do it.
When to do it.**





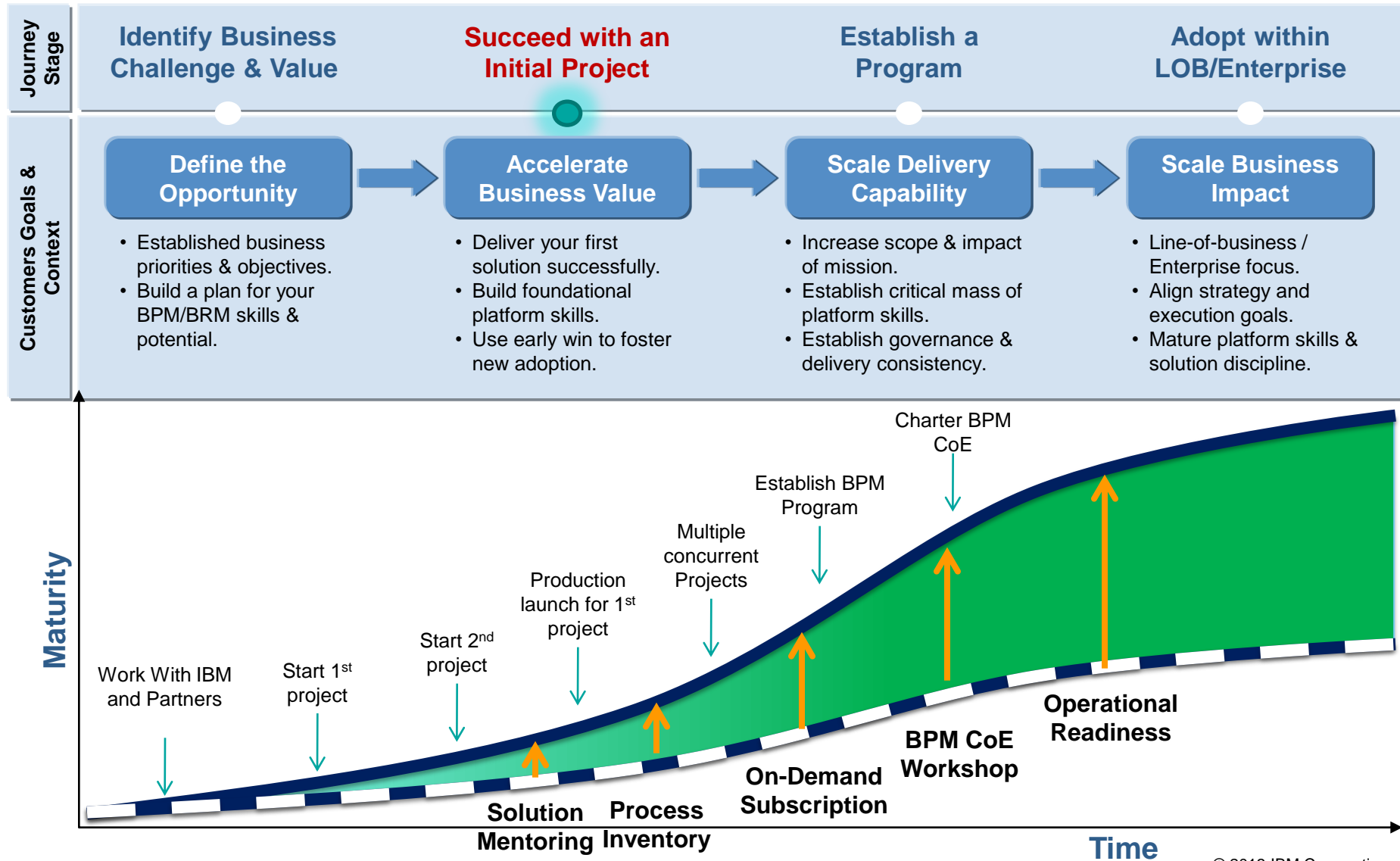


Monitoring & Optimising The Business

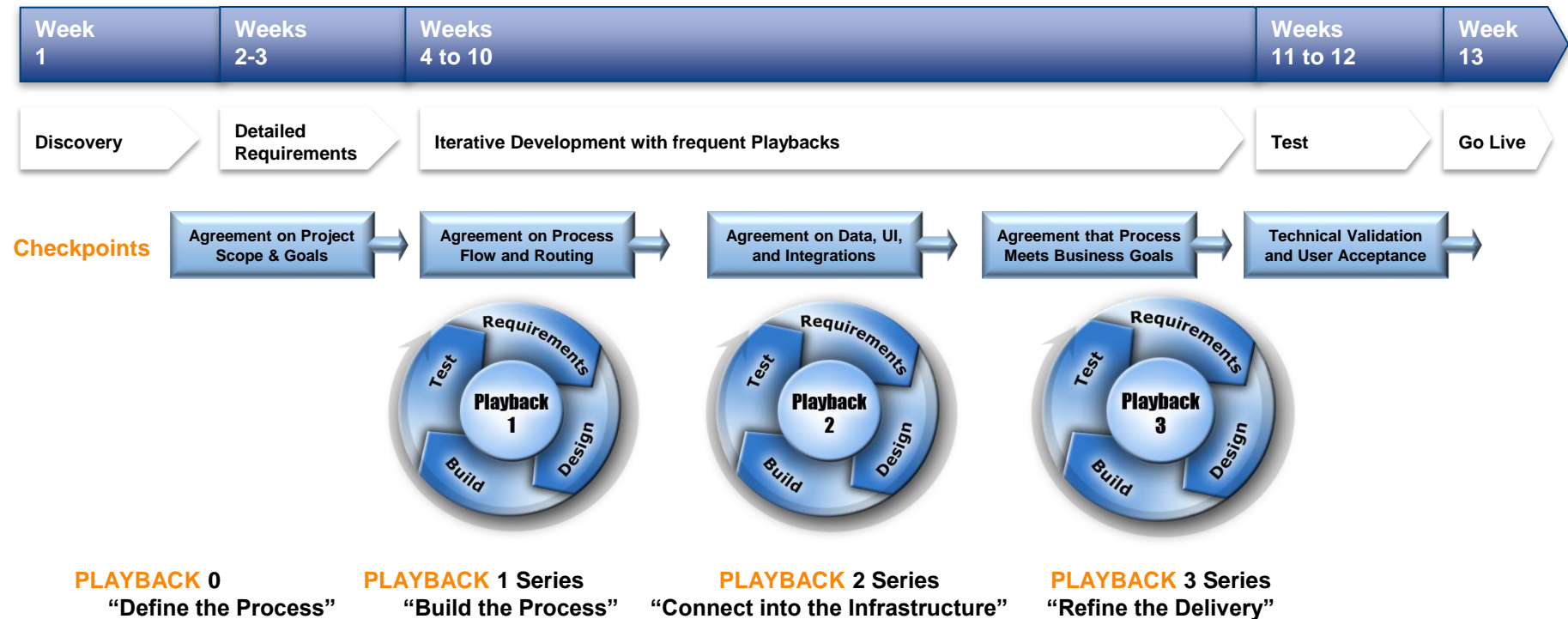


Pattern	Characteristics	
Human Automation	<ul style="list-style-type: none"> • High emphasis on Human to Human interaction • Activities are well understood and the flow is structured • Requires visibility and measurement of human activities 	
Straight Through Processing (STP)	<ul style="list-style-type: none"> • Optimisation of a process with a key goal to increase the volume of throughput or work completed for that process (STP) • System intensive integration • Transactional integrity is required by the service 	
STP + exception	<ul style="list-style-type: none"> • As per STP but exceptions require human tasks to resolve them 	
“Perfect the instruction” + STP	<ul style="list-style-type: none"> • Cases that have become understood over time. Knowledge has been captured in the technology and the process is now suitable for STP 	

The BPM Adoption Journey



Fast Implementation of BPM Projects from Inception to Production



Playbacks = Running the process for the audience of 1+
The main playbacks are for sign-offs of the whole Business & IT team
Conduct more frequent playbacks for smaller audiences throughout the project

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Operational Decision Management Transforms Business Outcomes



Providing an easily manageable, single source of truth for
operational business decisions

***Codifies business
policies, practices
and regulations***



***Enables changes
to be easily made
by business people***

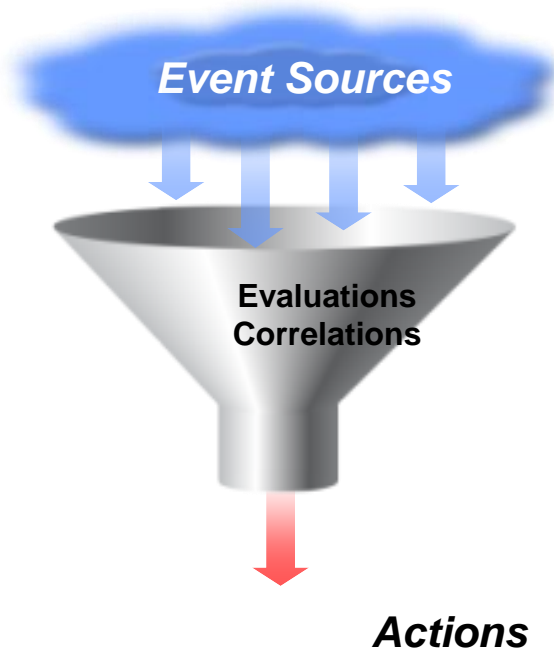


***Automates decision
making with the
fidelity of an expert***

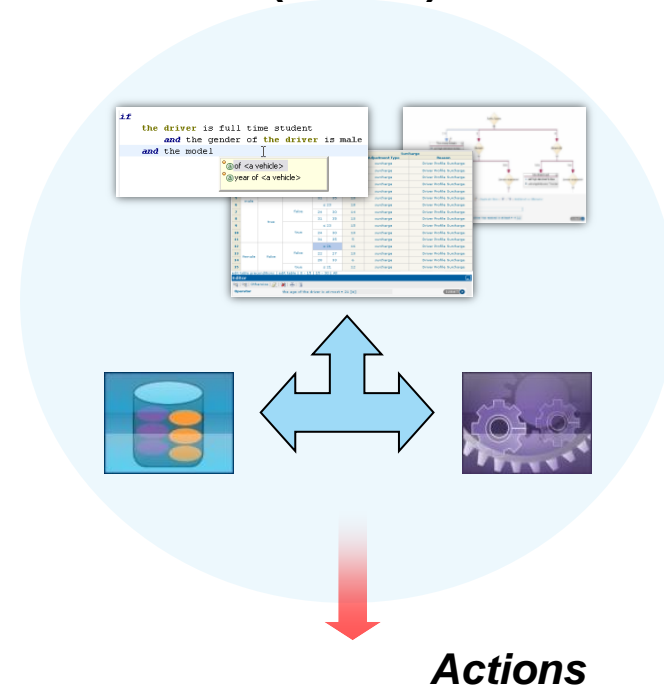


IBM Operational Decision Management

Detect Business Event Processing (BEP)



Decide Business Rules Management System (BRMS)

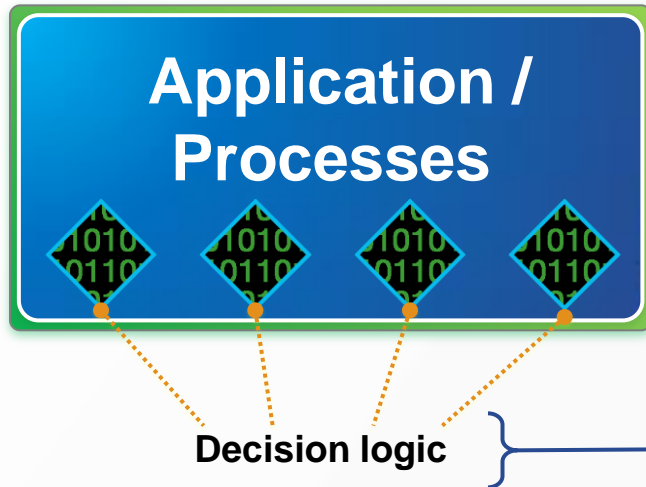


BEP - Detects when events or patterns of events occur to notify people or systems to take action



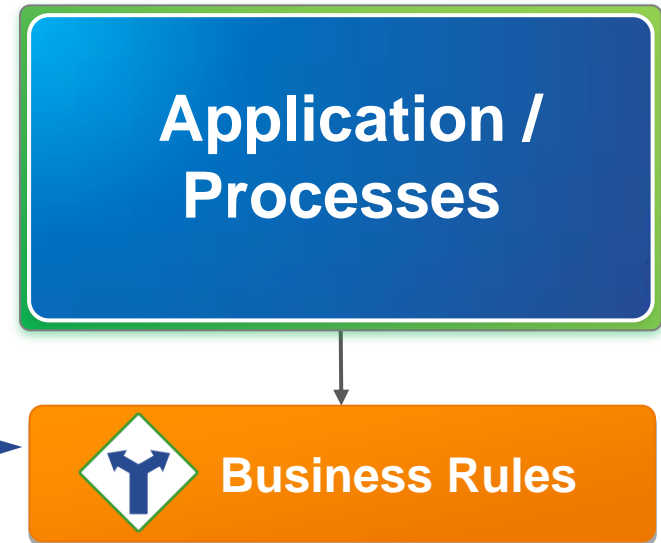
BRMS - Decides business outcome through execution of business rules against available data

Without Decision Management



- Rules written in software code cannot be read by business people
- Hard coded rules are difficult to change
- Rules intertwined within applications cannot be reused by other systems

With Decision Management

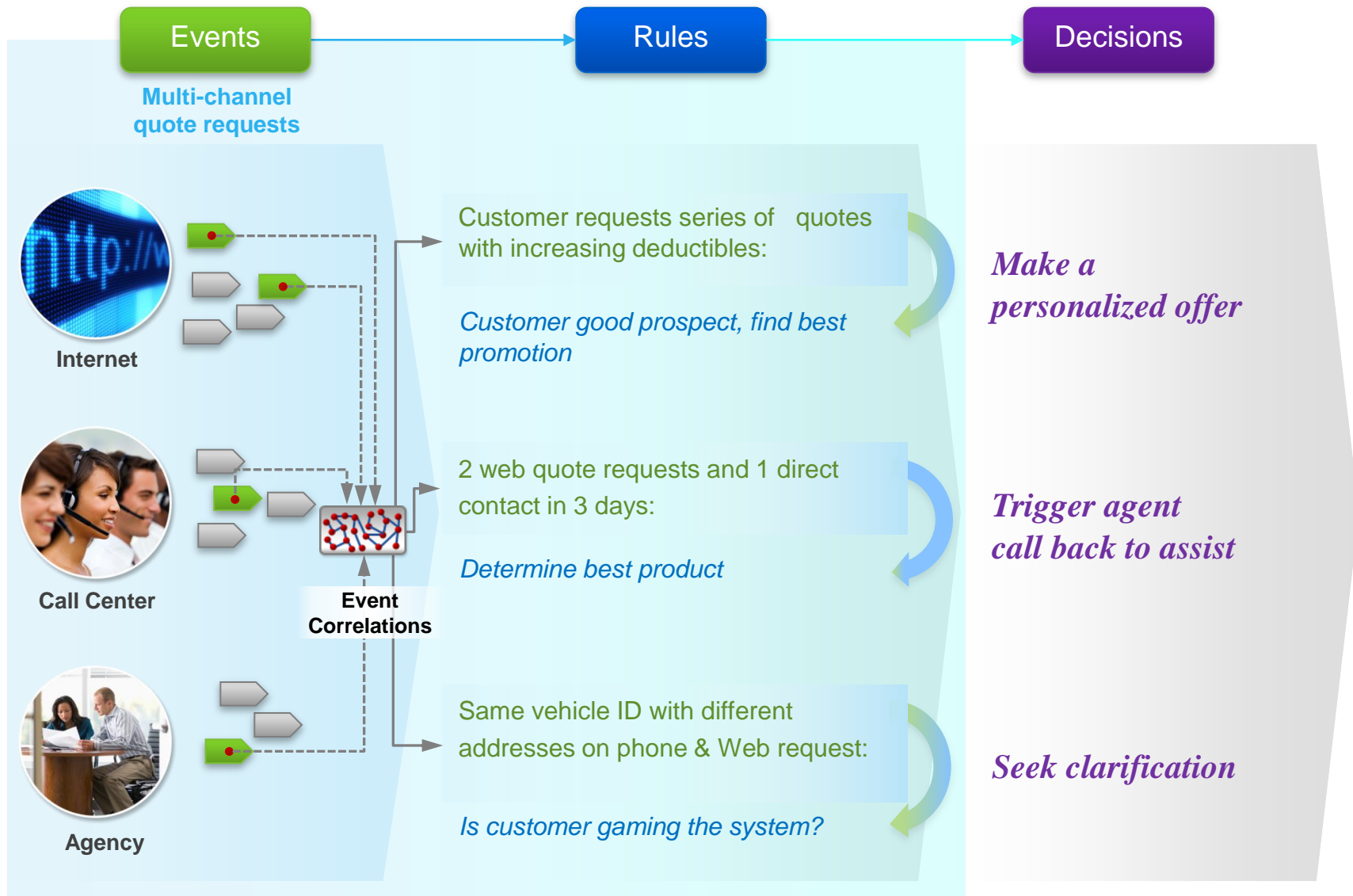


- Natural language rules can be easily read
- Externalized rules are easy to change
- Centralized rules enable reuse and consistency

Connecting Event, Rules and Processes to enhance decisions



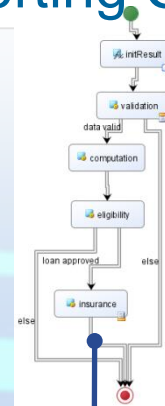
Insurance Example



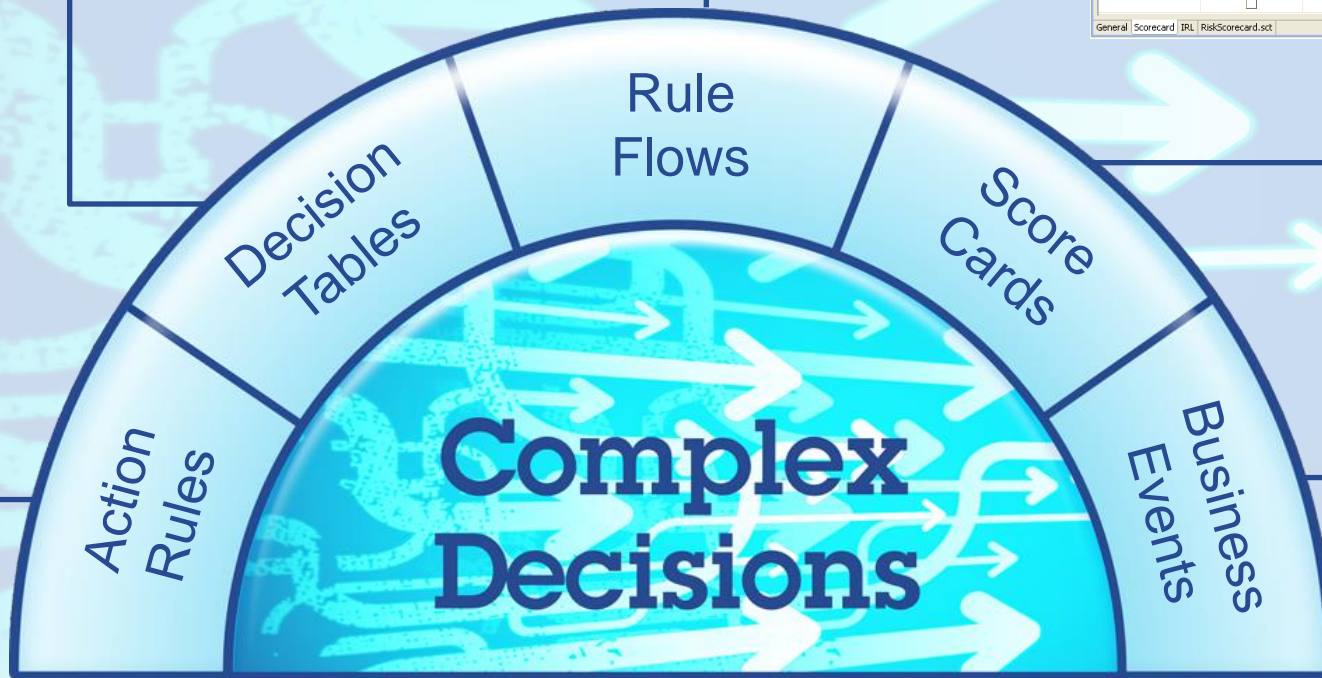
Simple Decision Artifacts Supporting Complex Decisions



	Vehicle Value		Deductible	Base Premium
	Lower	Upper		
1			\$250	\$ 100
2	\$ 0	\$ 5,000	\$500	\$ 90
3			\$1000	\$ 85
4			\$250	\$ 120
5	\$ 5,000	\$ 10,000	\$500	\$ 110
6			\$1000	\$ 100
7			\$250	\$ 130
8	\$ 10,000	\$ 20,000	\$500	\$ 120
9			\$1000	\$ 110
10			\$250	\$ 140
11	\$ 20,000	\$ 30,000	\$500	\$ 130
12			\$1000	\$ 120
13			\$250	\$ 155
14	\$ 30,000	\$ 50,000	\$500	\$ 145
15			\$1000	\$ 140
16	\$ 50,000	\$ 100,000	\$250	\$ 170



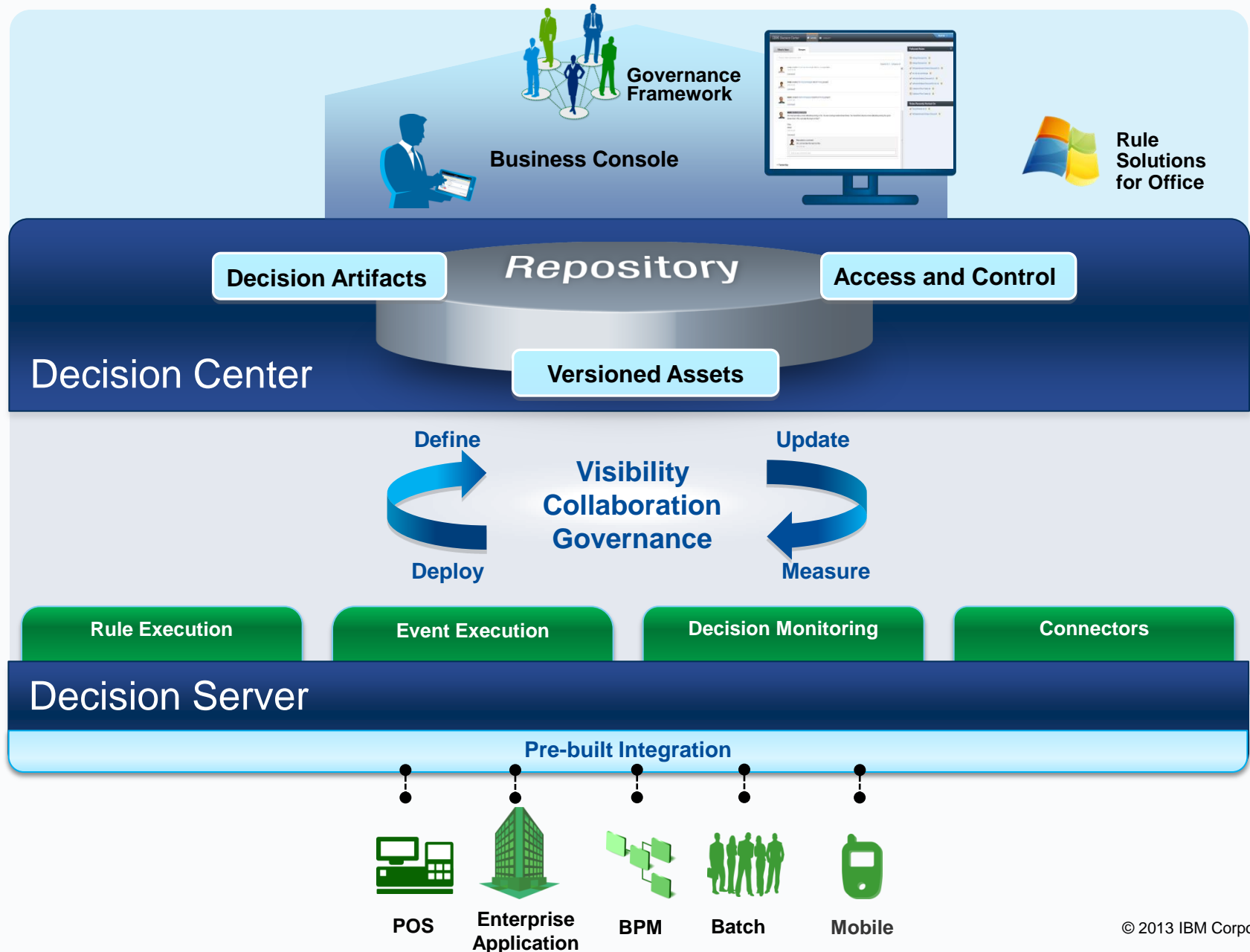
Attribute	Range	Score	Expected Score	Reason Code
age	< 18	0	10.0	AGE_TOO_YOUNG
	18 ≤ age < 26	10	10.0	
	26 ≤ age < 35	30	10.0	
	≥ 35	50	10.0	
citizenship	Citizen	30	30.0	
	Resident Alien	15	30.0	
	Non-Resident Alien	5	30.0	NON_RESIDENT
credit grade	AA	100	90.0	
	A	90	90.0	
	B	70	90.0	
	C	40	90.0	CREDIT_C
self employed	CC	10	90.0	CREDIT_CC
	<input checked="" type="checkbox"/>	10	30.0	SELF_EMPLOYED
	<input type="checkbox"/>	30	30.0	



if
 'the vehicle' has anti lock brakes
 and 'the state of residence' is "NJ"
 then
 add a 2 % discount to 'the coverage quote', reason: "Anti-lock Brakes Discount" ;

Event OfferQuote
 Context the full name of the quote

if
 the channel of the quote contains "CallCenter"
 and Customer uses Web Channel
 and all occurrences of quote offered is at least 3
 then
 offer customer a promotion with message: "Multichannel Account Promotion" ;



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IBM Business Monitor Provides a Global View of Operational Parameters

IBM Business Monitor



IBM Business Monitor provides a comprehensive operational view from multiple sources

(WAS, ESBs, BPM BPMN and BPEL, 3rd party ...)

with customized role based dashboards, advanced drill down and Cognos BI Server powered analysis and reporting

Broader Operational View Versus Tight Process Integration

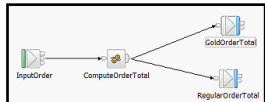
IBM Business Monitor: Consume & Correlate Events from BPM and much more...



IBM Business
Process Manager



WebSphere. ESB



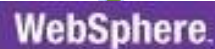
WebSphere.
Message Broker



WebSphere.
ILOG JRules

Operational Decision Mgt

Events



WebSphere.
Business Events



WebSphere.
DataPower
XI50/XI52

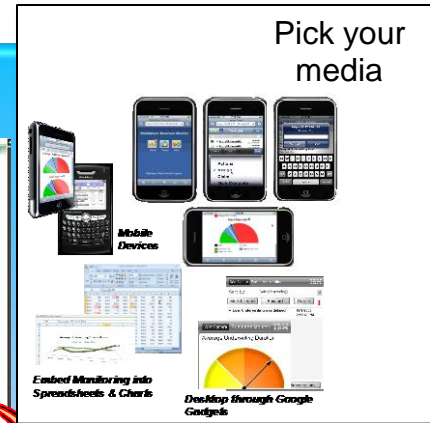
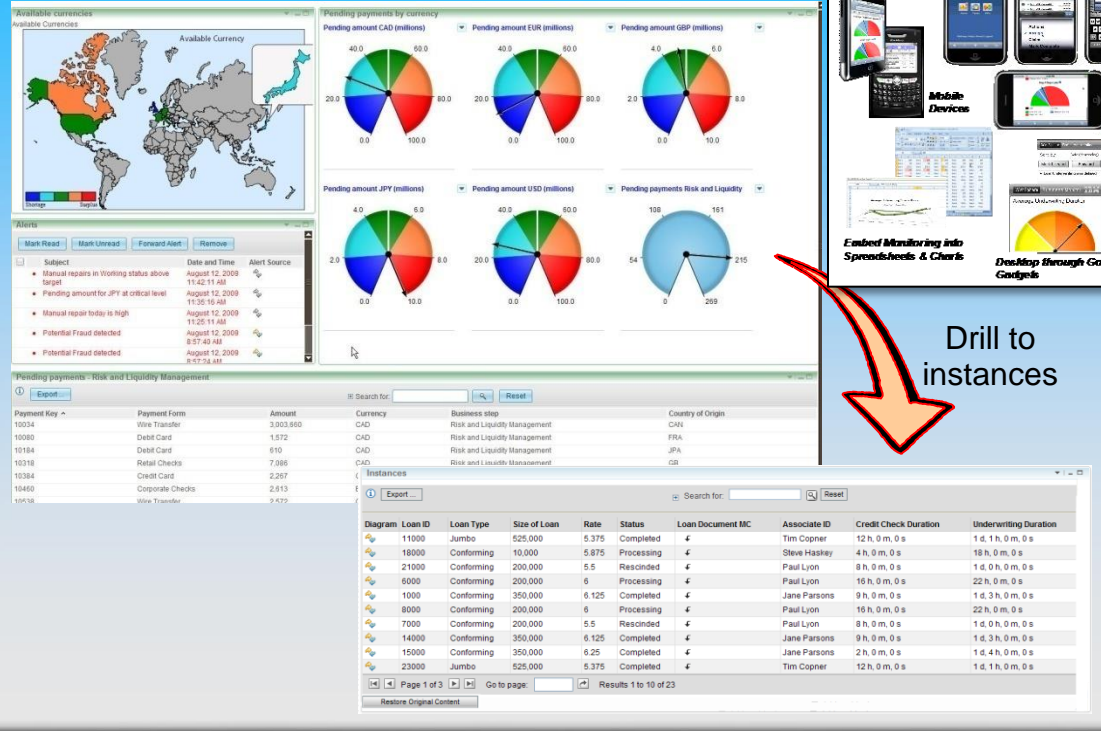


Third Party
Applications

Information Management

IBM Content Mgt

IBM Business Monitor

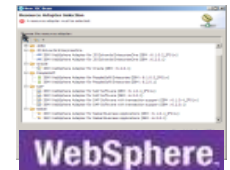


Drill to
instances

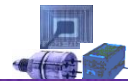


CICS

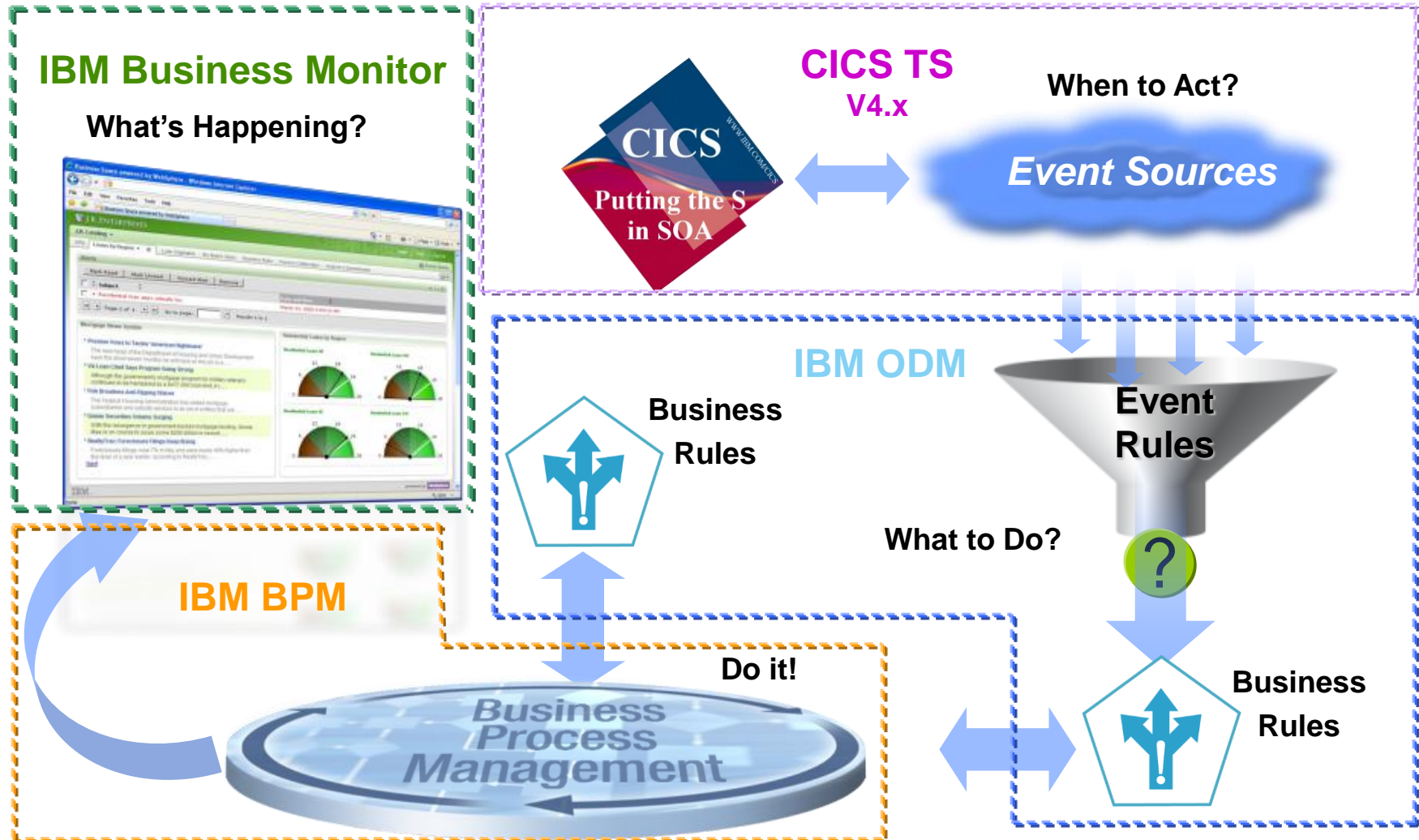
Informix DB2
Information Management
IMS



WebSphere.
Adapters: SAP,
PeopleSoft, etc.



WebSphere.
Sensor Events



Know What's Happening, When to Act, and What to Do

Agenda

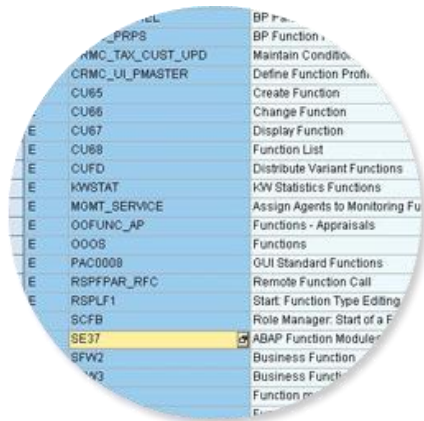
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How SAP Processes Are Implemented Today



Most SAP implementations *rely on static documentation to implement processes* and may not reflect the processes actually being used

...*much customization* is often required



A documentation-centric approach to SAP needs *human compliance with process documentation*

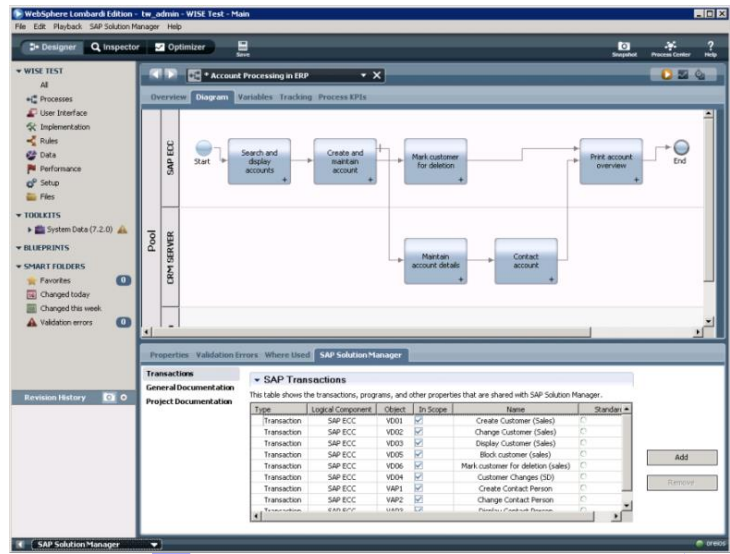
...making it *difficult to migrate* to future releases



SOLUTION IMPLEMENTATION

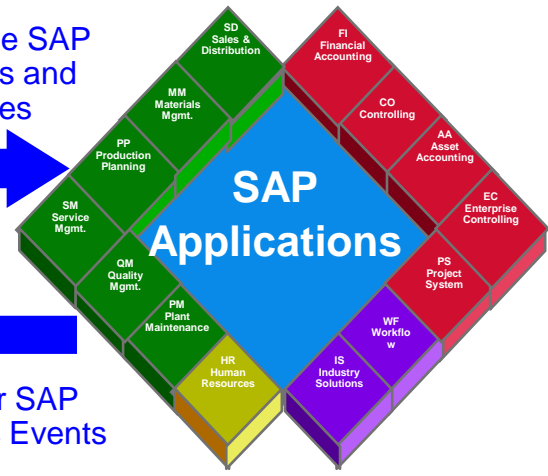
SAP CONFIGURATION

IBM BPM Integrates Seamlessly with SAP



Orchestrate SAP Processes and Services

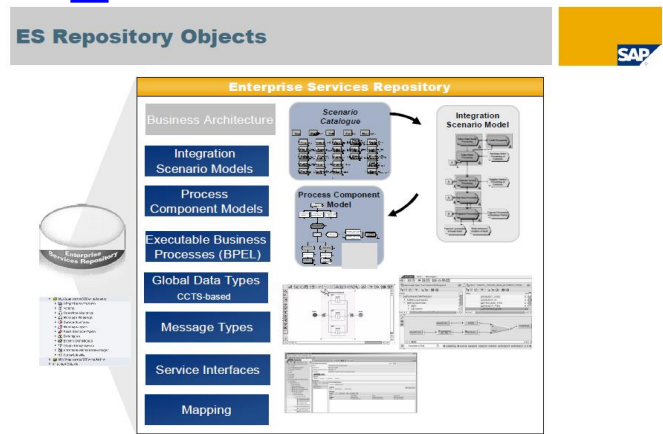
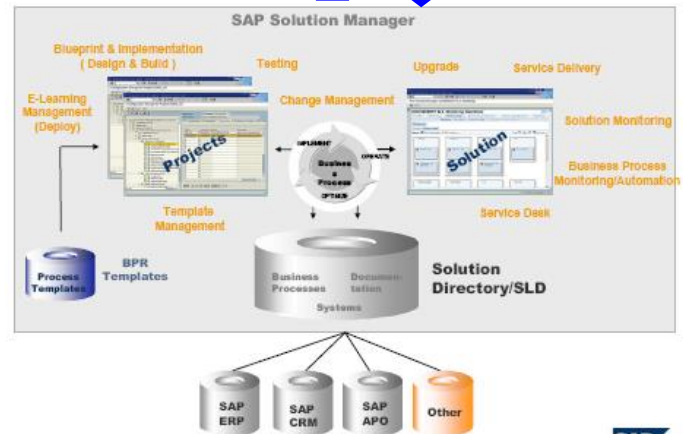
Monitor SAP Business Events



Download processes from Solution Manager

Upload processes to Solution Manager

Retrieve Enterprise Service Definitions



Process Discovery and Monitoring	<ul style="list-style-type: none">▪ Available today using IBM Business Monitor 8.0 or above▪ Additional convenience and productivity features may be planned for a future release and may be available as a services asset in the near future
Process Blueprinting	<ul style="list-style-type: none">▪ Synchronized process models and transactions available in IBM BPM 8.0.1▪ Fixes will be available shortly
Guided Workflow	<ul style="list-style-type: none">▪ Available with IBM BPM 8.0.1▪ Additional assets such as the Guided Workflow Toolkit available from Paul Pacholski▪ Additional convenience and productivity features planned for a future release and may be available as a services asset in the near future
Process Integration and Orchestration	<ul style="list-style-type: none">▪ Basic functionality available today using IBM BPM 7.5 Advanced or higher (Note: traditional SAP integration (BAPI, IDOCS, etc. also require the use of the WebSphere SAP Adapter)▪ Additional convenience and productivity features planned for a future release and are planned to be available as a services asset in the near future
Modeling for Documentation	<ul style="list-style-type: none">▪ Using IBM BPM for an iterative, experiential-based approach to accelerate traditional SAP blueprinting▪ Key Tools: SAP Solution Manager, IBM Blueworks Live, IBM Process Designer
Process Automation	<ul style="list-style-type: none">▪ Process automation using SAP integration is available today using IBM BPM 7.5 Advanced or higher (Note: traditional SAP integration (BAPI, IDOCS, etc. also require the use of the WebSphere SAP Adapter)▪ Additional convenience and productivity features planned for a future release and are planned to be available as a services asset in the near future

Small Sample of IBM BPM SAP Customers



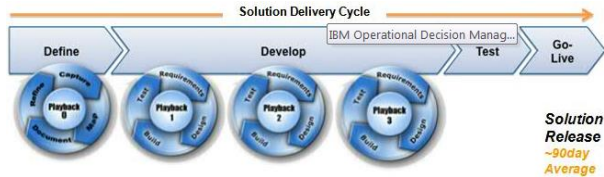
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- Integration with Aris, SAP.
- **Our differentiators**

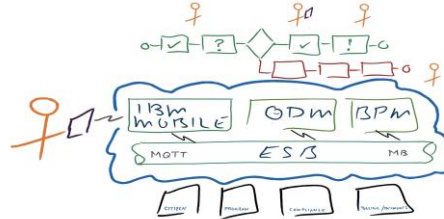
IBM Smarter Process Suite: 8 Key Differentiators



8. Proven Methodology: Rapid, Agile, Iterative



1. Flexible Smarter Process and decisions



2. Social BPM Collaboration



3. Social Intelligent Dashboards



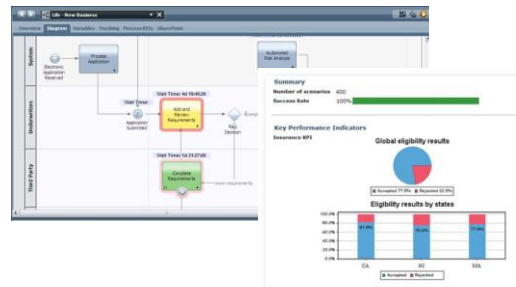
7. BPM/ODM for Private/Public Clouds



6. Mobility



5. Process Optimizer Intelligent Simulation



4. Process Center

