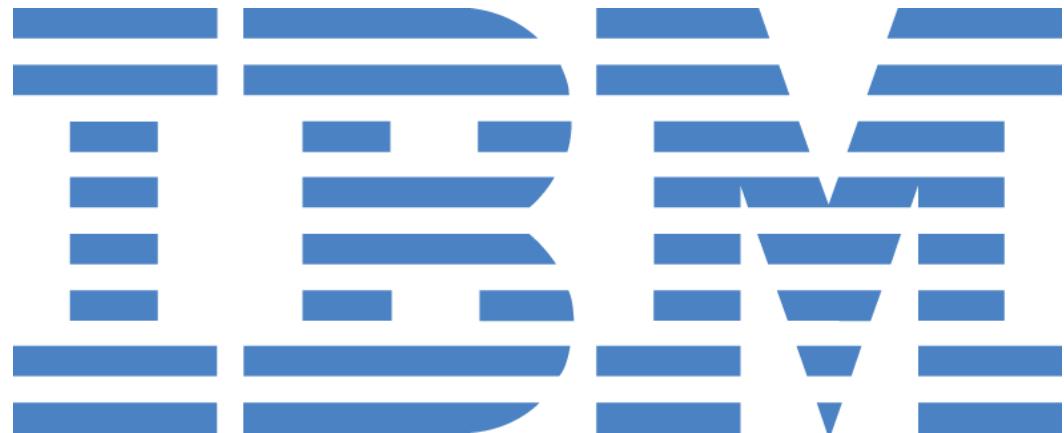


28 Nov 2013

# IBM Smarter Process Presentation

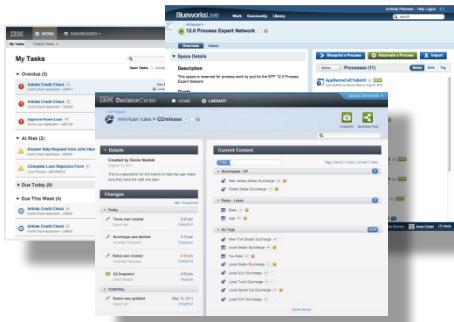


**Sunil Aggawal**

**Principal BPM Architect - Europe**

# Agenda

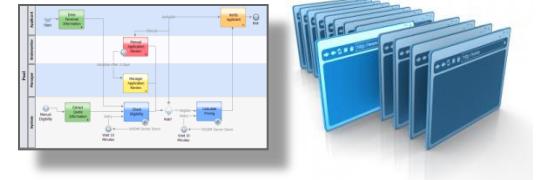
- **Smarter Process introduction**
- Process Discovery with IBM Blueworks Live
- Process Implementation with IBM BPM
- BRMS engine - IBM Operational Decision Management
- IBM Monitoring
- Integration with SAP
- Our differentiators



*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

**Process and Decision  
Discovery & Knowledge Sharing**

**Operational  
Control & Visibility**

**Business-Defined  
Operational Decisions**

**End-to-end Monitoring & Visibility**

# IBM Smarter Process Platform: Business Process & Decision Management

## Bluworks Live

### Business Process Manager

Process Center

Process Server

### Operational Decision Manager

Decision Center

Decision Server

### Business Monitor

*Work together to deliver effective solutions for business operation improvement*

# Works together. Works the same



IBM WORK DASHBOARDS

My Tasks

Open Tasks | Complete

Overdue (3)

- Initiate Credit Check (Credit Check Application - 239417)
- Initiate Credit Check (Credit Check Application - 239420)
- Approve Home Loan (Home Loan Application - 4281726)

At Risk (2)

- Answer Help Request from John Hen (Credit Check Application - 239420)
- Complete Loan Rejection Form (Loan Process - 3847264918)

Due Today (9)

Due This Week (4)

- Initiate Credit Check (Credit Check Application - 239434)
- Initiate Credit Check (Credit Check Application - 239435)

BluworksLive Work Community Library

All Spaces > 12.0 Process Expert Network

Overview Users

Space Details

Description

This space is reserved for process work by and for the EPF 12.0 Process Expert Network

Goals

Blueprint a Process | Automate a Process | Import

Active Processes (11)

AppRetireCoEToBeV2 NEW

Last modified by Glauco Reis on Aug 24, 2011

IBM DecisionCenter HOME LIBRARY

mini-loan rules > Q2release

Details

Created by Davis Neable August 19, 2011

This is a description for this branch to help the user make sure they have the right one open.

Changes

All | Snapshots

Today

- Taxes was created 5:20 pm Snapshot
- Surcharge was deleted 5:10 pm Snapshot
- Rates was created 5:10 pm Snapshot
- Q2 Snapshot 4:50 pm Restore

Yesterday

- Sedan was updated May 10, 2011 Snapshot

Current Content

Filter Tag | Name | Folder | Smart Folder

Surcharges - NY

- New Jersey Sedan Surcharge
- Global Sedan Surcharge

Rates - Lease

- Base
- Age

No Tags

- New York Sedan Surcharge
- Local Sedan Surcharge
- Tax Rate
- Local Sedan Surcharge
- Local SUV Surcharge
- Local Truck Surcharge
- Local Sports Car Surcharge
- Local SUV Surcharge

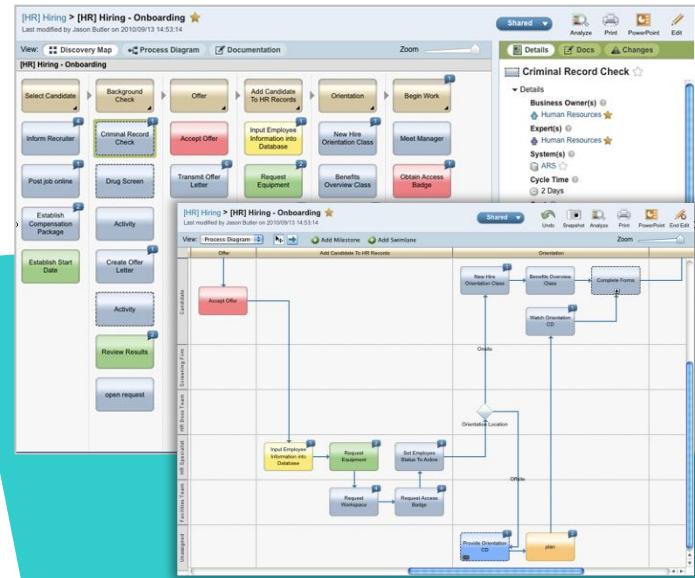
# Agenda

- Smarter Process introduction
- **Process Discovery with IBM Bluworks Live**
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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



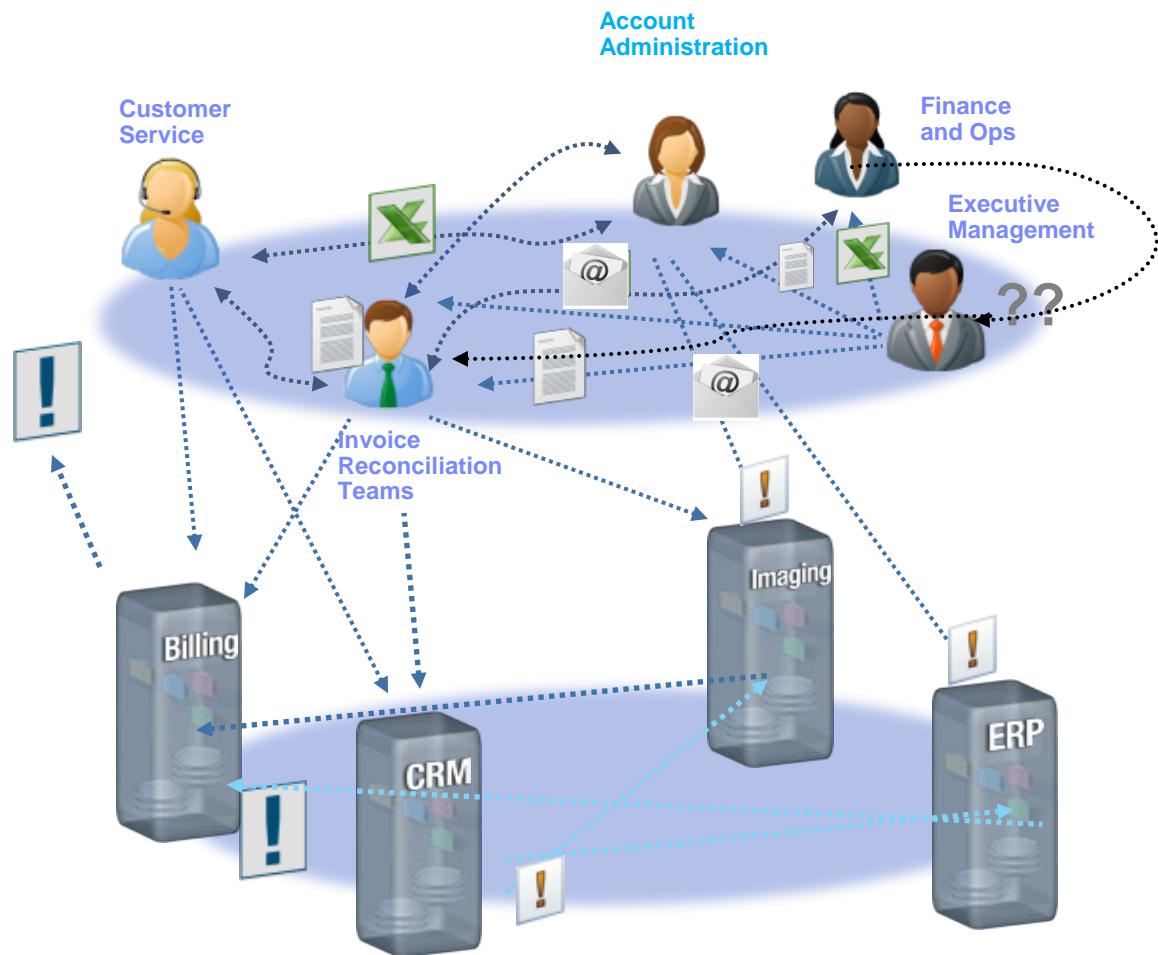
- **Simple enough** for everyone, yet **feature rich** enough to discover and document complex processes
- **Collaboration** to discover, leverage and improve upon each other's work
- **Follow the items you care most about** and stay in the “loop”
- **Automate simple processes** in 90 seconds or less for increased visibility into your operations



# Agenda

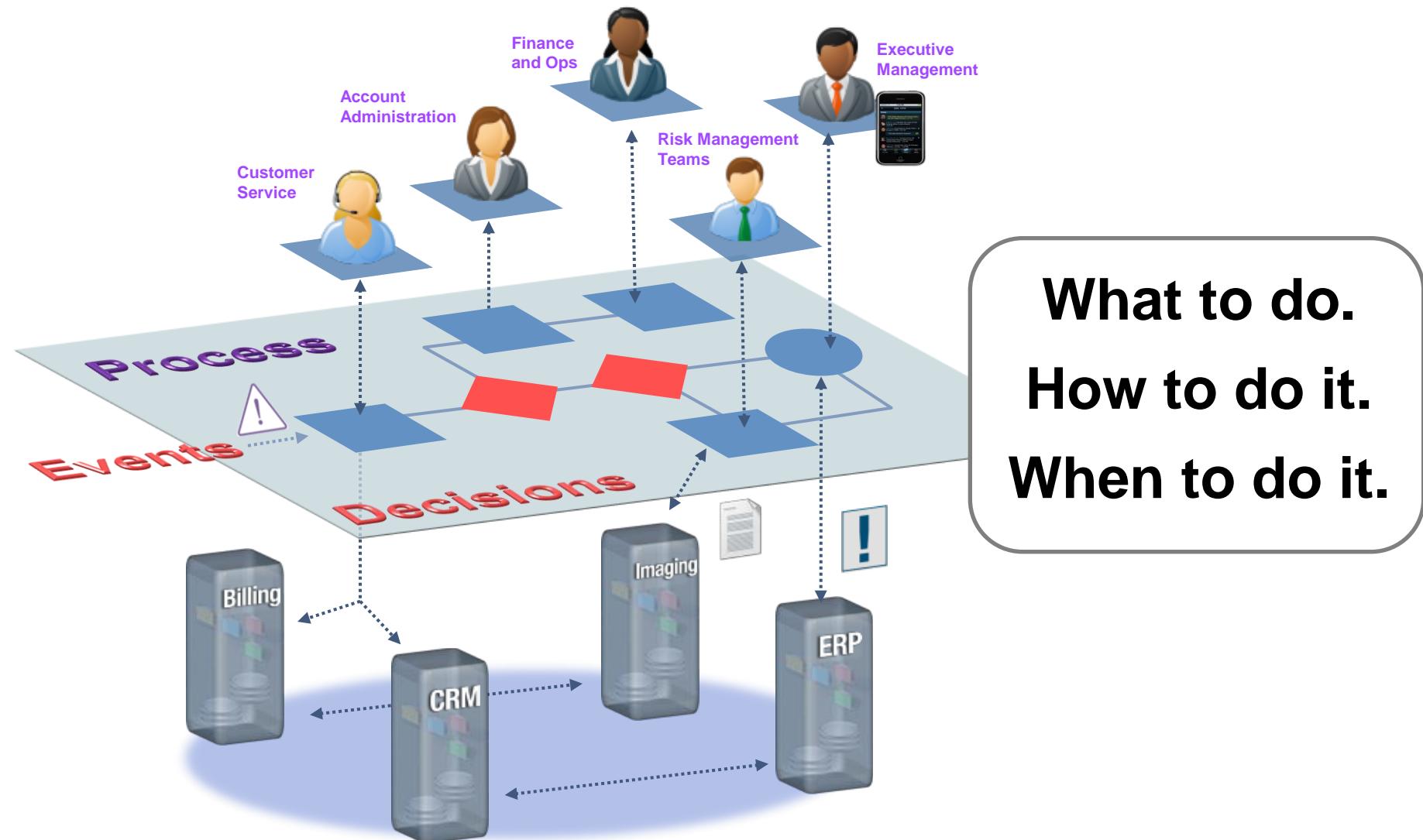
- Smarter Process introduction
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# “Business As Usual” Begs for Operational Improvement



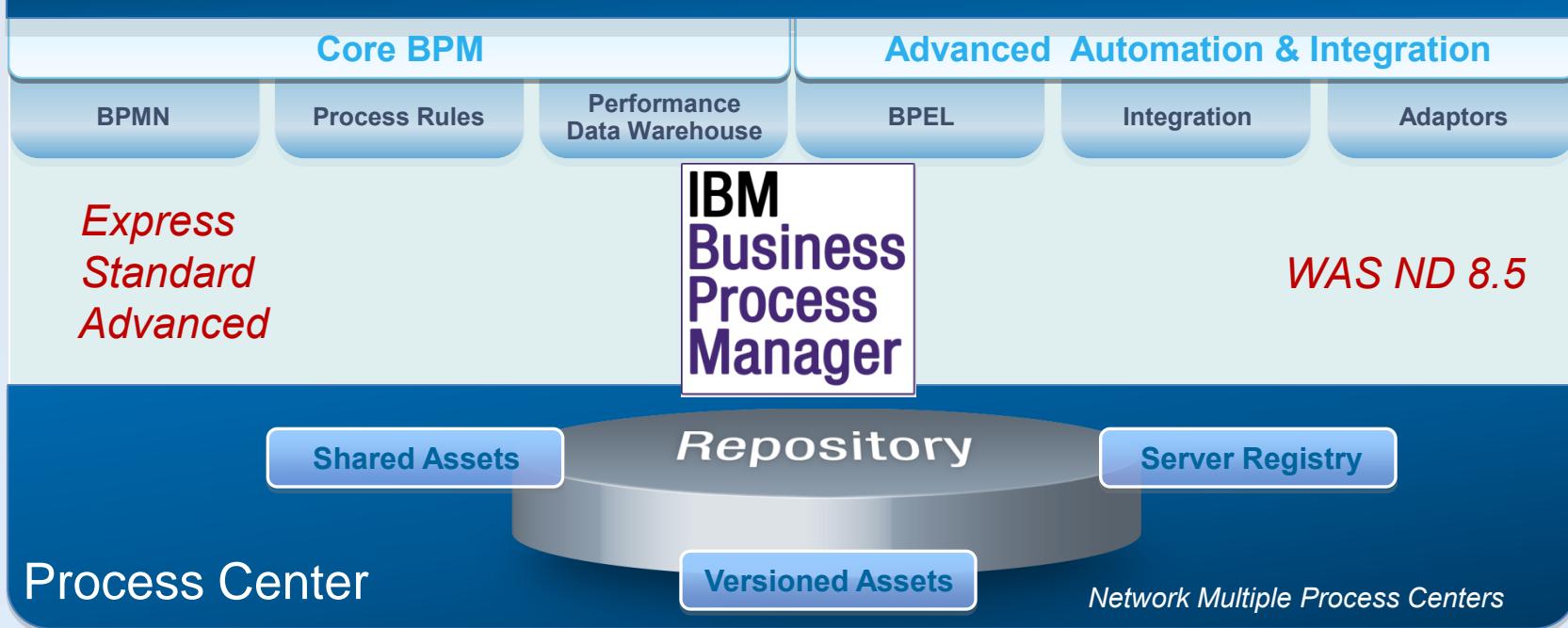
***Inefficient***  
***Ineffective***  
***Inaccurate***  
***Incomplete***  
***Inconsistent***  
***Inflexible***  
***Invisible***

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





## Process Server



Process Designer / Optimizer

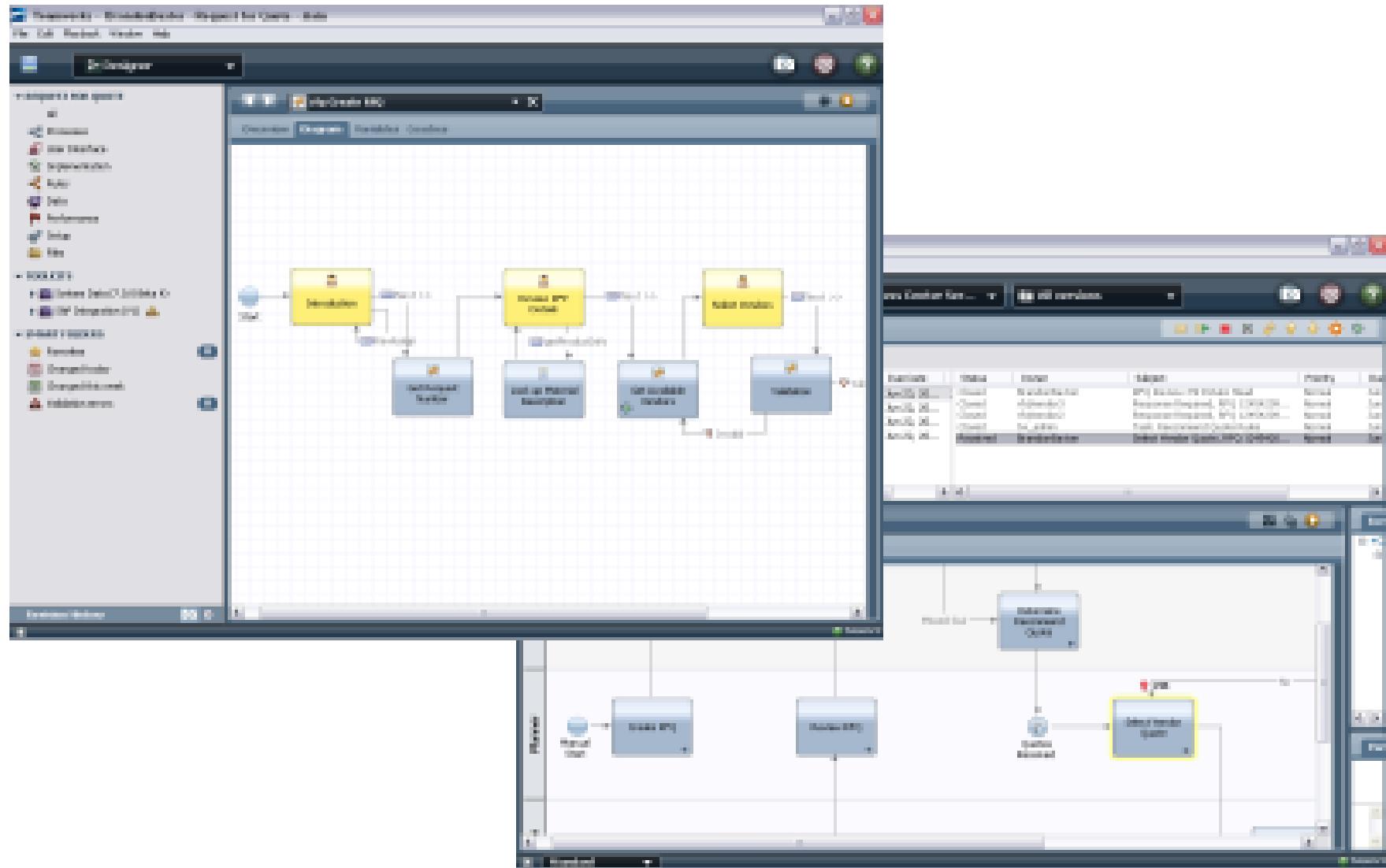


Process Center Console

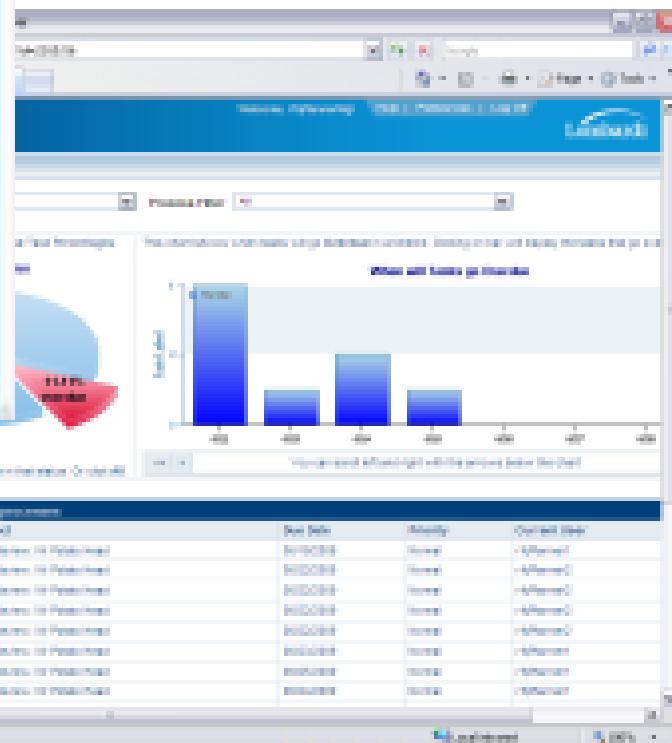
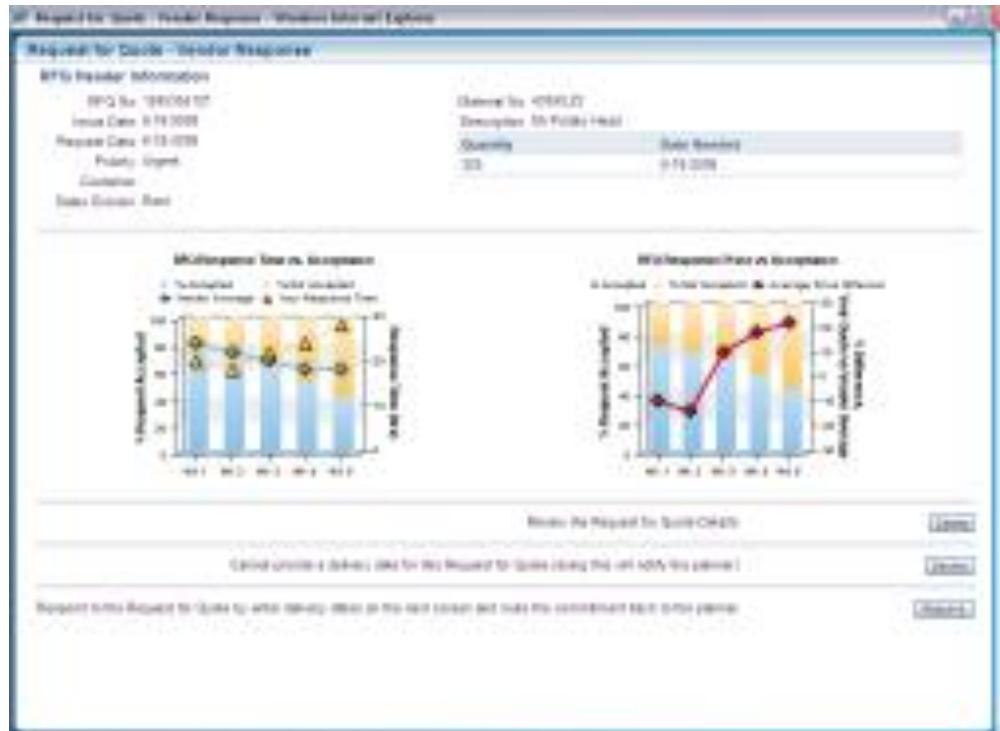


Integration Designer

## Process Discovery & Design



# Interacting With the Process



# Monitoring & Optimising The Business

The screenshot shows the Businessworks 7.1 Power interface. On the left, a sidebar lists 'My Tasks' and 'My Workflows'. The main area features a 'Dashboard' with a pie chart showing 'User Status' (Active, Inactive, Pending) and a bar chart for 'Overall Task Progress' with values 100, 200, 300, 400, 500. Below the dashboard is a table titled 'Task List' with columns: Task ID, Task Name, Due Date, Priority, and Status. The table lists numerous tasks, many of which are marked as 'Completed'.

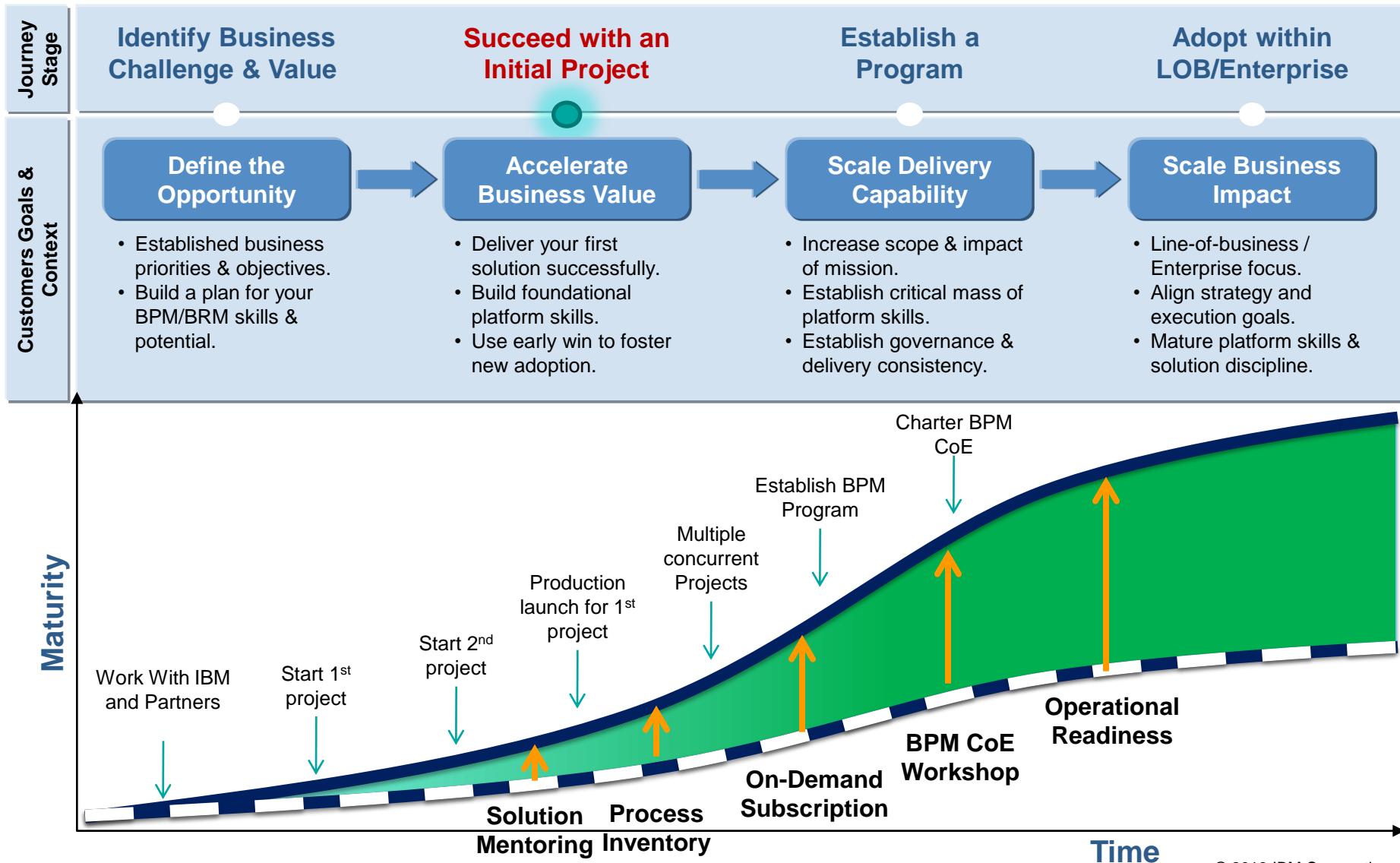
The screenshot shows the Businessworks 7.1 Optimizer interface. It displays a process flow diagram with various nodes: 'Start', 'Report to Client', 'Process Request', 'Process Response', 'End', 'Get Response', 'Get Request', 'Get Response', and 'Get Request'. Some nodes are highlighted with red boxes, specifically 'Report to Client', 'Process Request', 'Get Response', and 'Get Request'. The interface includes a 'Process Definition' tab, a 'Process Details' tab, and a 'Process Instances' tab. The 'Process Instances' tab shows a chart for 'Instance Distribution' and a pie chart for 'User role distribution'.

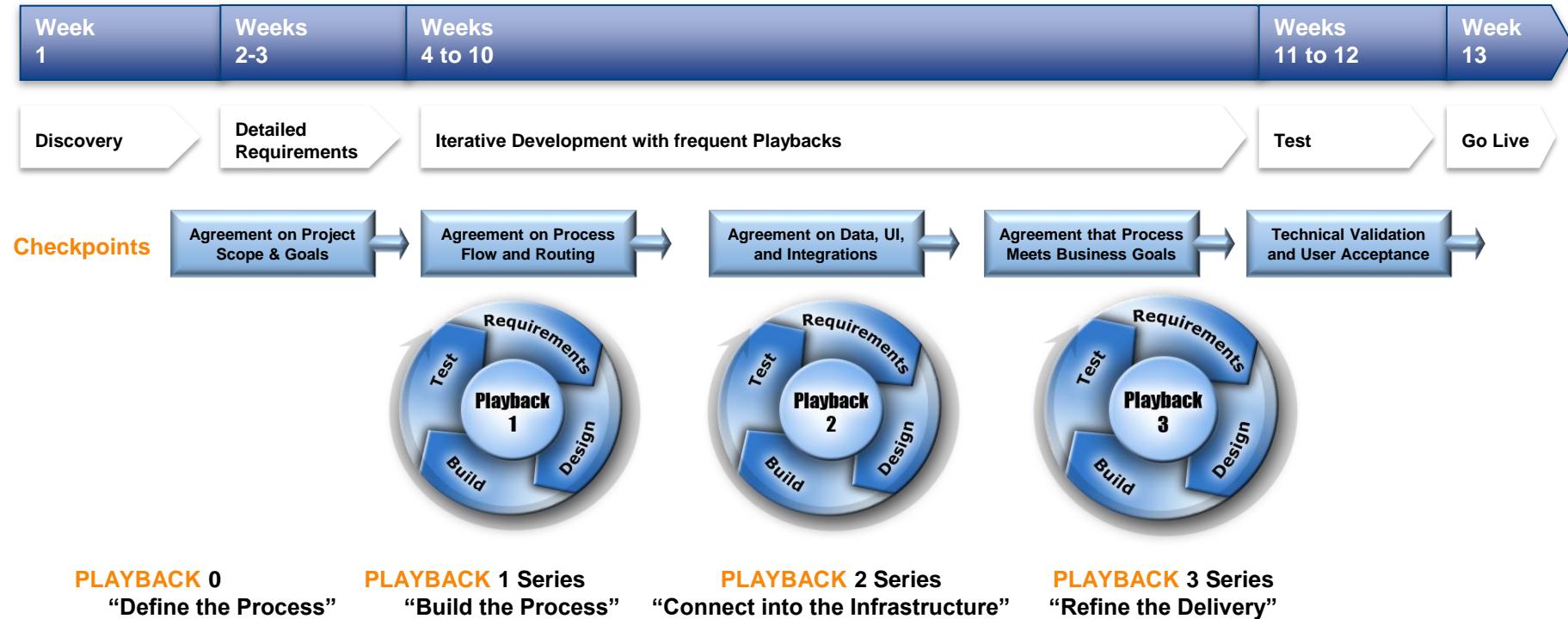
# Typical Execution Patterns for BPM



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

# The BPM Adoption Journey





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***

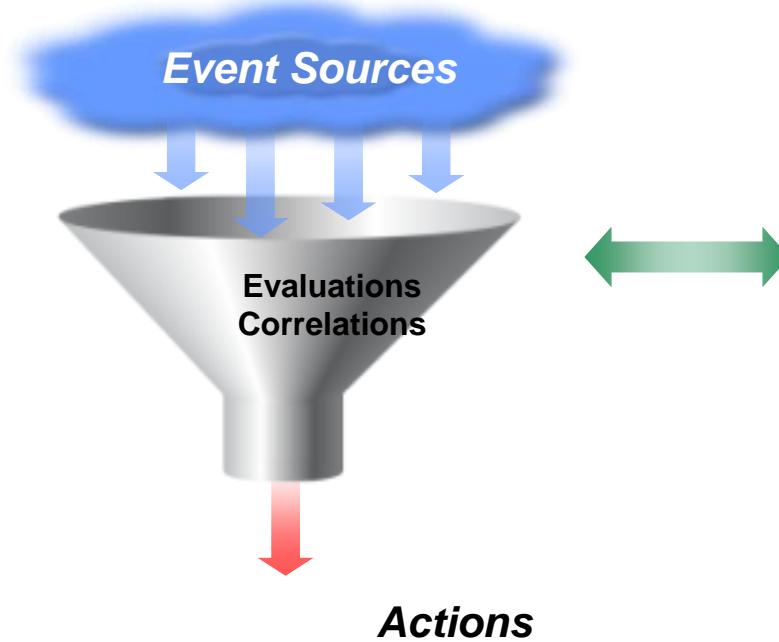


***Automates decision making with the fidelity of an expert***

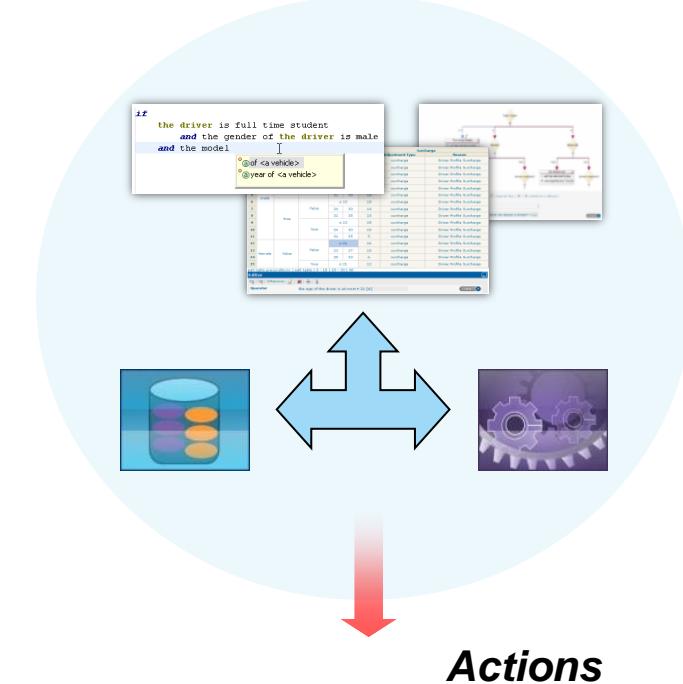


# IBM Operational Decision Management

## Detect Business Event Processing (BEP)



## Decide Business Rules Management System (BRMS)

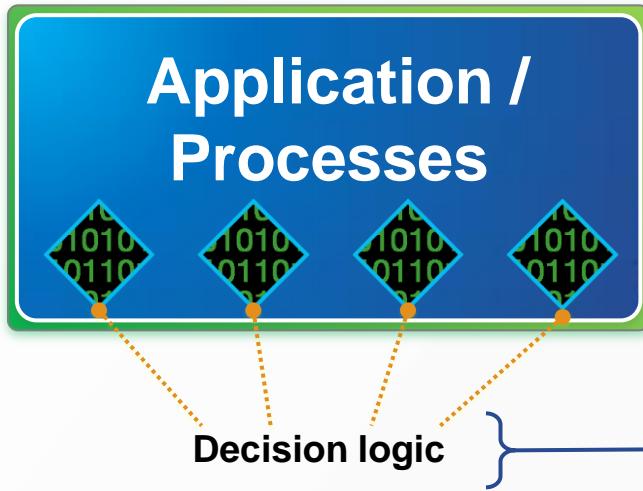


**BEP - Detects** when events or patterns of events occur to notify people or systems to take action



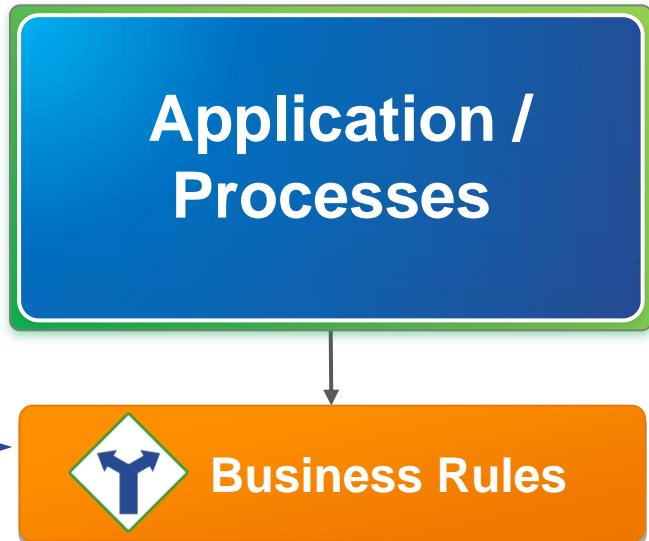
**BRMS - Decides** business outcome through execution of business rules against available data

## Without Decision Management

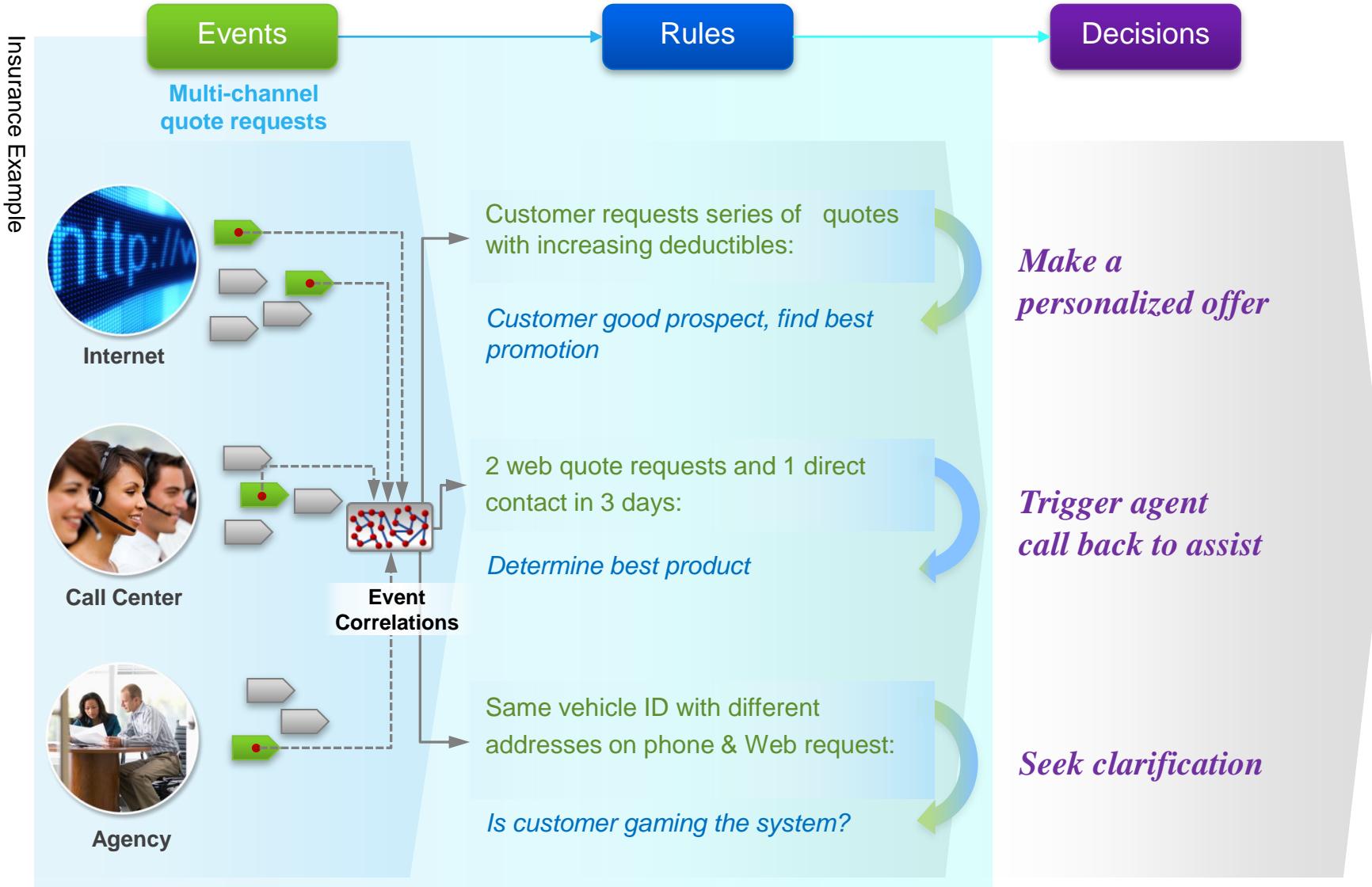


- Rules written in software code cannot be read by business people
- Hard coded rules are difficult to change
- Rules intertwined within applications cannot be reused by other systems

## With Decision Management



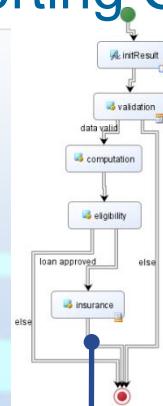
- Natural language rules can be easily read
- Externalized rules are easy to change
- Centralized rules enable reuse and consistency



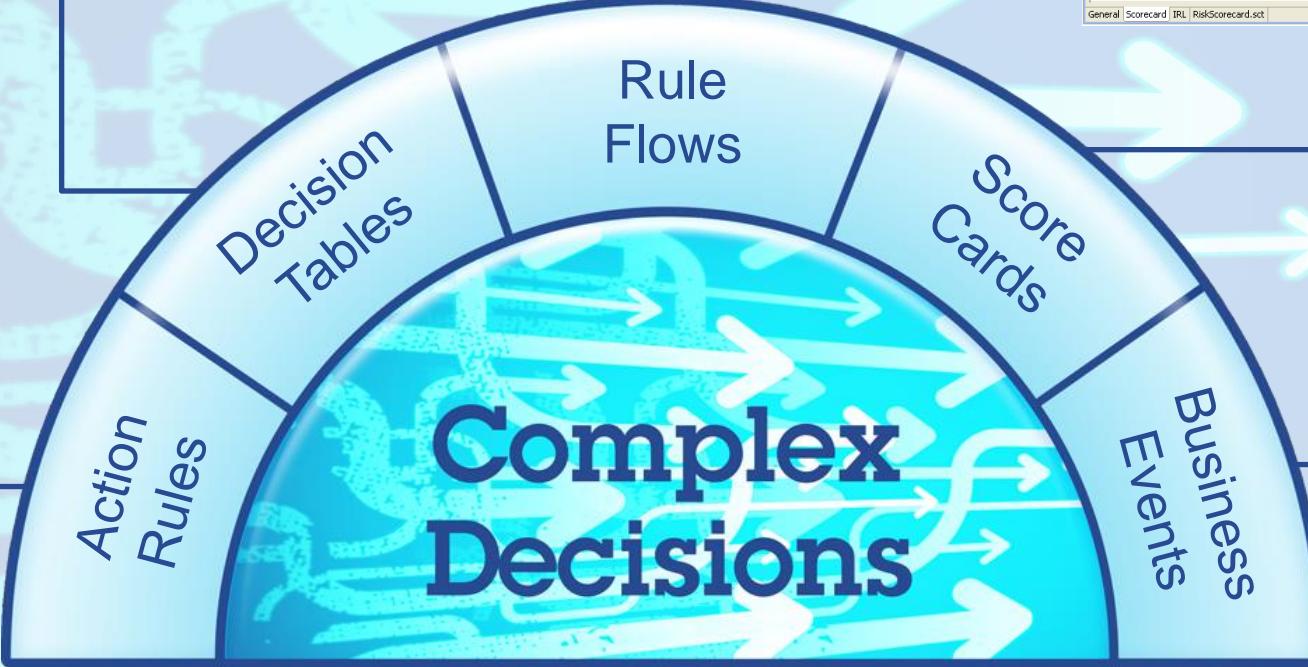
# Simple Decision Artifacts Supporting Complex Decisions



	Vehicle Value		Deductible	Base Premium
	Lower	Upper		
1	\$ 0	\$ 5,000	\$250	\$ 100
2			\$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	\$ 120
12			\$1000	\$ 120
13			\$250	\$ 155
14	\$ 30,000	\$ 50,000	\$500	\$ 145
15			\$1000	\$ 140
16	\$ 60,000	\$ 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
	☒	10	30.0	SELF_EMPLOYED
General   Scorecard   IRL   RiskScorecard.sct				



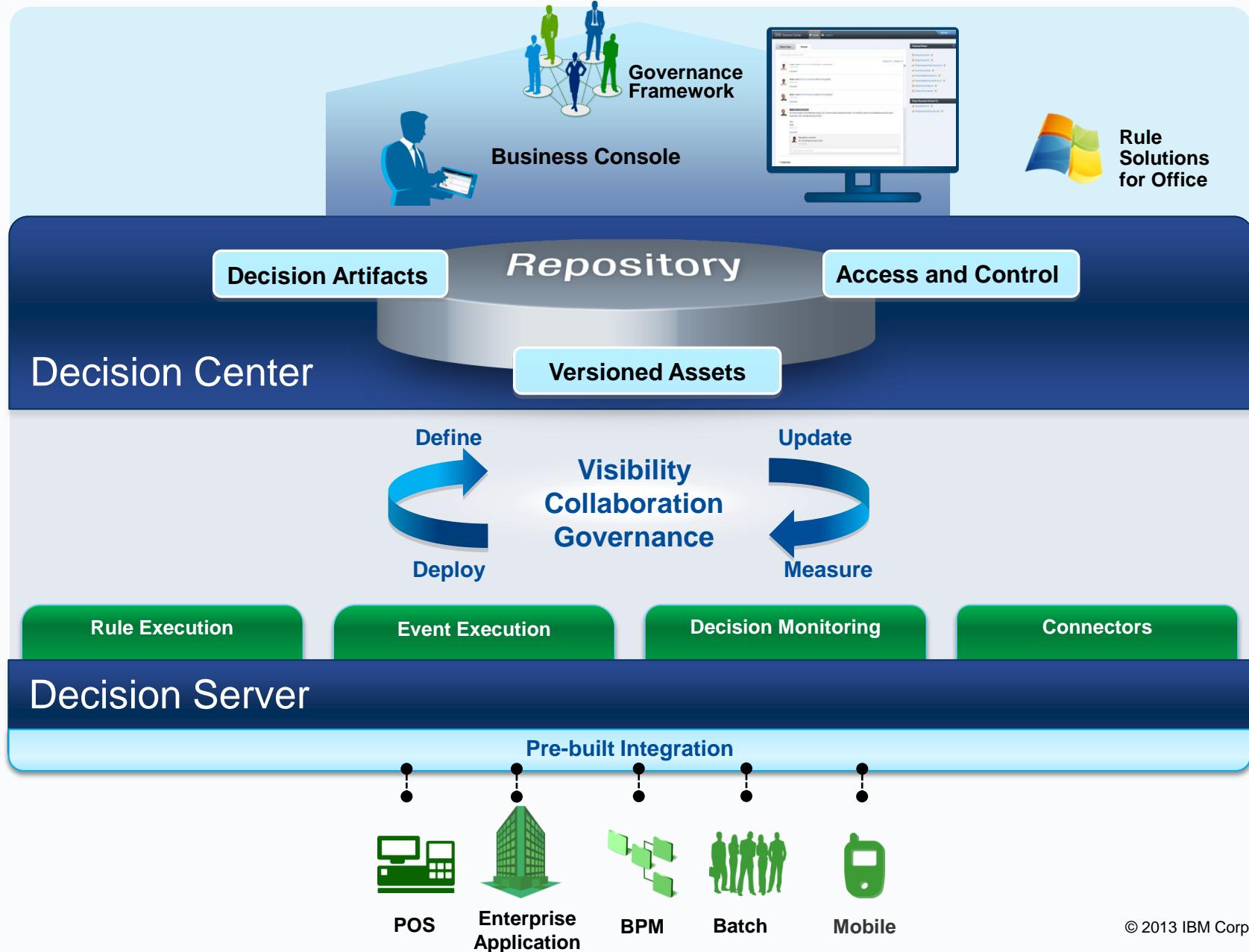
```

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:

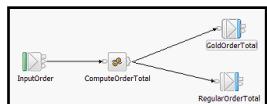
## Consume & Correlate Events from BPM and much more...



IBM Business Process Manager



WebSphere ESB



WebSphere  
Message Broker



WebSphere  
ILOG JRules

Operational Decision Mgt



WebSphere  
Business Events



WebSphere  
DataPower  
XI50/XI52



Third Party  
Applications



IBM Content Mgt

IBM Business Monitor

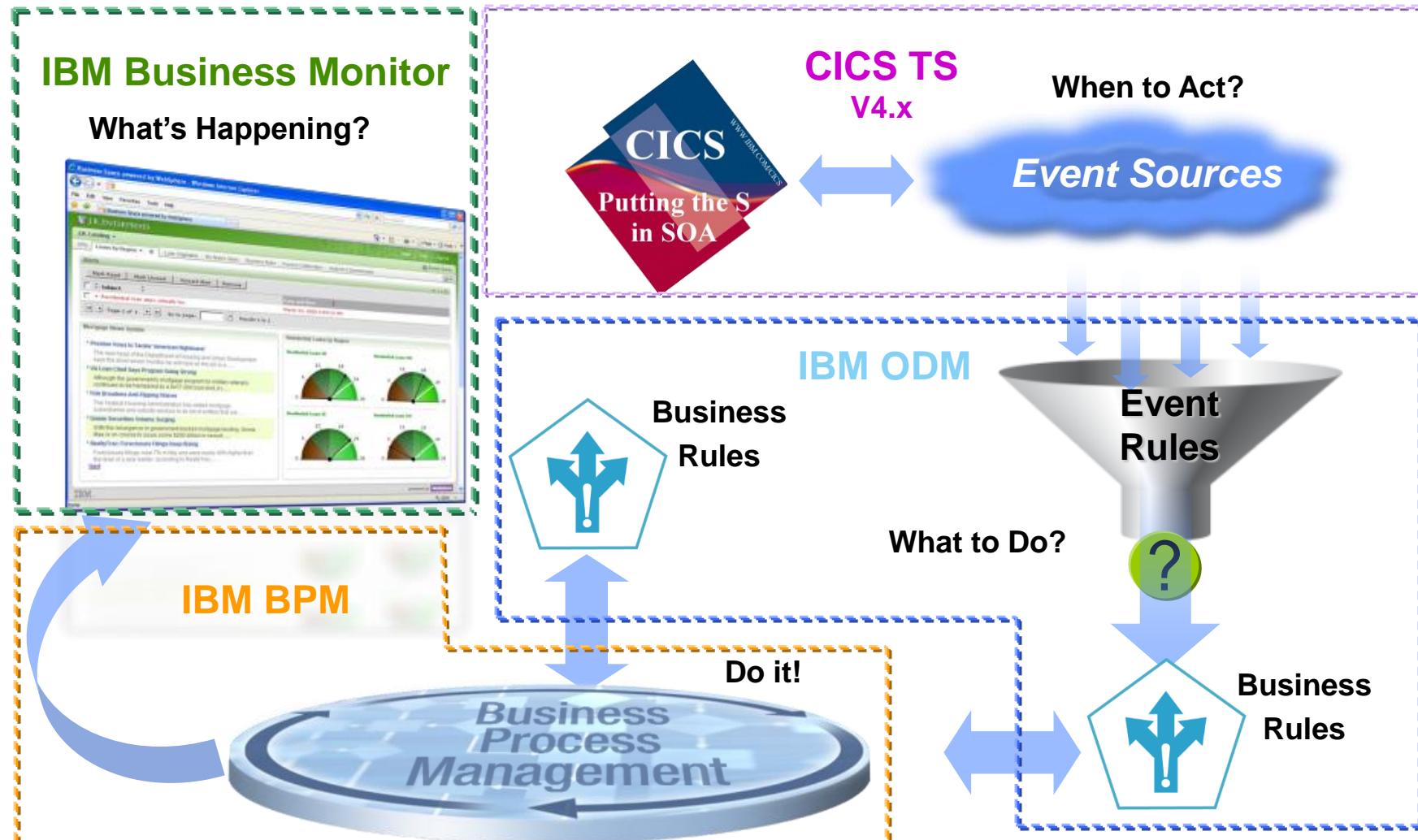
Pick your media

Embed Monitoring into Spreadsheets & Charts

Desktop through Google Gadgets

Drill to instances





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

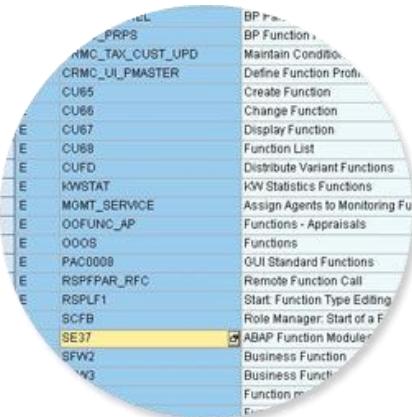
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# How SAP Processes Are Implemented Today



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



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



...*much customization* is often required

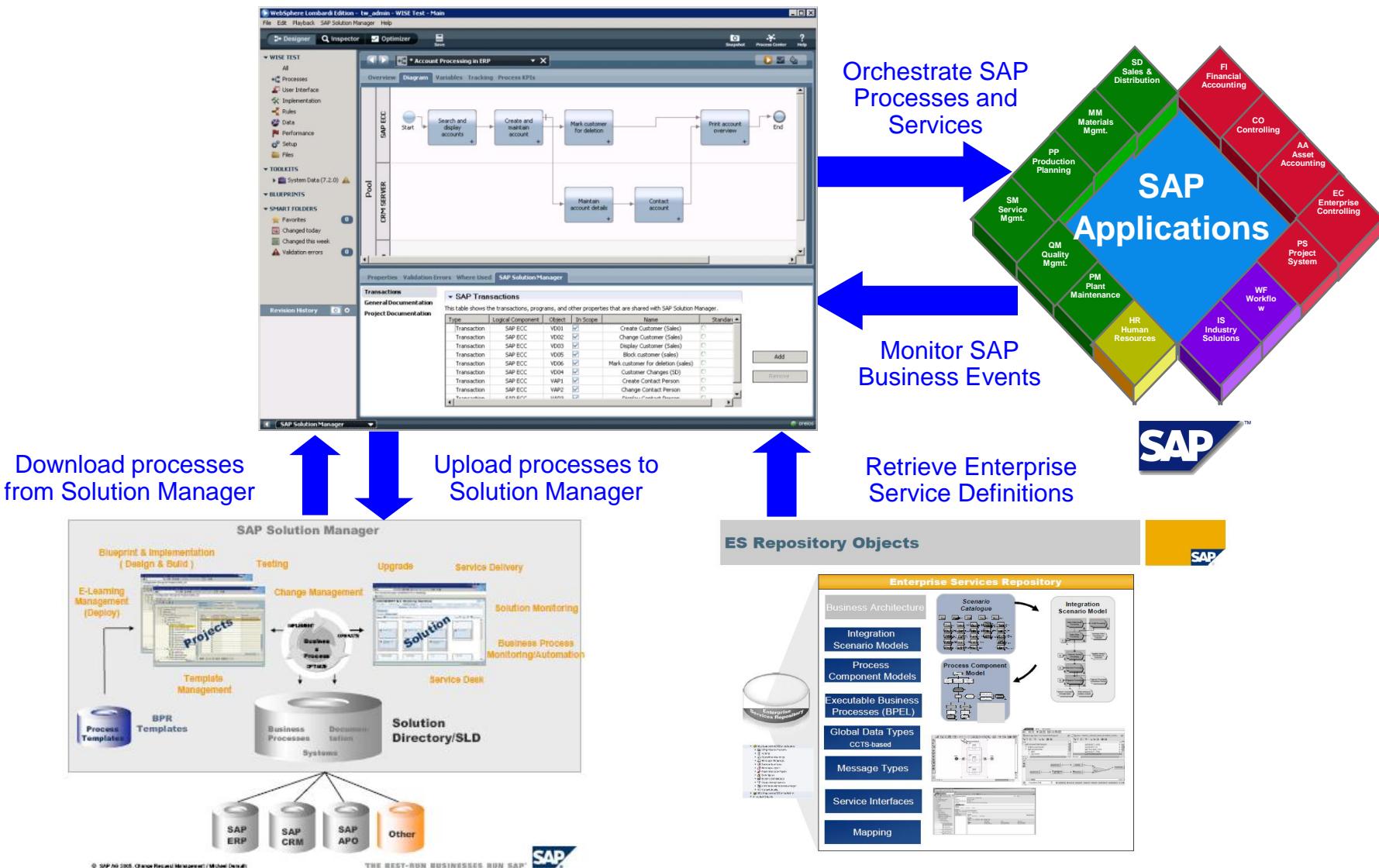


...making it *difficult to migrate* to future releases



## SOLUTION IMPLEMENTATION

### SAP CONFIGURATION



Process Discovery and Monitoring	<ul style="list-style-type: none"><li>Available today using IBM Business Monitor 8.0 or above</li><li>Additional convenience and productivity features may be planned for a future release and may be available as a services asset in the near future</li></ul>
Process Blueprinting	<ul style="list-style-type: none"><li>Synchronized process models and transactions available in IBM BPM 8.0.1</li><li>Fixes will be available shortly</li></ul>
Guided Workflow	<ul style="list-style-type: none"><li>Available with IBM BPM 8.0.1</li><li>Additional assets such as the Guided Workflow Toolkit available from Paul Pacholski</li><li>Additional convenience and productivity features planned for a future release and may be available as a services asset in the near future</li></ul>
Process Integration and Orchestration	<ul style="list-style-type: none"><li>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)</li><li>Additional convenience and productivity features planned for a future release and are planned to be available as a services asset in the near future</li></ul>
Modeling for Documentation	<ul style="list-style-type: none"><li>Using IBM BPM for an iterative, experiential-based approach to accelerate traditional SAP blueprinting</li><li>Key Tools: SAP Solution Manager, IBM Blueworks Live, IBM Process Designer</li></ul>
Process Automation	<ul style="list-style-type: none"><li>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)</li><li>Additional convenience and productivity features planned for a future release and are planned to be available as a services asset in the near future</li></ul>

# Small Sample of IBM BPM SAP Customers



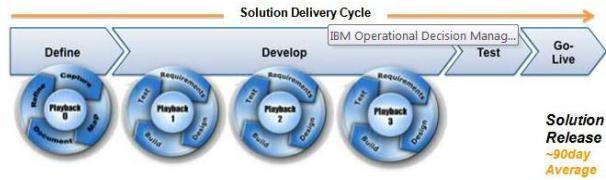
## Agenda

- Smarter Process introduction
- Process Discovery with IBM Blueworks Live
- BRMS engine - IBM Operational Decision Management
- Integration with Aris, SAP.
- **Our differentiators**

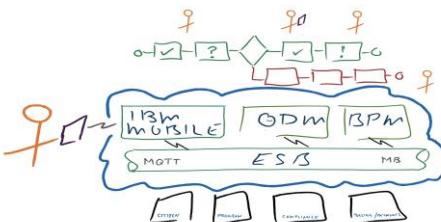
# IBM Smarter Process Suite: 8 Key Differentiators



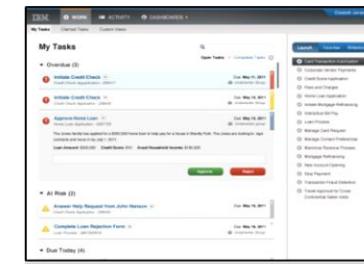
## 8. Proven Methodology: Rapid, Agile, Iterative



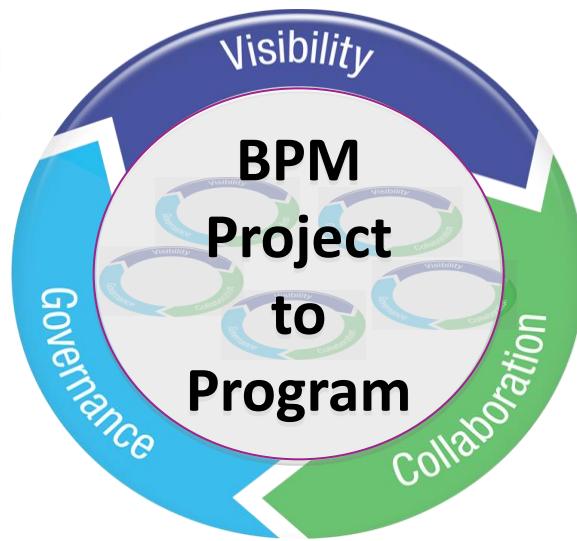
## 1. Flexible Smarter Process and decisions



## 2. Social BPM Collaboration



## 3. Social Intelligent Dashboards



## 5. Process Optimizer Intelligent Simulation



## 4. Process Center

