

RED HAT
SUMMIT

CASE MANAGEMENT APPLICATIONS WITH BPM

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OVERVIEW

Building case management applications

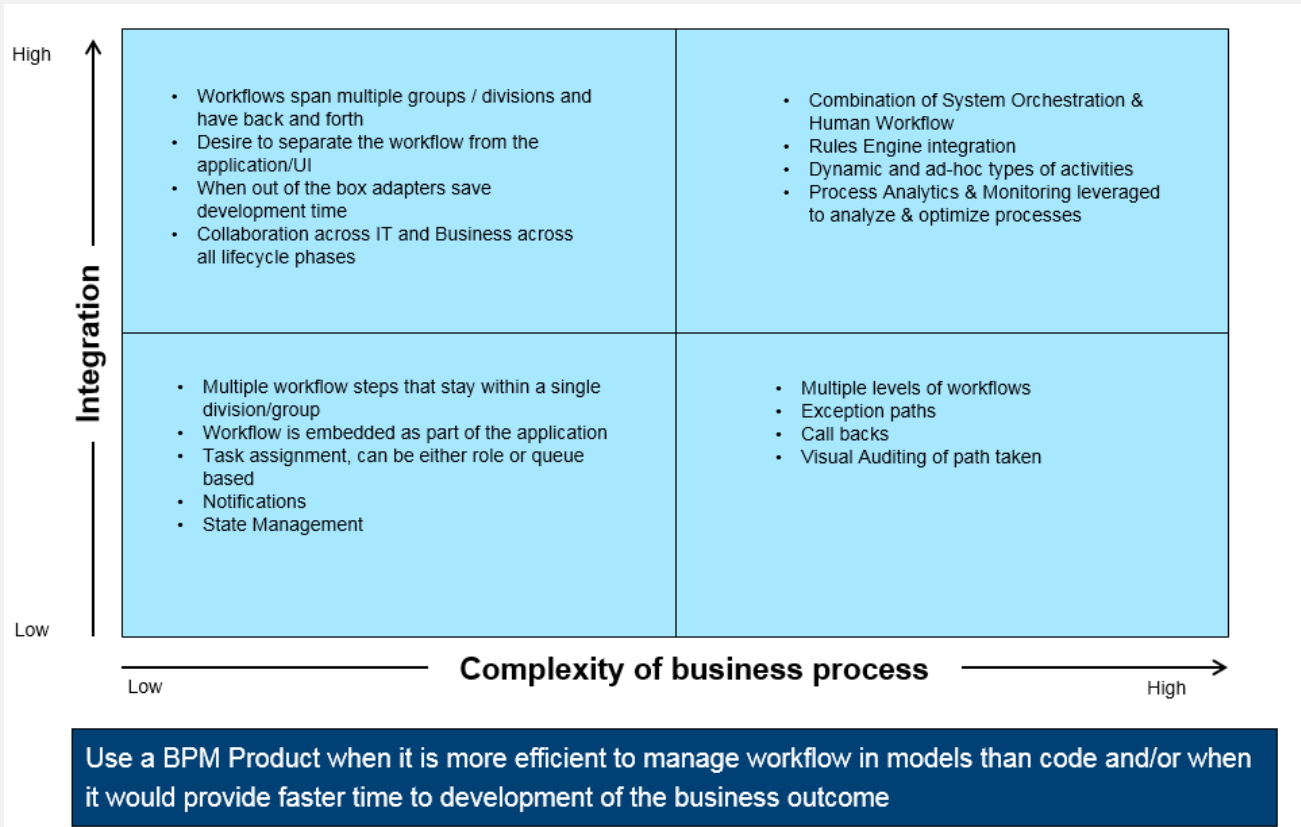
- BPM and Case Management
- Case management v7 feature preview
- Building your own case management platform
- Case applications
- Demo

BPM and Case Management

jBPM is a good open source BPM platform

- Is truly open source
 - The Enterprise version (BPM Suite) has the same capabilities as the community version
- Has a rich set of capabilities
 - BPMN 2.0 notation, native rules engine (Drools), Business Activity Monitoring, dashboards, reporting, simulation
- Is a mature and proven product (12 years)
- Has a vibrant community
 - ~100 contributors in past year since mid March 2017 with ~2800 commits
- Is very extensible
 - Can add in any java code as a workitem handler or directly in a script task

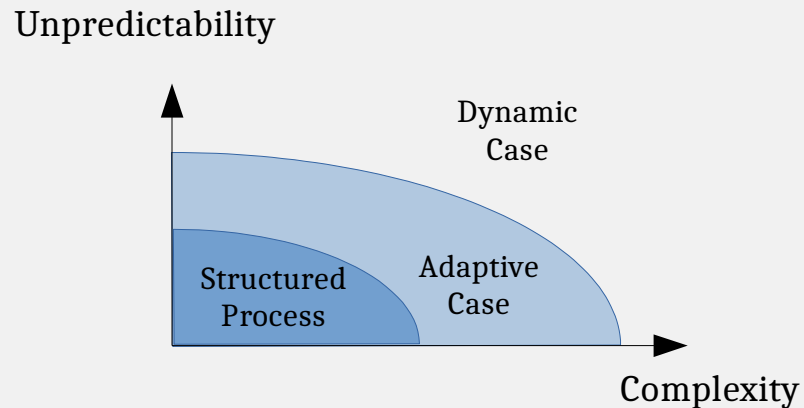
BPM Products provide the most value when the business process is complex and/or requires a high degree of integration



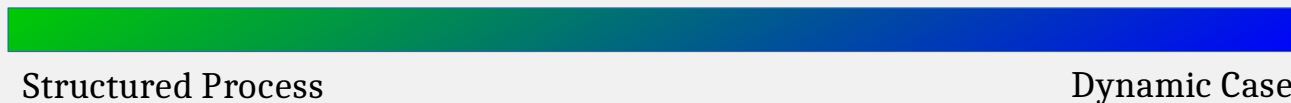
CASE MANAGEMENT

As an extension of BPM

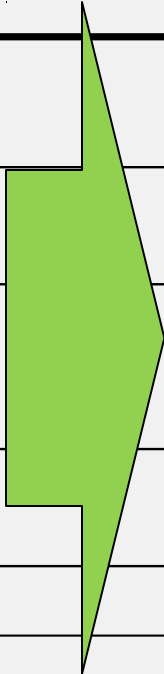
- More flexible
- More dynamic
- More core services



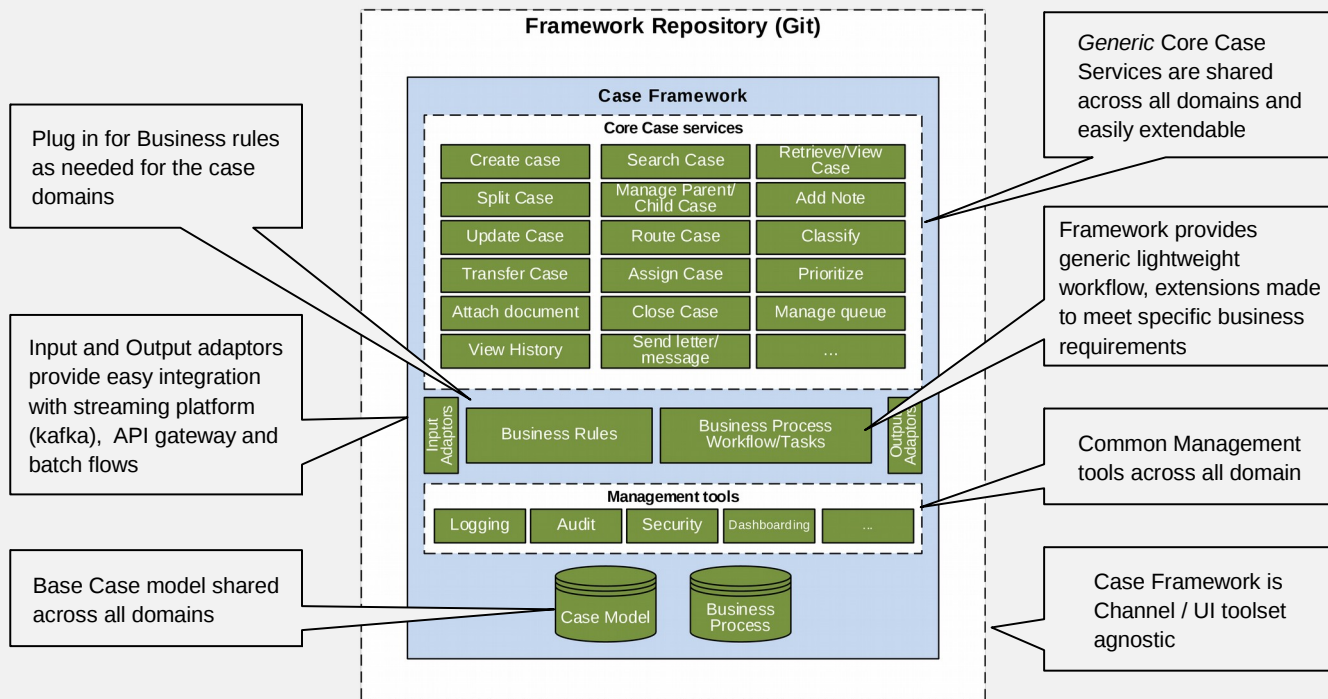
Spectrum



Our End-State Case Management strategy will provide LOB case autonomy via a lightweight, easily extendable BPMS framework

Current State		Target State
<ul style="list-style-type: none"> Monolithic case platform 		<ul style="list-style-type: none"> Domain-owned case applications with a central registry
<ul style="list-style-type: none"> High cost commercial based solution 		<ul style="list-style-type: none"> Open source (jBPM) based framework
<ul style="list-style-type: none"> Centralized development & deployment 		<ul style="list-style-type: none"> Federated development & deployment with inner-sourcing model
<ul style="list-style-type: none"> Inflexible case model & core services 		<ul style="list-style-type: none"> Lightweight, extensible case model & core services
<ul style="list-style-type: none"> UI tightly bound to case engine 		<ul style="list-style-type: none"> UI agnostic case engine
<ul style="list-style-type: none"> Batch analytics 		<ul style="list-style-type: none"> Real-time analytics & events enabled via streaming platform

The Case Management framework will serve as tool set, providing an extendable set of Core Case Capabilities



Roughly 80% of the case framework will be shared with the remaining 20% as extended or unique capabilities per LOB domain

Case Management v7 Feature Preview

CASE MANAGEMENT v7 PREVIEW

What to expect?

Case management at different levels

- Core engine
- Authoring
- Runtime monitoring
- Custom applications

CASE MANAGEMENT v7 PREVIEW

What to expect?

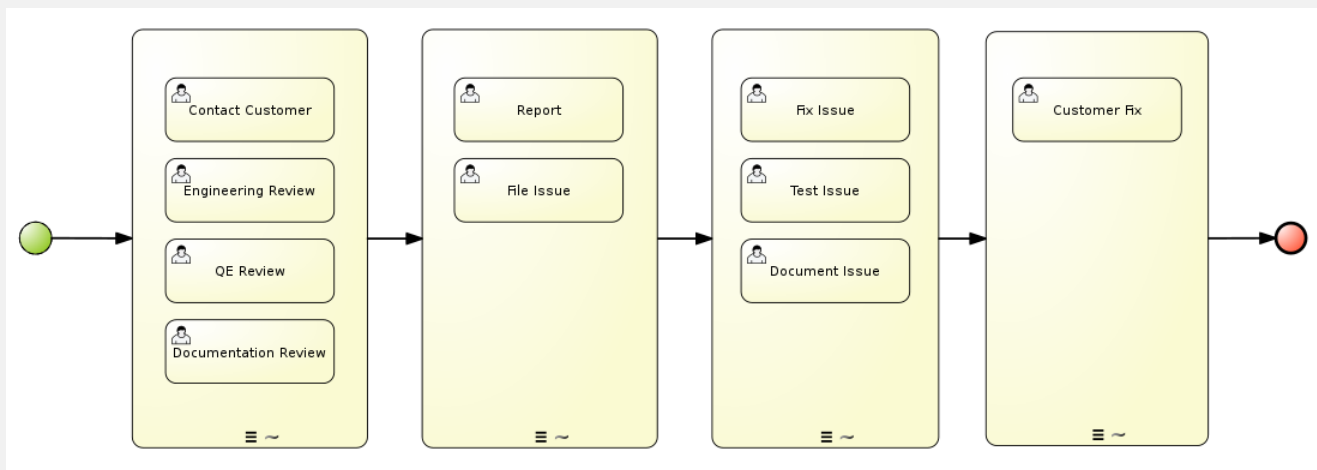
Core engine

- Case file instance
- Per case session strategy
- Case comments
- Milestones
- Stages
- Ad-hoc fragments
- Dynamic tasks
- Case identifier (correlation key)
- Case life cycle (close, reopen, etc.)

CASE MANAGEMENT v7 PREVIEW

What to expect?

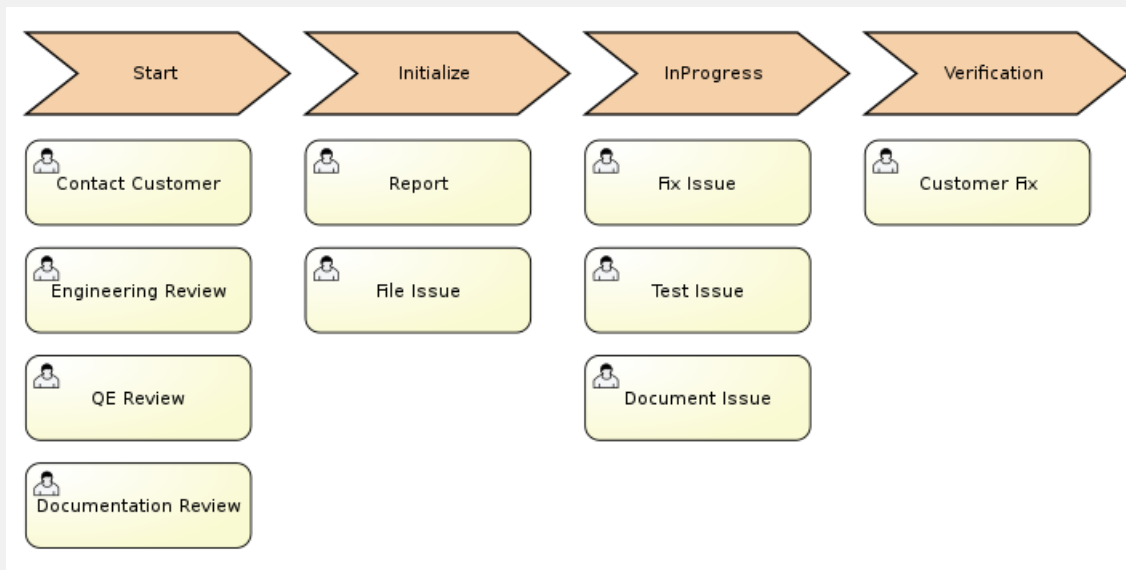
Authoring



CASE MANAGEMENT v7 PREVIEW

What to expect?

Authoring



CASE MANAGEMENT v7 PREVIEW

What to expect?

The screenshot displays the KIE Workbench interface for a case titled "Order for IT hardware (krisv)". The interface is divided into several sections:

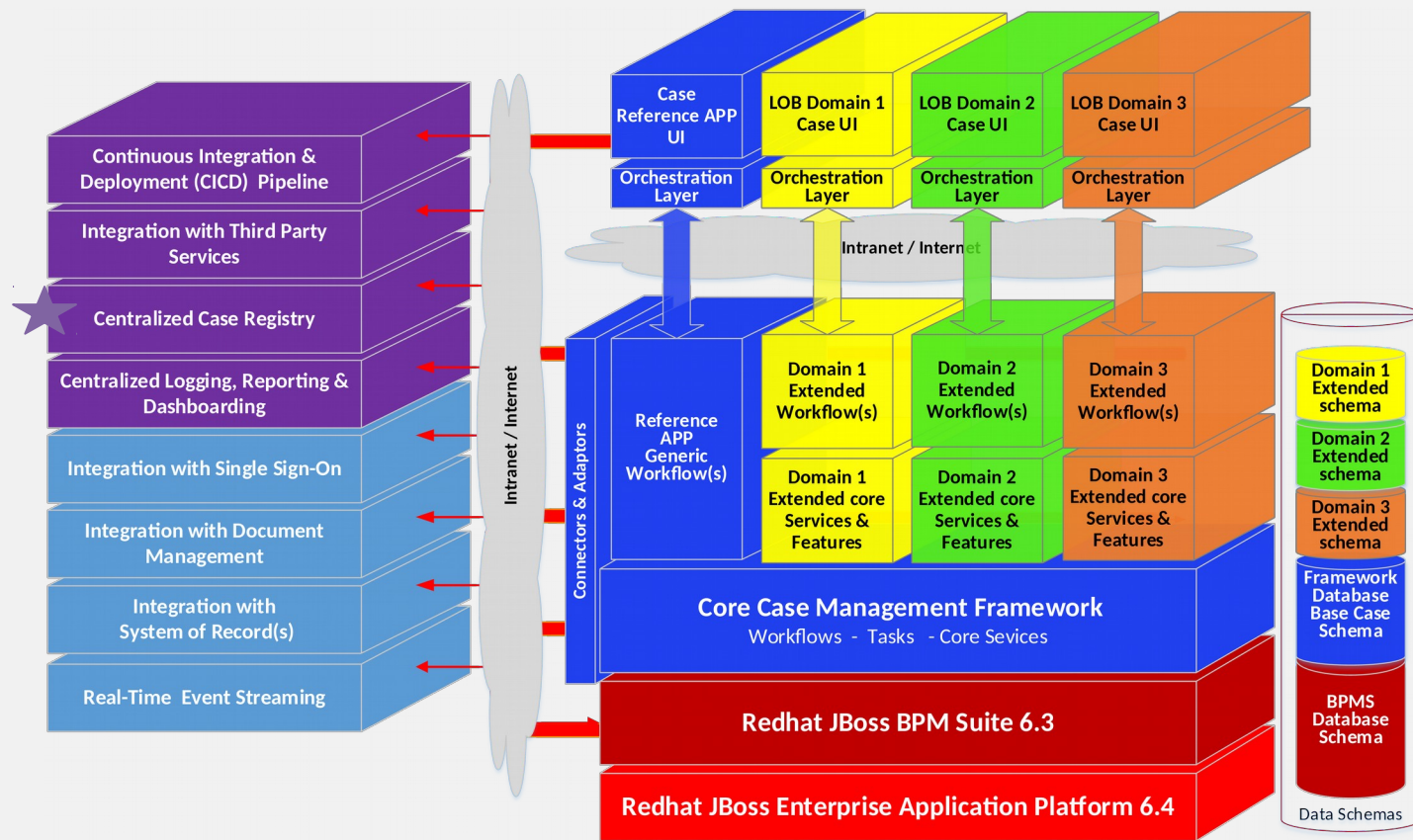
- Case Details:** Shows the description "Order for IT hardware", status "Open", owner "krisv", and start date "30/04/2017".
- Actions:** A table showing the progress of tasks. It is divided into three columns: Available (1), In progress (4), and Completed (0).

Available (1)	In progress (4)	Completed (0)
New user task Dynamic	Prepare hardware spec 30/04/2017 (lenovo)	No actions found
New process task Dynamic	Milestone 1: Order placed 30/04/2017	
Prepare hardware spec Available in: Case	Hardware spec ready 30/04/2017	
- Milestones:** A list of milestones with icons: Hardware spec ready, Manager decision, Milestone 1: Order placed, Milestone 2: Order shipped, and Milestone 3: Delivered to customer.
- Comments:** A section for adding comments, currently showing "No Comments found".
- Roles:** A list of roles assigned to the case: owner (krisv) and manager (shelly).

Runtime
monitoring

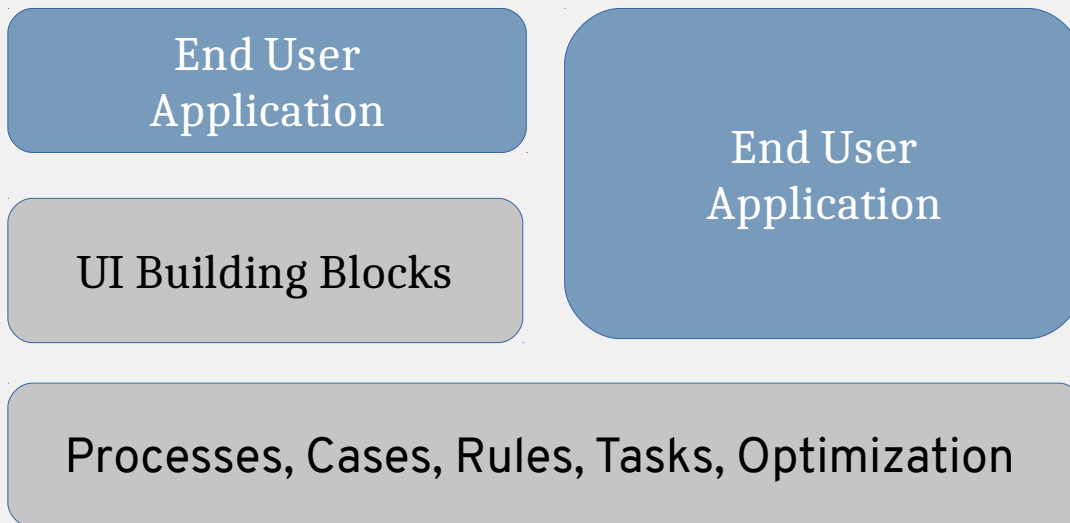
Building Your Own Case Management Platform

The Case Framework architecture consists of loosely coupled component layers built on Red Hat's BPM foundation



Case Applications

CASE APPLICATIONS



Demo

The logo consists of a white speech bubble shape pointing downwards, containing the text "RED HAT SUMMIT" in red. The background of the entire slide is a vibrant red with a pattern of concentric circles and a central white dot, creating a target-like or ripple effect.

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