



Software Group

IBM Business Process Manager 8.0

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Outline

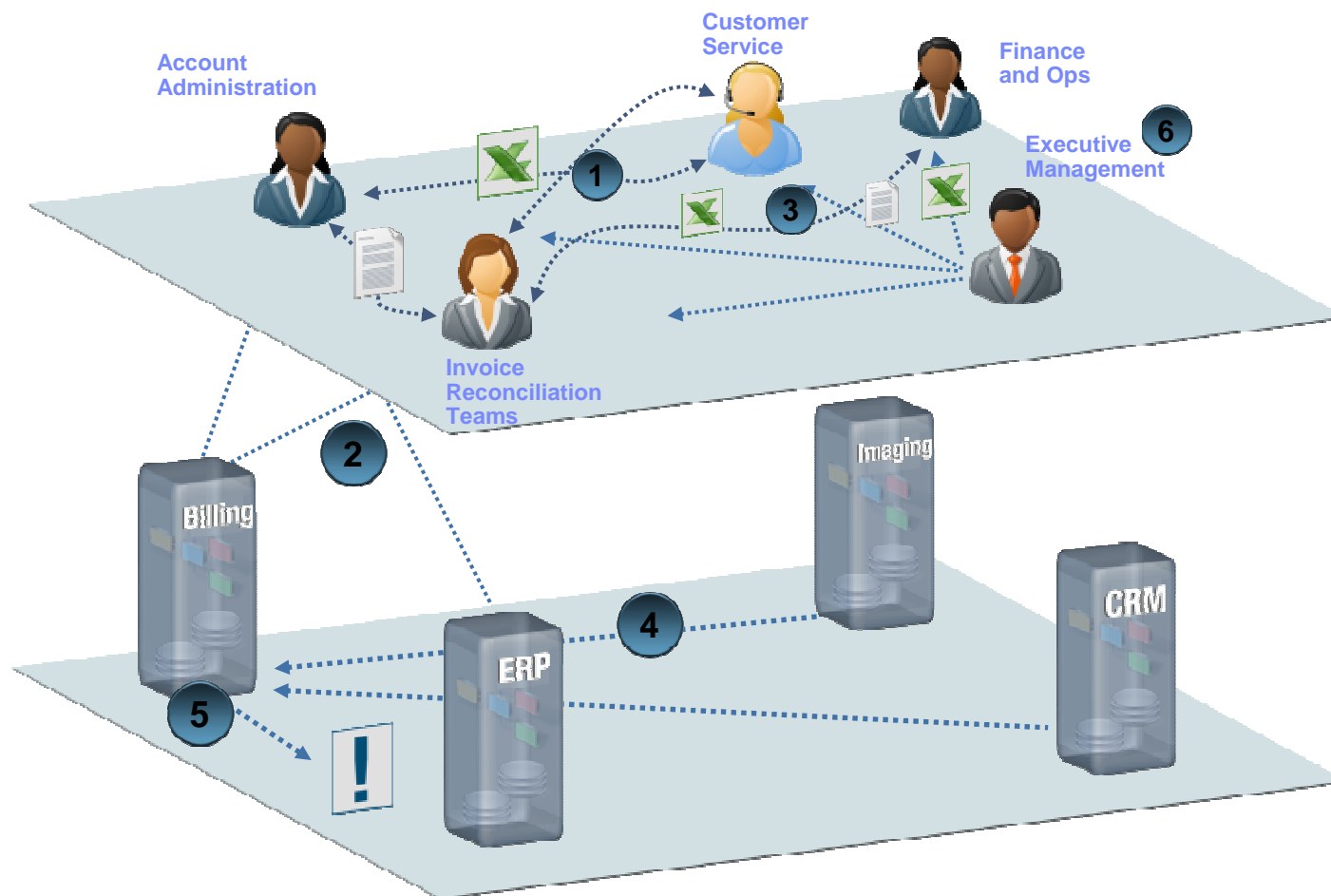
- **Definition of BPM**
- **Overview of BPM Approach**
- **Introduction to IBM BPM**
- **IBM BPM Demo**
- **Architecture of IBM BPM**
- **Example of PoC for Real Customer**



Definition of BPM



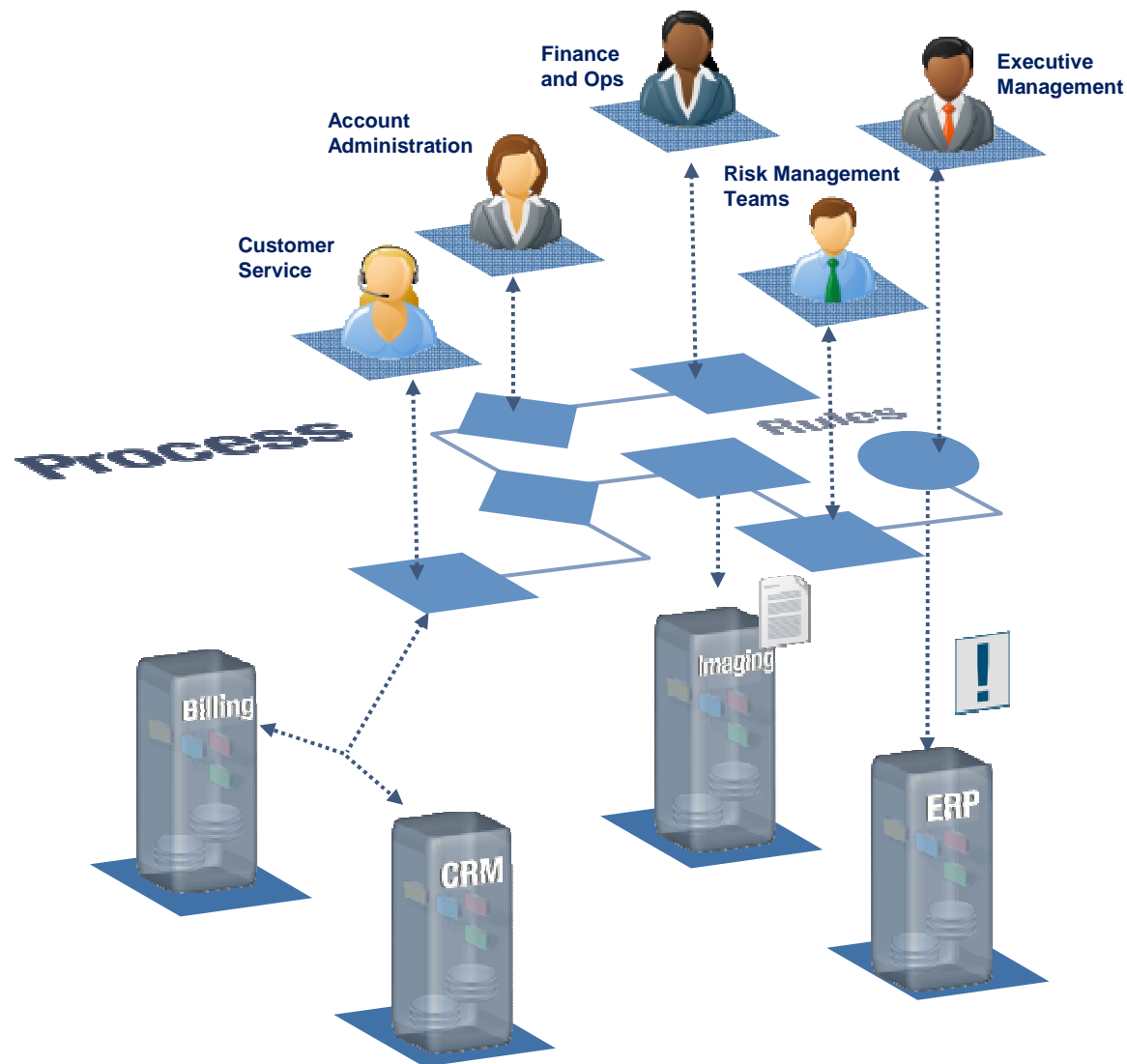
Typical Process Problems



- 1 Unstructured Tasks and Communication (ex Paper or email)
- 2 Inefficient Working Environment Spans Systems
- 3 Inconsistent Prioritization
- 4 Incomplete or Inaccurate Data Flow Between Systems
- 5 Lack of Control Over System and Business Events (Exceptions)
- 6 Poor Visibility Into Process Performance



BPM Brings Order to the Chaos



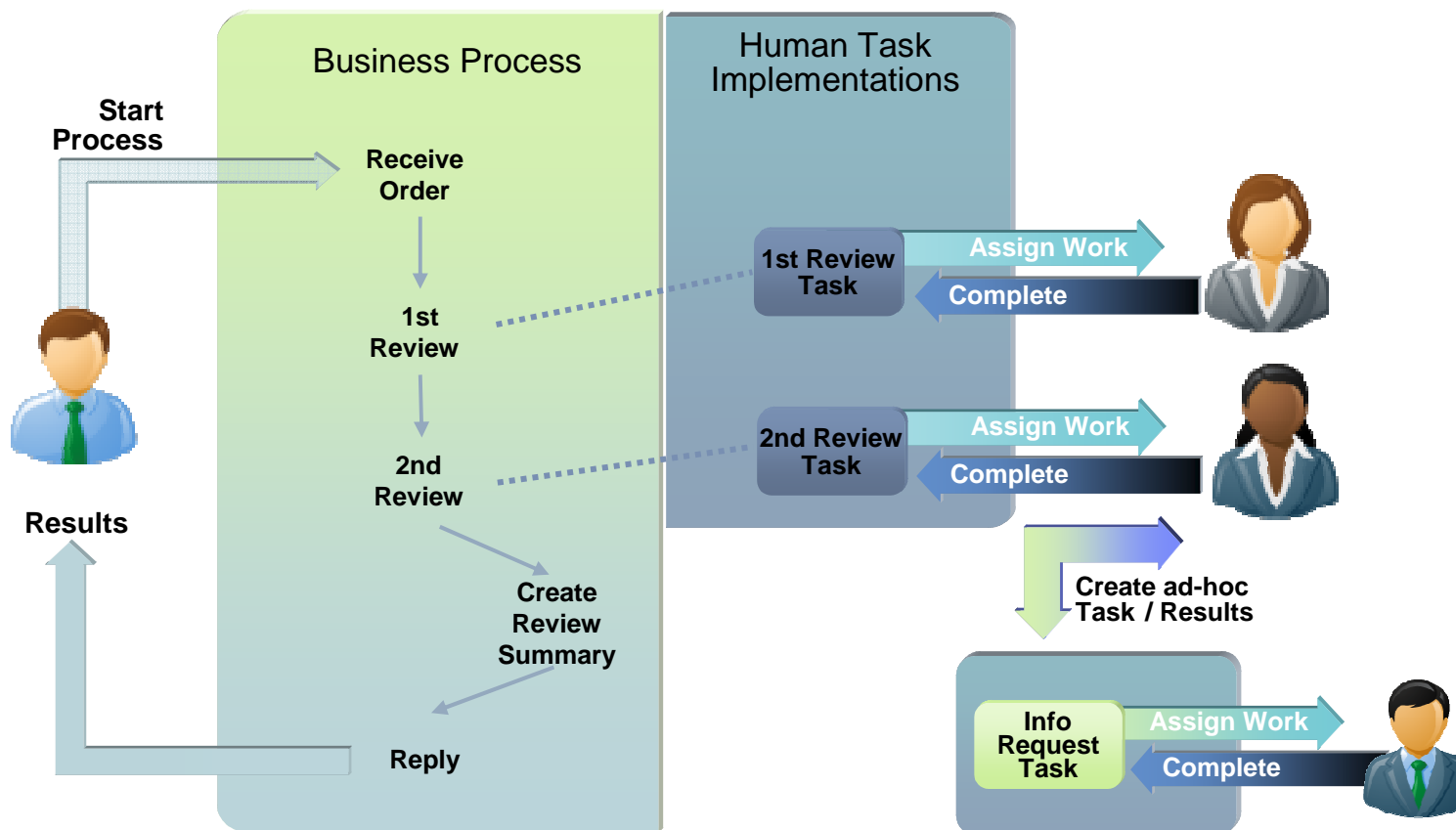
- 1 Automate workflow & decision making
- 2 Reduce errors and improve consistency
- 3 Standardize resolution across geographies
- 4 Leverage existing systems and data
- 5 Monitor for business events and initiate actions
- 6 Real-time visibility and process control

Customer Benefits:

- Huge Reduction in Manual Work, Errors
- Faster, More Consistent Issue Resolution
- Easier to Manage the Business
- Consistent Case Handling



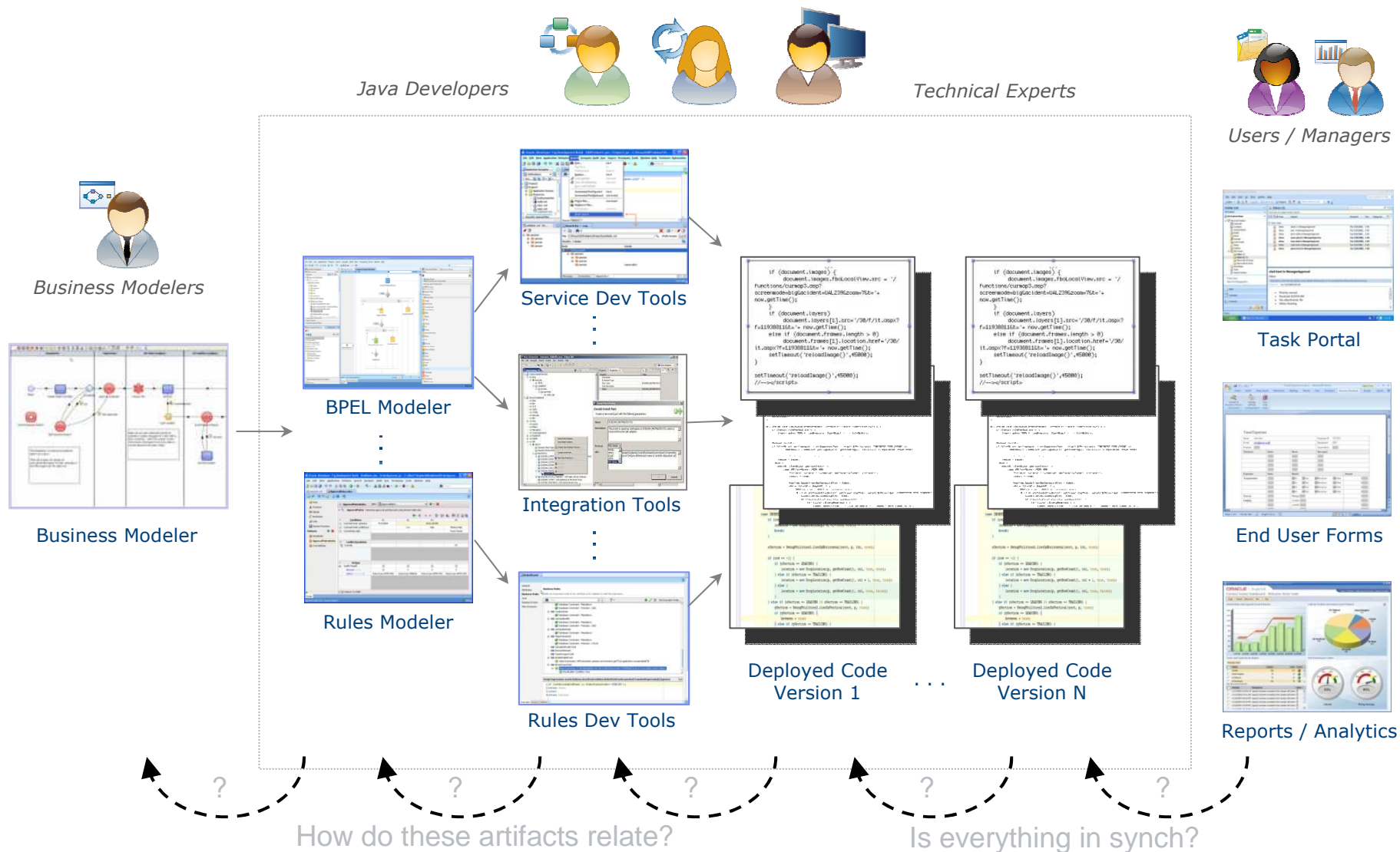
BPM Streamlines Human Tasks



Overview of BPM Approach

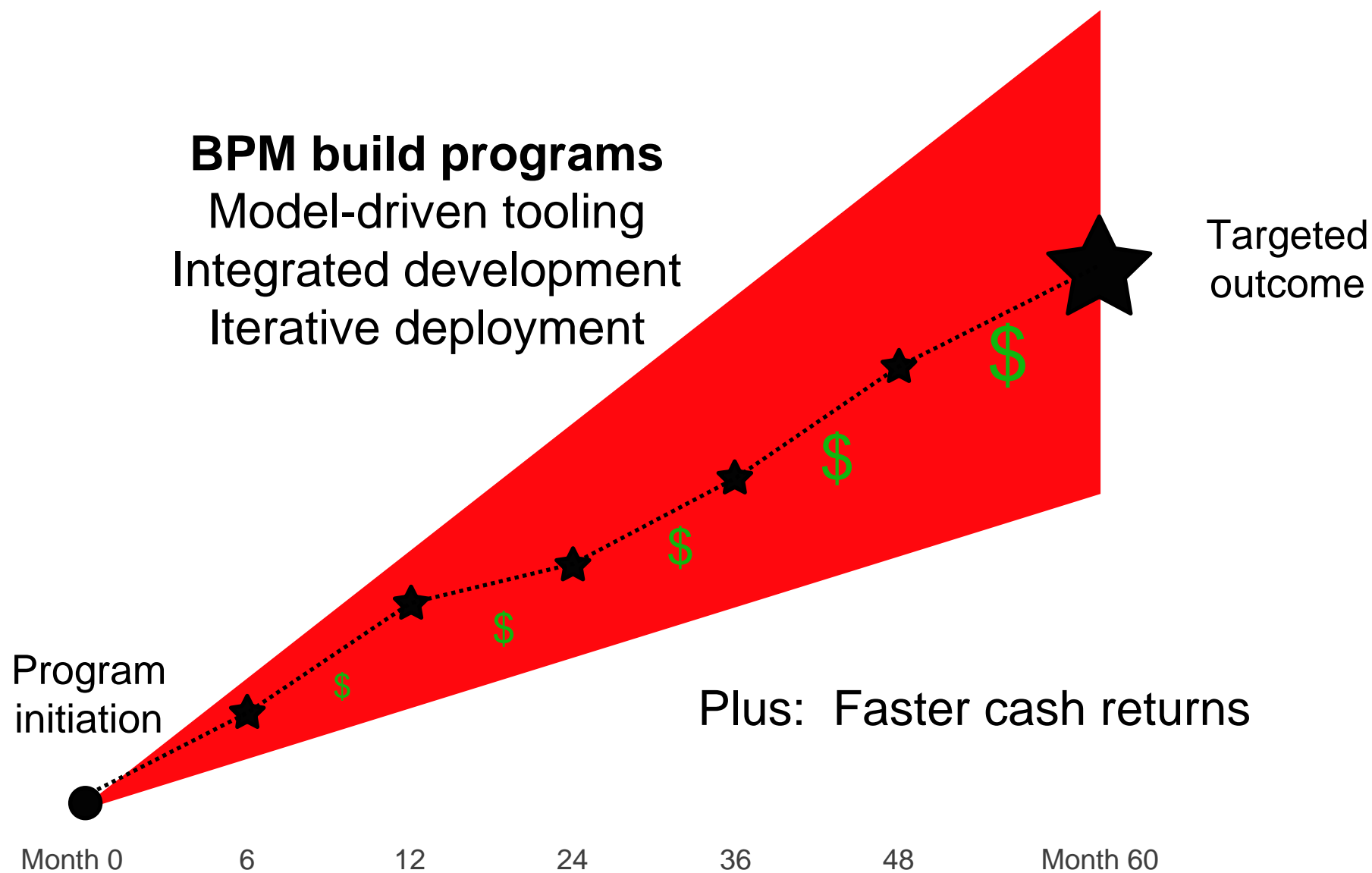


Traditional BPM/Process Application Lifecycle

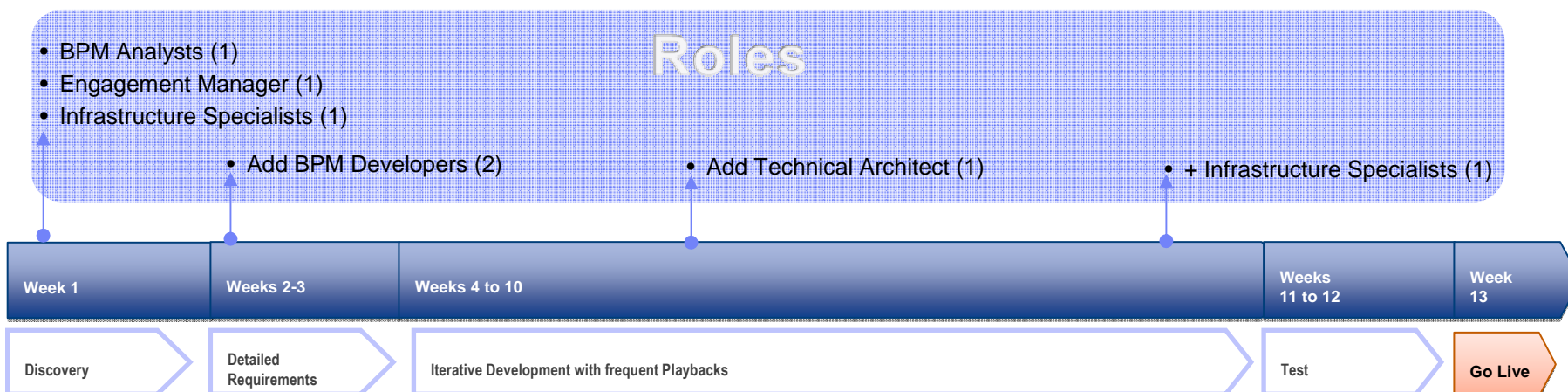


BPM Accelerates Better Business Outcomes

BPM build programs
 Model-driven tooling
 Integrated development
 Iterative deployment



BPM Projects from Inception to Production in ~90 Days



PLAYBACK 0 "Define the Process"

- As-Is and To-Be Process Maps
- User Stories
- Problems and Pain Points
- KPIs/Metrics/SLAs
- Opportunities for Improvement
- Process Triage
- Process Charter and ROI



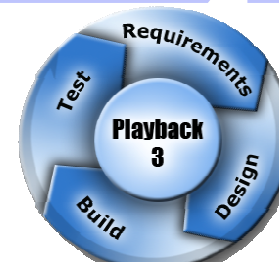
PLAYBACK 1 Series "Build the Process"

- Author the Business Process Model
- Define the Roles / Participants
- Define the Data Elements / Variables
- Configure the Screens
- Model the Rules across the Screens and Model



PLAYBACK 2 Series "Connect into the Infrastructure"

- Data Flow Through
- Other Systems of Record
- SMTP
- Data Warehouse
- LDAP / SSO
- EAI



PLAYBACK 3 Series "Refine the Delivery"

- Model Corner Cases
- Expanded Search Capabilities
- Build Metrics and Performance Reports (Tuning and Measurement)
- Other types of Processing Automation
- Feedback from Playbacks



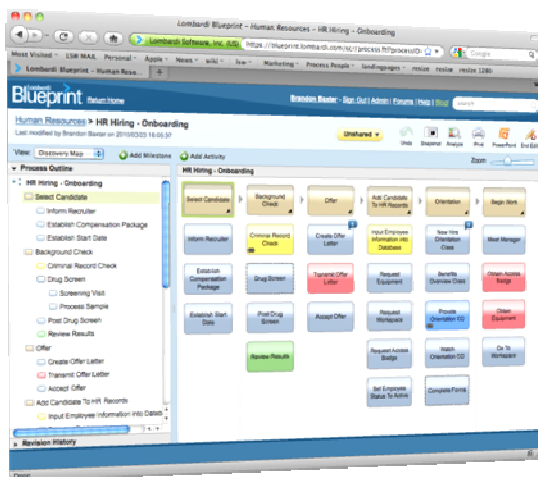
BPM Roles-based Development – Rapid, Agile and Iterative



Introduction to IBM BPM



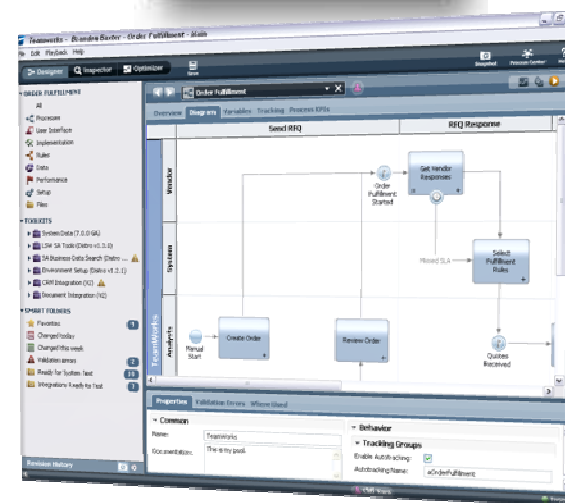
BluemworksLive



The simplest way to get started with your BPM initiative

Process Discovery
“Modeling for Documentation”

IBM Business Process Manager



The quickest way to deliver process applications

Process Implementation
“Modeling for Execution”



BluworksLive → Simple Enough for Novices, Rich Enough for Experts *“Process Discovery”*

The image displays two screenshots of the BluworksLive software interface, illustrating process discovery for HR Hiring - Onboarding.

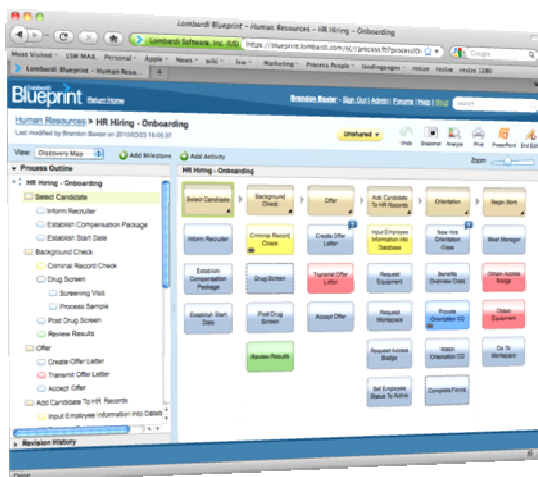
Top Screenshot: Process Outline

- Process Outline:** A sequence of tasks: Select Candidate, Background Check, Offer, Add Candidate To HR Records, Orientation, Begin Work.
- Task List (Left Panel):**
 - HR Hiring - Onboarding
 - Select Candidate
 - Inform Recruiter
 - Establish Compensation Package
 - Establish Start Date
 - Background Check
 - Criminal Record Check
 - Public Record Search
 - Review Results
 - Drug Screen
 - Screening Visit
 - Process Sample
 - Offer
 - Create Offer Letter
 - Transmit Offer Letter
 - Accept Offer
 - Add Candidate To HR Records
 - Input Employee Information into Database
 - Request Equipment
 - Request Workspace
 - Request Access Badge
 - Set Employee Status To Active
 - Orientation
 - New Hire Orientation Class
 - Benefits Overview Class
 - Provide Orientation CD
 - Watch Orientation CD
 - Complete Forms

Bottom Screenshot: Process Diagram

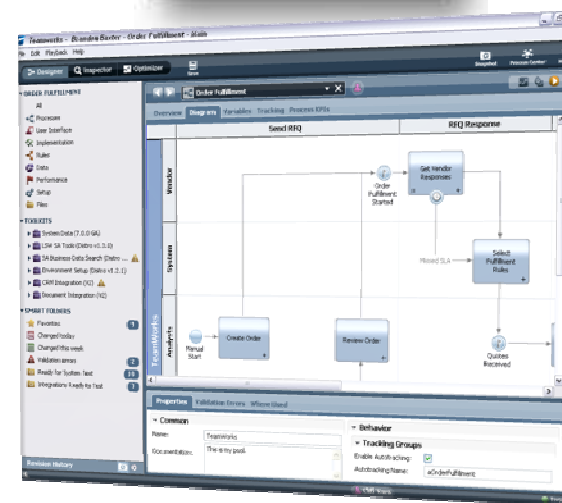
- Swimlanes:** Hiring Manager, Recruiter, Background Check Vendor, Candidate, Screening Firm.
- Tasks and Flow:**
 - Recruiter:** Inform Recruiter
 - Candidate:** Establish Compensation Package, Establish Start Date
 - Background Check Vendor:** Criminal Record Check, Public Record Search, Review Results
 - Screening Firm:** Drug Screen
 - Hiring Manager:** Create Offer Letter, Transmit Offer Letter, Accept Offer
 - Candidate:** Input Employee Information into Database, Set Employee Status To Active
 - Screening Firm:** New Hire Orientation Class
- Flow:** Inform Recruiter leads to Establish Compensation Package and Establish Start Date. Criminal Record Check and Public Record Search lead to Review Results. Review Results leads to Drug Screen. Drug Screen leads to Create Offer Letter and Transmit Offer Letter. Create Offer Letter and Transmit Offer Letter lead to Accept Offer. Accept Offer leads to Input Employee Information into Database and Set Employee Status To Active. Input Employee Information into Database and Set Employee Status To Active lead to New Hire Orientation Class.





The simplest way to get started with your BPM initiative

Process Discovery
“Modeling for Documentation”



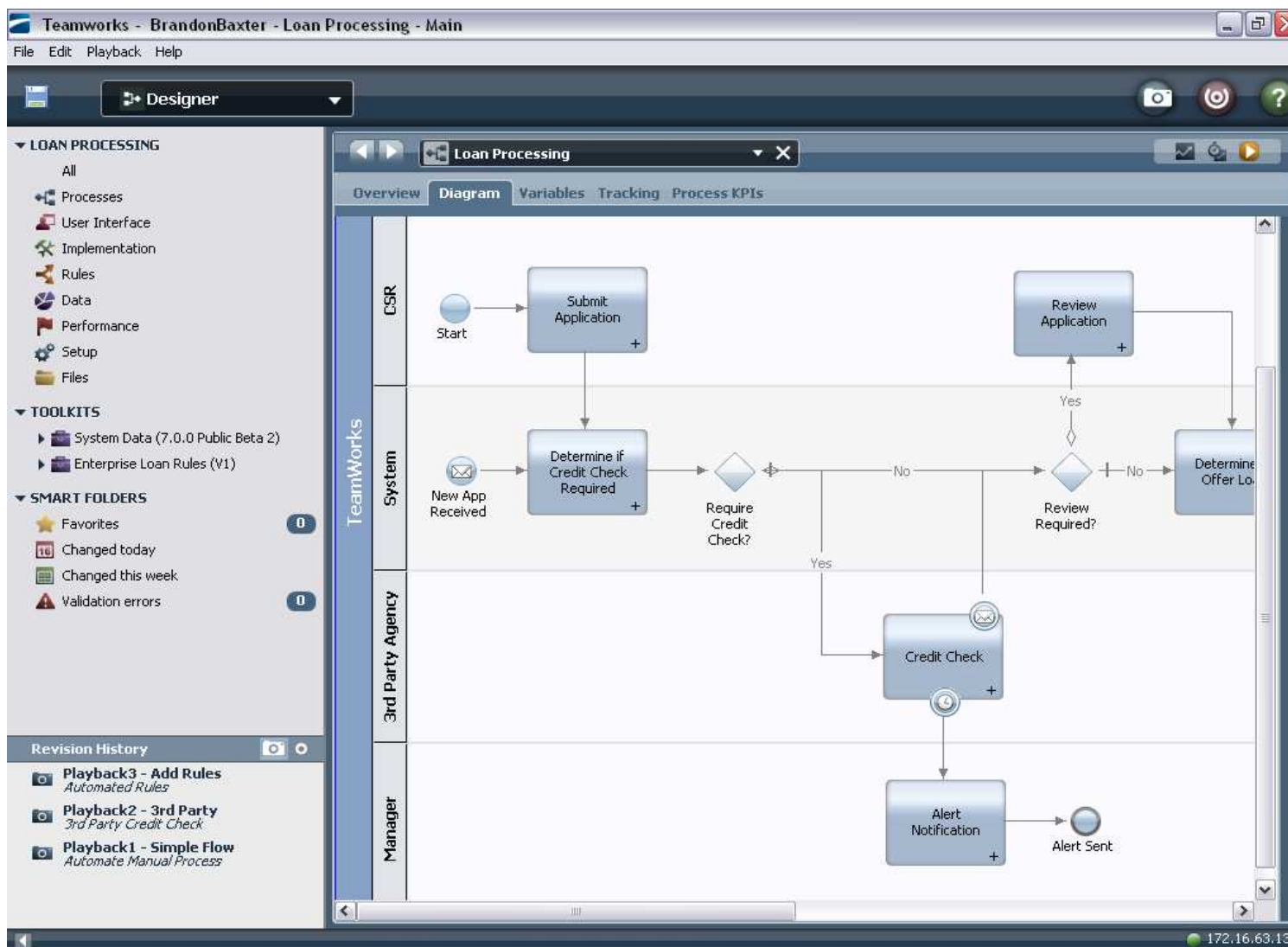
The quickest way to deliver process applications

Process Implementation
“Modeling for Execution”



IBPM → The Picture is The Process

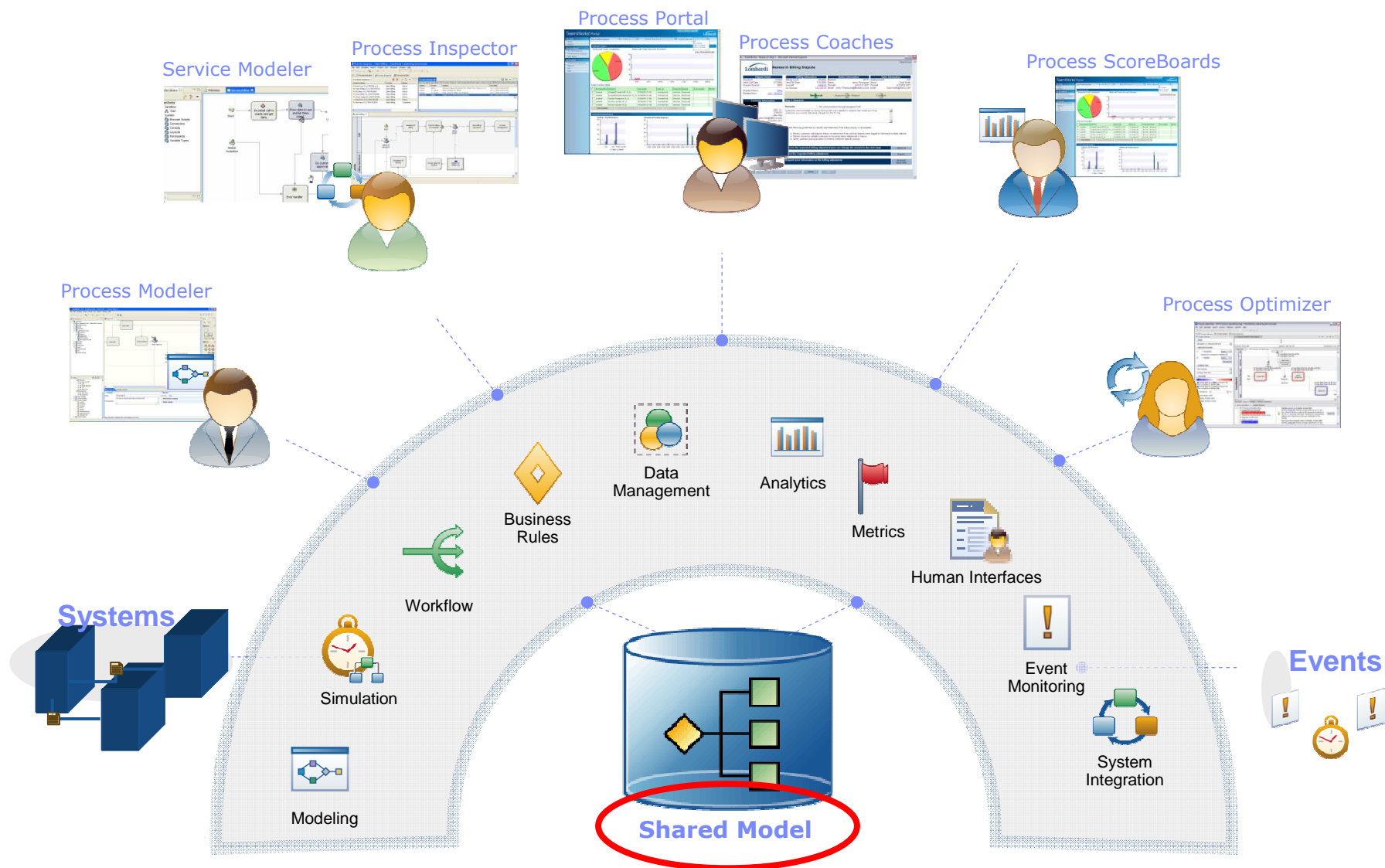
“Modeling for Execution”



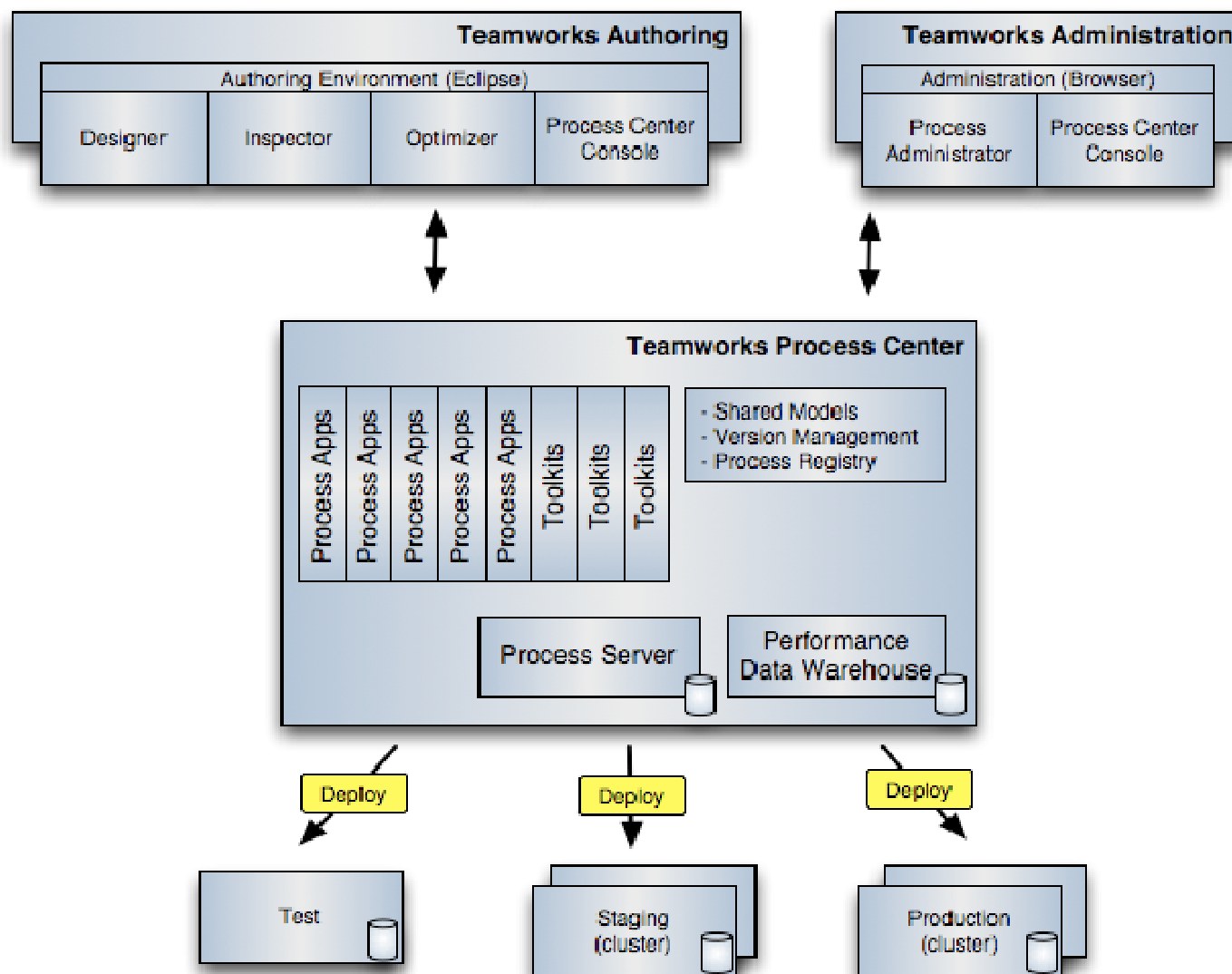
Architecture of IBM BPM



IBPM Shared Model Architecture



IBPM Design Time



PoC Demo



Links to Your Next Steps...

IBM BPM Delivery Capabilities

Including Education and Enablement Services



BlueworksLive

<http://BlueworksLive.com>

BPM Process Discovery & Modeling in the Cloud

- Blueprint Process Modeling for inventory & mapping
- Knowledge sharing & collaboration
- Process analysis & prioritization



IBM
Business
Process
Manager

*Demos &
Free Cloud Test-drive*

<http://IBMBPMDemos.com>

BPM Process Modeling & Implementation

- Rapid process application development
- Continuous process improvement
- BPM program management



धन्यवाद

Hindi

多謝

Traditional Chinese

Grazie

Italian

ขอบพระคุณ

Thai

Gracias

Spanish



Merci

French

Спасибо

Russian

شكراً

Arabic

Obrigado

Brazilian Portuguese



Danke

German

多谢

Simplified Chinese

நன்றி

Tamil

ありがとうございました

Japanese

감사합니다

Korean

