What’s New in IBM Business Process Manager 8.5

Jeff Brent, Gerhard Pfau & Phil Coulthard
Introduction and agenda
Introduction and agenda

- **Business Process Manager V8.5:**
  - Provides several new features that enhances the products
  - Is designed for easy deployment
    - Use straight out of the box or in an easily customizable configuration
    - To deliver rapid time to value and improved user productivity

- **Features highlighted in this presentation**
  - Simplified installation and configurations
  - Enhanced integration with Enterprise Content Management systems
  - Improved collaboration, communications, and change tracking between business process stakeholders using IBM Blueworks Live
  - Easier integration with web services
  - Support for mobile applications
  - Updates dashboard in Process Portal
  - Enhanced ability to customize dashboards
  - Enhanced coaches and coach views
  - Highly collaborative work experience in Process Portal
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

Blueworks 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

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Installation and configurations
Install and Configuration Change Summary

- A key goal of IBM BPM 8.5: **Simplify the installation and configuration steps** and **reduce the number of options and moving parts**.

- To that end, IBM has made these changes:

<table>
<thead>
<tr>
<th>Installation Changes</th>
<th>“Typical” is now single node (“SimpleND”)</th>
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<tbody>
<tr>
<td></td>
<td>Number of custom profiles reduced to one : “BPM”</td>
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<thead>
<tr>
<th>Empowerment of Deployment Environments (DEs)</th>
<th>New DE types replace what were profile types</th>
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<tbody>
<tr>
<td></td>
<td>Some DB tables moved from Cell scope to DE scope</td>
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<td>Improved DE Wizard</td>
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<td>DE patterns and new “golden” topology recommendation</td>
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<thead>
<tr>
<th>Command consolidation into new <strong>BPMConfig cmd</strong></th>
<th>New multi-task tool: Create profiles, tables, DE</th>
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<tbody>
<tr>
<td></td>
<td>Replaces DDT and ConfigNode</td>
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<tr>
<td></td>
<td>Can be used instead of PMT, manageprofiles, DEWizard</td>
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<thead>
<tr>
<th>Consolidation of users and roles</th>
<th>No more IBM supplied users: at install you are prompted for two users with passwords: Cell admin and DE admin</th>
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<tr>
<td></td>
<td>33 aliases consolidated to 2</td>
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<td></td>
<td>15 roles now mapped to a single user (DEAdmin)</td>
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<td>Now just one command to change their passwords</td>
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Configuration - Deployment Environments

- **Deployment Environments** are BPM-specific. They represent the collection of clusters for a working BPM environment.

- **DEs** take on more significance in 8.5, taking over from what used to be done using profiles.

- It is now easier to support multiple DEs per cell
  - Each DE has everything it needs
  - Some key BPM Advanced cell-scoped DB tables were moved to DE-scope: Event Sequencing and Failed Events
  - The ultimate goal is that DEs are autonomous enough to each support “tenants”.
    - 8.5 moves much closer to that
New Command : BPMConfig

New multi-task tool

BPMConfig Command

<table>
<thead>
<tr>
<th>Performs multiple tasks:</th>
<th>✓ Create profiles</th>
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<tbody>
<tr>
<td>✓ Create DB scripts, tables</td>
<td></td>
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<tr>
<td>✓ Create Deployment Envs</td>
<td></td>
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<table>
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<tr>
<th>Replaces old tools:</th>
<th>DB Design Tool (DDT)</th>
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<tr>
<td>ConfigNode</td>
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<th>Can be used instead of:</th>
<th>PMT</th>
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<tr>
<td>manageprofiles</td>
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<tr>
<td>DE Wizard</td>
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**Execute command on all machines that will participate in the DE, with the same property file and command syntax.**
BPM 8.5 Advanced 3-cluster

Cell view

Only three clusters

Only one SIBus

Fewer cell-scoped tables

DeploymentEnvironmentBus

CMNDB (cell)
AppSched, Mediations, RelS

CMNDB (DE)
BPC, FEM, ES, BSpace, MEDB

BPMDB (DE)
Process Server, EmbeddedECM

PDWDB (DE)
Performance DW

Node 01
Node Agent

ME.mbr1 ME

App.mbr1
(PC Console)
Process Admin
Process Portal,
BSpace, widgets,
EmbeddedECM, BPC, SCA, BRM

Sup.mbr1
PDW, CEI, BPC Explorer

Node 02
Node Agent

ME.mbr2 ME

App.mbr2
(PC Console)
Process Admin
Process Portal,
BSpace, widgets,
EmbeddedECM, BPC, SCA, BRM

Sup.mbr2
PDW, CEI, BPC Explorer

Node Agent

DMGR NODE
DMGR

Only three Databases

MECluster

AppCluster

SupCluster
Introduction to IBM PureApplication

- **Simple, Efficient, Flexible and Virtualized Application Platform – Built for Cloud**

  - **Complete, Ready-to-Go Systems**
    - Arrives ready to go with expert integration
    - Pre-optimized for Java, web and database performance
    - Virtualized across the stack for efficiency
    - Resilient, secure, scalable infrastructure
  
  - **Simplify Ongoing Tasks**
    - Single point of management
    - Integrated monitoring and maintenance
    - Application-aware workload management
    - Easy to integrate with existing environment
  
  - **Ready for Cloud**
    - Repeatable self service provisioning
    - Integrated and elastic application and data runtimes
IBM BPM on Cloud

• BPM Platform as a Service (PaaS) environment on SmartCloud
• Monthly per user subscription

- Passport Advantage offering
- Subscription based BPM environment
  - BPM user per Month pricing
  - Includes designers/authors seats
- BPM cloud environment that is secure and scalable
  - Process Center development environment
  - Highly available pilot/production server environment
- Includes BPM software + SmartCloud infrastructure + management services
  - Full capabilities of IBM BPM (IBM BPM Advanced)
  - IBM managed BPM env and Cloud infrastructure
  - 24/7 customer support
  - Available globally on IBM’s SmartCloud Enterprise data centers in NA, LA, Europe
Content Management
Consistent Document Management

- Uniform storage and access of process-related documents
  - New internal repository provides the same CMIS-based access as external ECM systems
  - “CMIS Toolkit” now delivers a single, consistent way of accessing all process documents
  - Migration / backward compatibility with previous IBM BPM versions

CMIS Toolkit
- Document List
- Document Viewer
- C/R/U/D services
Section

BlueWorks Live Integration
Blueworks Live Import Enhancements

Quickly and Easily find process documentation in Blueworks Live

Improved support for finding processes to import from IBM’s Blueworks Live
Managing Blueworks Live Subscriptions

Directly open in Blueworks Live

Check for checks since import from BWL

Click on imported objects to go directly to them in Process Designer
Section

Web services
Web services

- New: web services server configuration
  - Configure web service endpoint connection details once and re-use
  - Reduces configuration effort

- New: Support for policy sets and bindings
  - Inbound/outbound web services can now be configured through policy sets
  - Common configuration can be re-used
  - Includes support for additional options for securing your web services

- Enhancement: Improved support for SOAP Headers
  - Send and receive SOAP headers in request and response messages
  - Enhanced integration of BPM and external web service applications
Other enhancements
Mobile : Entitlement to Worklight

- You are entitled to IBM Worklight Enterprise Edition with IBM BPM

- The non-production license of IBM Worklight Enterprise Edition
  - Test and develop Worklight Applications with IBM Business Process Manager V8.5 Advanced or Standard.
  - All capabilities of Worklight Enterprise Edition can be used to this extent
  - The capabilities include
    - **Studio** - A comprehensive, cross-platform, standards-based extensible environment that maximizes code reuse and per-device optimization
      - Includes a rich, drag-and-drop, WYSIWYG development environment
    - **Server** - Mobile-optimized middleware that provides a services layer to support
      - Back-end integration, version management, security, and unified push notification mechanisms.
    - **Device Runtime** - Extensible libraries and client APIs that expose and interface with native device capabilities.
      - Camera, accelerometer, and contact lists, using standard web skills.
    - **Console** - A web-based administration interface for real-time control of your mobile application and infrastructure.
    - **Application Center** - A private application store that helps developers get feedback on their mobile applications from testers and stakeholders.
Mobile: What is IBM Worklight?

- Enable you to develop rich cross-platform applications that can access the full capabilities of a wide range of mobile devices
- Help to reduce time to market, cost, and complexity of development
  - Enable an optimized customer and employee user experience across multiple environments
Mobile : New Mobile Toolkit

- **IBM supplies a new Mobile Toolkit on BPM Sample exchange**
  - A new mobile toolkit with optimized mobile coach views is available
    - Written using dojo.mobile
    - Requires IBM BPM 8.5 and for use as-is.
    - Includes new coach views plus an updated Worklight sample built with the new coach views.

- **New mobile optimized coach views include:**
  - Mobile Theme
  - Mobile Page and Page Group
  - Mobile Accordion
  - Mobile Horizontal Section and Vertical Section

- **Mobile Tab Bar and Tab Button**
  - Mobile Button
  - Mobile Date Picker and Time Picker
  - Mobile Checkbox
  - Mobile Text, Text Area and Output Text
  - Mobile List, List Item, Switch List Item, Text List Item, Date List Item, Time List Item
  - Mobile Map and Current Location Button
  - Mobile Camera Button
  - Mobile Picture Grid

- **Toolkit location**
  - [http://bpmwiki.blueworkslive.com/display/samples/Mobile+Toolkit](http://bpmwiki.blueworkslive.com/display/samples/Mobile+Toolkit)
Refactoring in Process Designer

New limited refactoring support added for these scenarios:
- Business object rename
- Business object attribute rename
- Local variable rename in processes and services

Javascript is scanned for impacts and updated. NOTE: cannot detect *all* impacts.
Improved Intermediate Event Correlation

- Intermediate Events attached to an Undercover Agent that uses a variable can now correlate on individual fields of the variable.
Snapshot Cleanup

- **New BPMSnapshotCleanup wsadmin command**
  - Provides ability to remove unnamed snapshots from a Process Center. Unnamed snapshots occur when a Process Designer user saves work.
Custom XPath Functions in BPEL

XPath Expression Builder allows selecting custom XPath functions

Path to XPath function implementations

Your custom Xpath functions
BPM Advanced Adapters Enhancements

- **WebSphere Adapter for ECM:**
  - Add support for zipping of documents
    - Extended capability to zip documents which allows user to send multiple documents in one operation, to the ECM system
  - Add support for Document securing
    - Extended capability to secure documents with a password before submitting them to the ECM System, thus making the content secure

- **WebSphere Adapter for FTP:**
  - Support file name based retrieve for FTP Adapter outbound.
    - Perform a file name based search that eliminates a need to list all files in a folder and then perform a file retrieve

- **WebSphere Adapter for Lotus Domino:**
  - Support for Field Flags
    - Set access permission to created documents using Field Flags: Authors, Readers and Names.
  - Support for 64-bit platform
    - Use the adapter with a 64-bit Domino Server, to process events from it.
Dashboards
Social, Actionable Coach-Based Dashboards (1 of 3)

Empower business users to collaborate and act on observed insights

Create tailored operational dashboards to offer enhanced visibility & collaboration for process owners, team leaders and process participants
Social, Actionable Coach-Based Dashboards (2 of 3)

**Dashboards in IBM BPM 8.5 are...**

- **More Social** and **Collaborative**
  - Team roster
  - Streams

- **Provide powerful support to Analyze and Take action**
  - Designed to follow the *Find → Evaluate → Solve* paradigm
  - Overview charts, quick stats, and turnover rates provide insights quickly
  - Integrated search for quick, business data based drilldown
  - Powerful “what-if” analysis and rework analysis for processes
  - Process Gantt chart with drag-and-drop based adjustment of due dates
  - Easy work management incl. assign, re-assign, re-prioritize of human tasks
Social, Actionable Coach-Based Dashboards (3 of 3)

 Dashboards in IBM BPM 8.5 are...

- Based on **Coaches** and **Process Portal**
  - Modern look and feel
  - Re-order tabs in Portal and add new Dashboards
  - Dashboards provided as re-usable coach views for easier customization

- Old scoreboards known from prior versions are **deprecated**
Process Performance Dashboard – Summary

New Customer Acquisition
- 0 Overdue
- 0 At Risk
- 5 On Track

New Customer Acquisition is a process that helps managing campaigns to acquire new customers.

Process Mortgage Request
- 5 Overdue
- 20 At Risk
- 10 On Track

The Process Mortgage Request process is used to process mortgage requests. It starts with data entry and data validation. The process contains automated background checks. Only if these background checks are completed with a positive outcome then the mortgage request is submitted for approval. In some cases a 2nd level review is required before sending a contract to the customer. When the mortgage is not approved then a rejection letter is sent to the customer.

Quick Stats
- 35 Instances in Progress
- 1h 23m Average Instance Duration

Turnover Rate

Records Management & Compliance
- 0 Overdue
- 0 At Risk
- 1 On Track

The Records Management & Compliance does what it’s title says: it manages records for all banking.
Process Performance Dashboard – Process (1 of 2)
Process Performance Dashboard – Process (2 of 2)
Process Performance Dashboard – Instance
Team Performance Dashboard

- Mortgage Approvers
  - 1 Overdue
  - 3 On Track

- Senior Mortgage Approvers
  - 0 Overdue
  - 2 On Risk
  - 2 On Track

- Reviewers
  - 7 Overdue
  - 11 On Risk
  - 11 On Track

- Front Office
  - 7 Overdue
  - 4 On Risk
  - 15 On Track

Quick State:
- 18 Open Tasks
- 100 Tasks Completed Today

Turnover Rate:
- 1,200 New tasks
- 1,205 Completed tasks
- 18 Change in service usage in progress

Roster:
- Individual counts are real-time for all teams. People in the business team work on tasks in the business.
Team Member Dashboard
Custom Dashboards

Customize the Dashboards in Process Portal
Custom Dashboards

Dashboards are just human services – create your own!

New: Dashboards toolkit as a pre-supplied system toolkit – use in your own apps.
Section

Coaches and Coach Views
Coaches and Coach Views

Visibility and Editor Improvements
Teams for flexibility in work management
Introducing Teams

Teams, Team Managers and Team Retrieval Services
Summary and resources
SUMMARY: New Capabilities in IBM BPM 8.5

1. Simplified IBM BPM installation, configuration, and administration reduces time and effort to setup, manage, and expand IBM BPM

2. Improved business process outcomes by significantly enhanced support for out-of-the-box and custom dashboards

3. New, internal document repository to consistently store document attachments, both internally and externally, using CMIS

4. "live" linkages between process documentation in Blueworks Live, and corresponding IBM BPM process applications improve collaboration, communications, and change tracking between business process stakeholders

5. Enhanced web service security and Simple Object Access Protocol (SOAP) header support in the IBM BPM standard runtime

6. Included entitlement for IBM Worklight Enterprise Edition Environment accelerates developing IBM BPM applications on mobile devices
Additional resources

- Announcement

- IBM BPM V8.5 Information Center
Thank You

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Thank You
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