



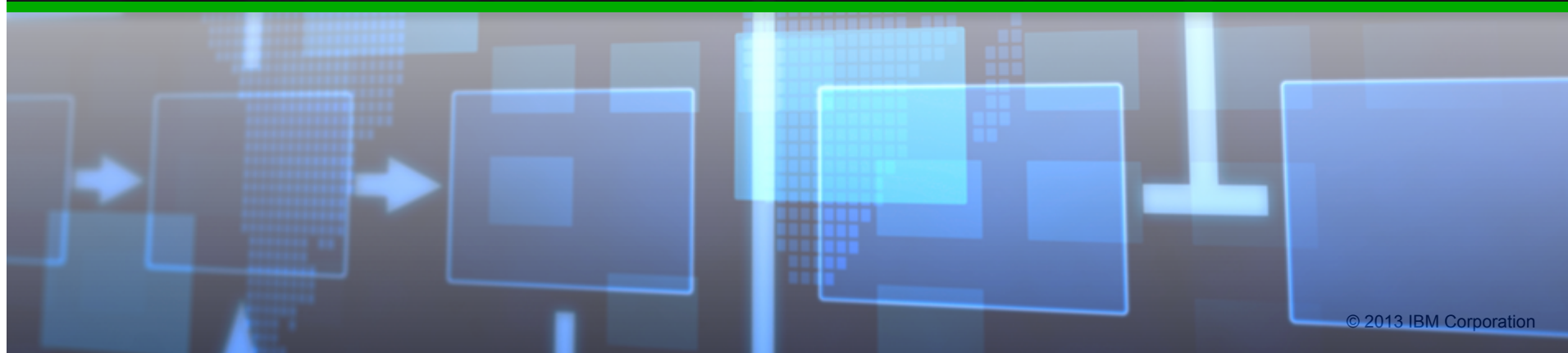
# IBM Smarter Process

**Gerhard Pfau**

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Member, IBM Academy of Technology

Design Lead, IBM Business Process Manager 8.5



Loan Origination

Claims Processing

Care Process Management

Customer Care &amp; Insight

# “Power is nothing without control”

Product &amp; Feature Management

Safety &amp; Security

Citizen Eligibility

Travel &amp; Hotel Pricing Management ...

Applied to Business Process Management:

Get **insight** into your business processes  
and take **action** to improve business  
outcomes.

# New forces are disrupting how companies do business

Mobile

**\$3.6B**  
spend by  
2014

## Mobile requires process reinvention

Forrester forecasts that companies will spend about \$900 million on mobile process reinvention services in 2013 and up to \$2.7 billion in 2014



Social

**25%**  
productivity  
improvement

## Socially-enabled processes drive increased productivity

According to McKinsey, social technologies, when used within and across enterprises, can raise productivity of high-skill knowledge workers by 20 to 25%



Cloud

**47%**  
growth in cloud  
processes

## Cloud deployments force companies to rethink their processes

Gartner ranks Business Process as a Service (BPaaS) as the fastest growing cloud segment with 47% annual growth



Big Data

**€100B**  
government  
savings

## Big data drives insight into processes

McKinsey found government administration could save more than €100 billion in operational efficiency improvements alone by using big data

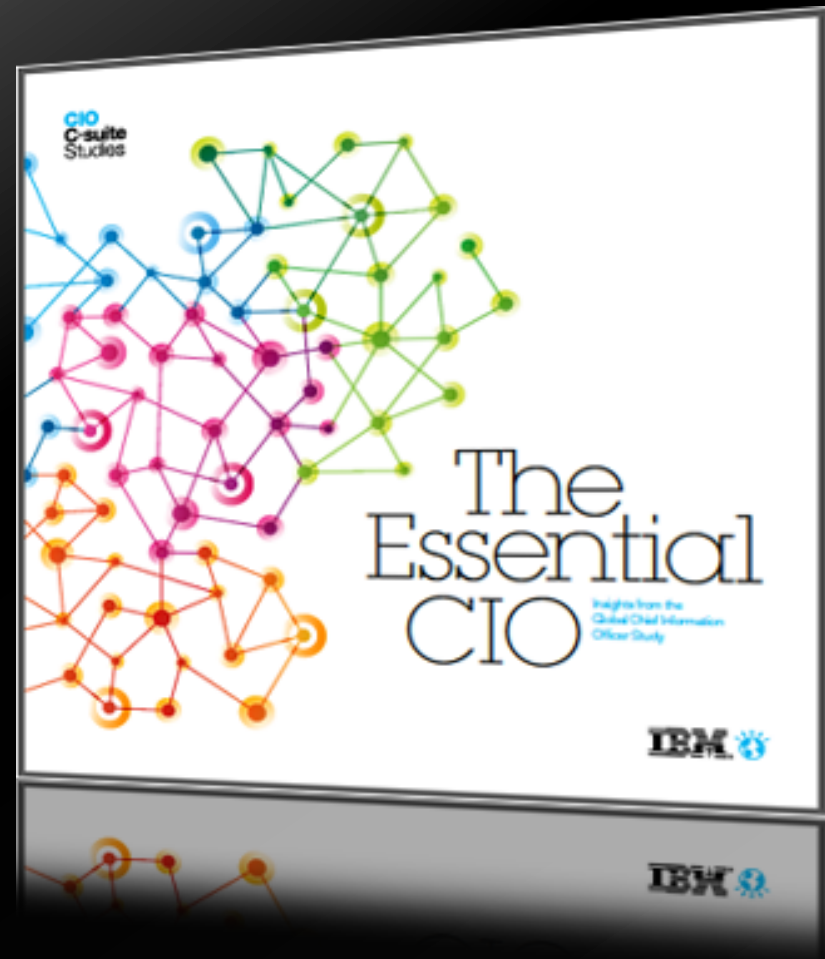


# Process reinvention is a top priority



# 99%

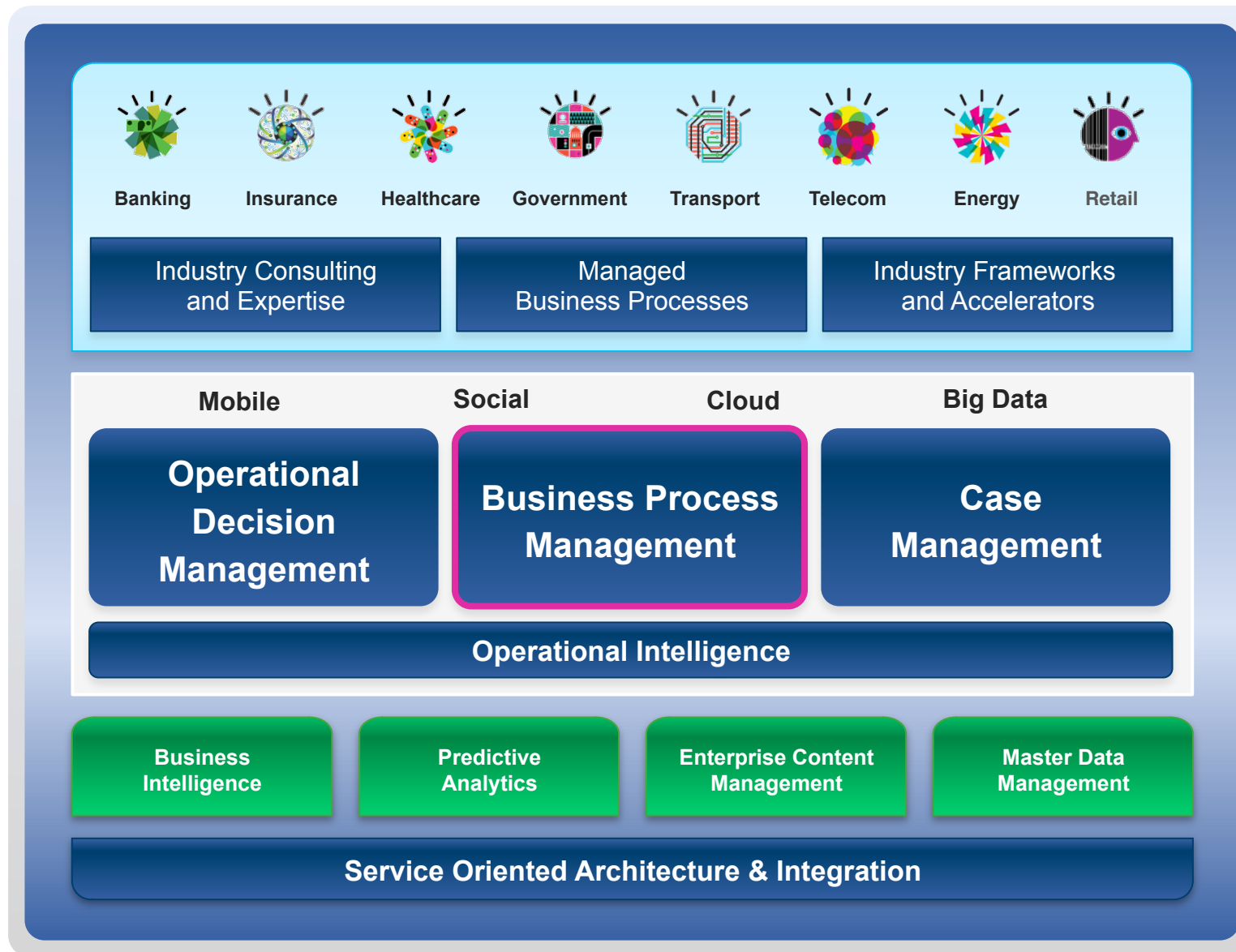
of CIOs with mandates to  
**transform the business**  
are looking to drive  
***better processes***



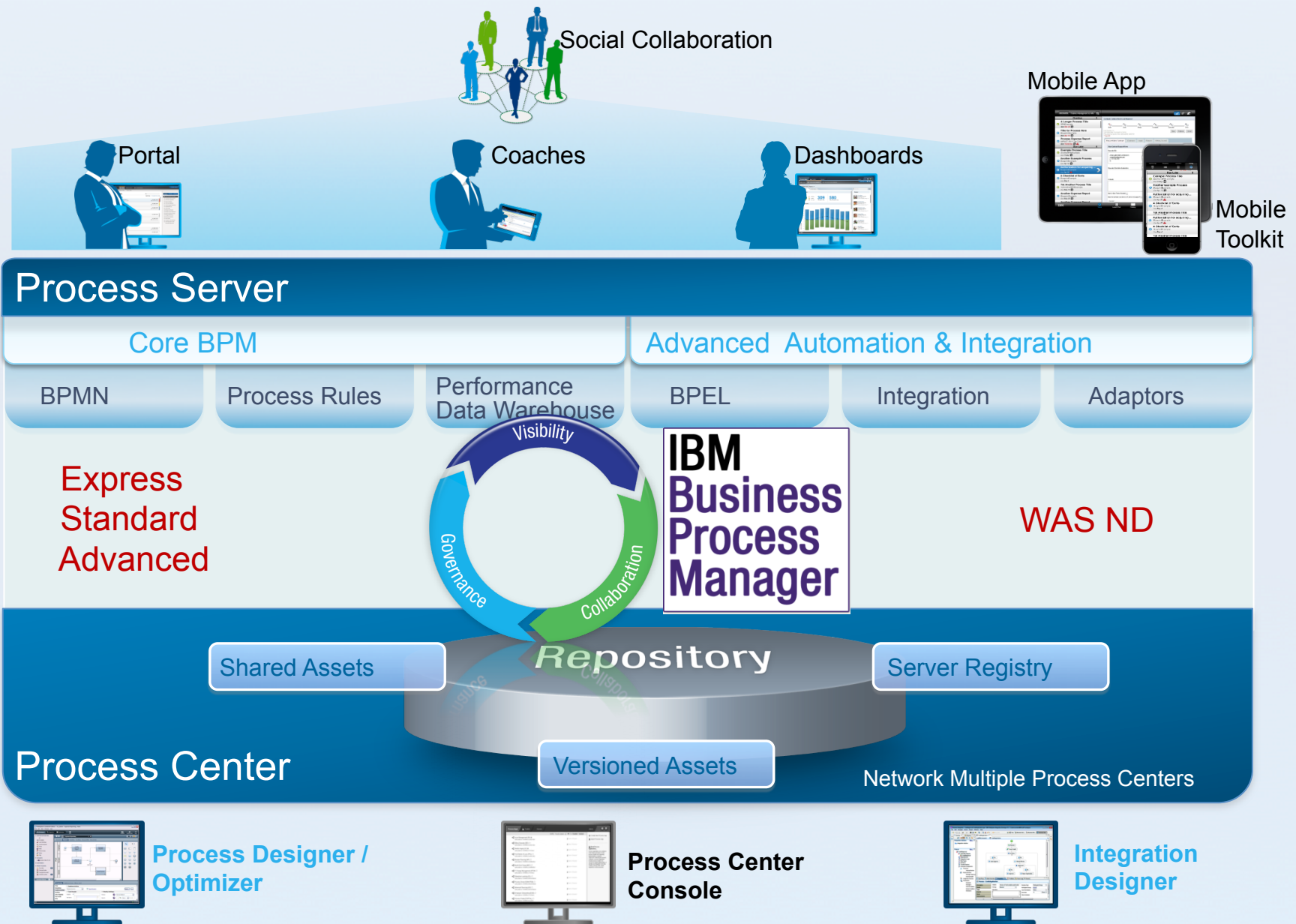
*Based on interviews with over 3,000 CIOs*



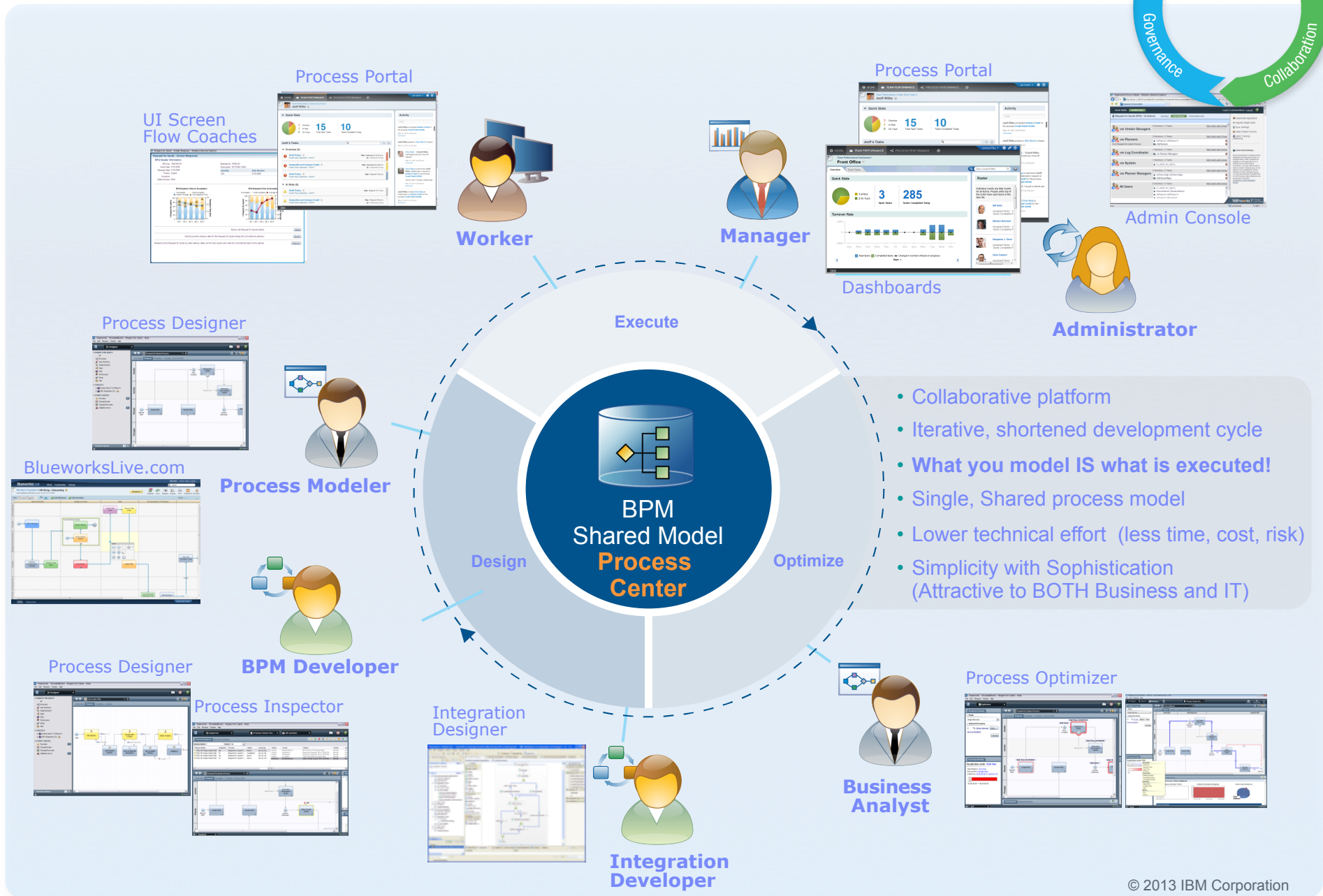
# Key IBM capabilities for Smarter Process



# IBM Business Process Manager



# Roles-based Development with IBM BPM



# Visibility

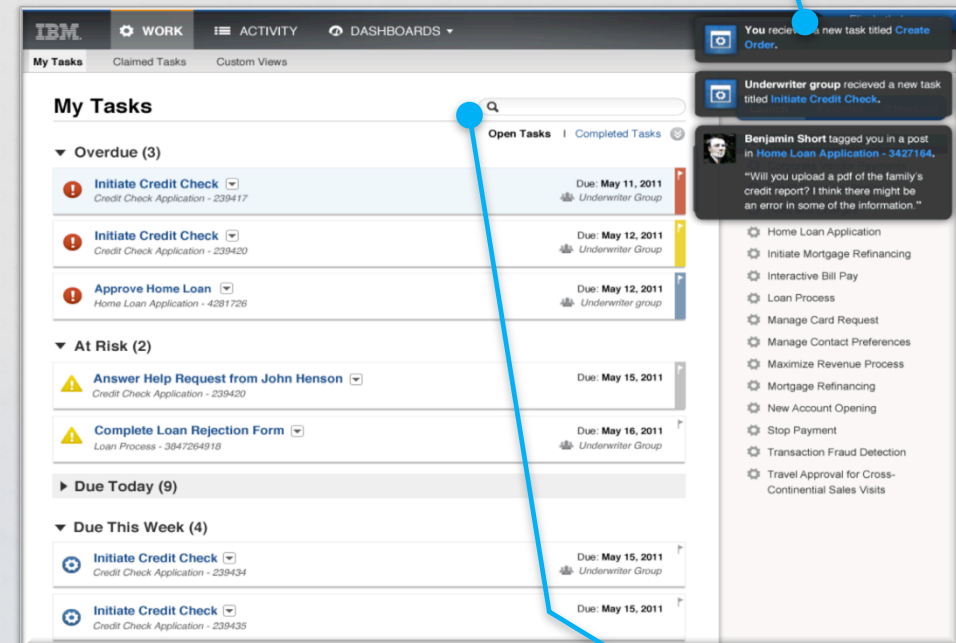
*Achieve clearer line-of-sight to business operations*



Process Center provides enterprise view of processes



Process Portal notifies business users of actions required



Full Google-type search finds tasks you need quickly

From anywhere



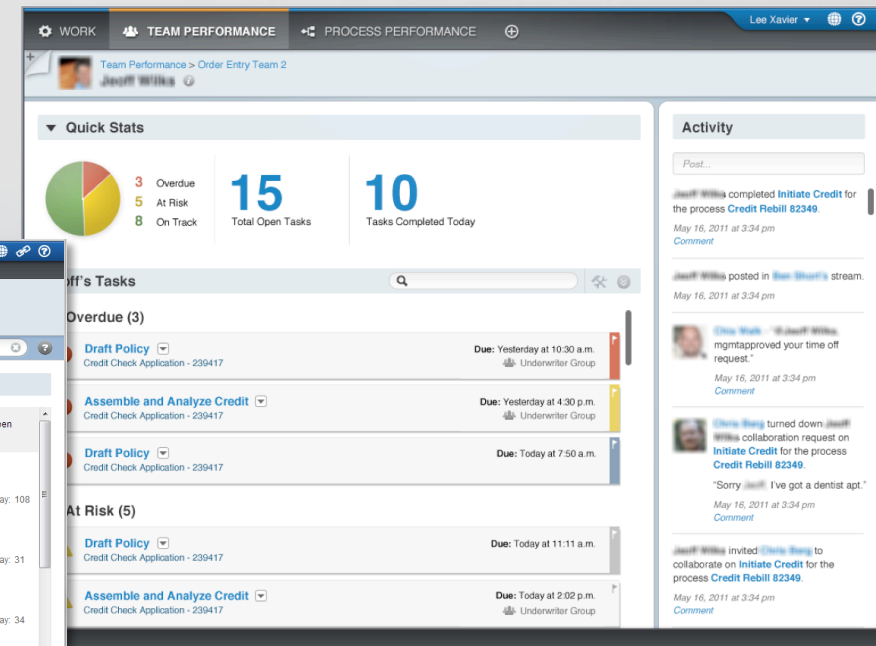
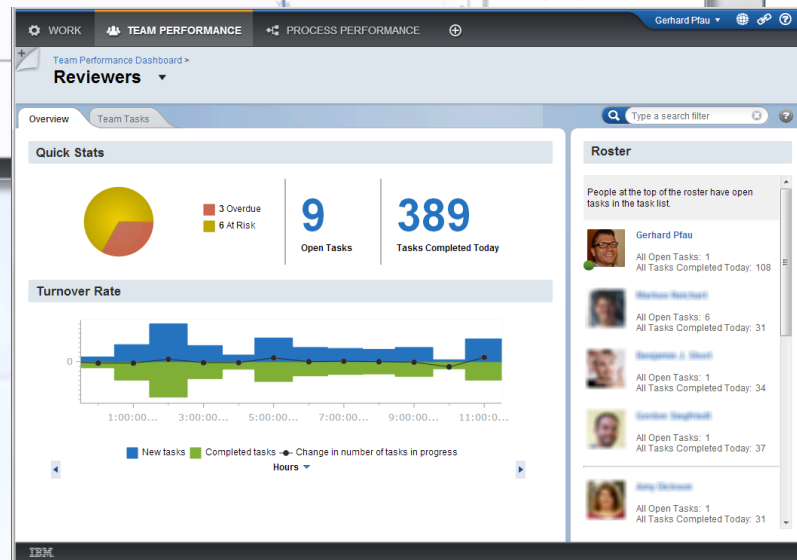
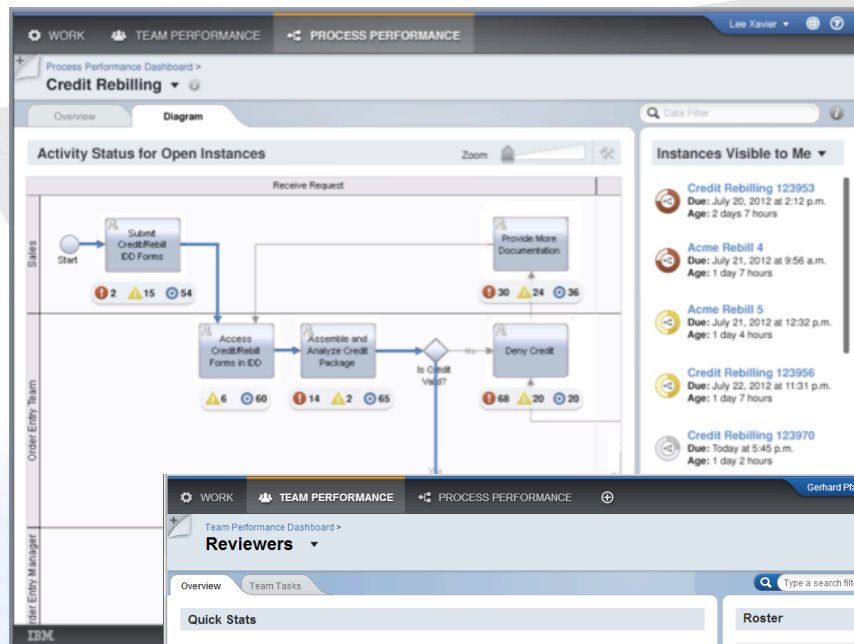
BPM for Mobile

# Social, Actionable Coach-Based Dashboards

*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

*Empower business users to collaborate and act on observed insights*

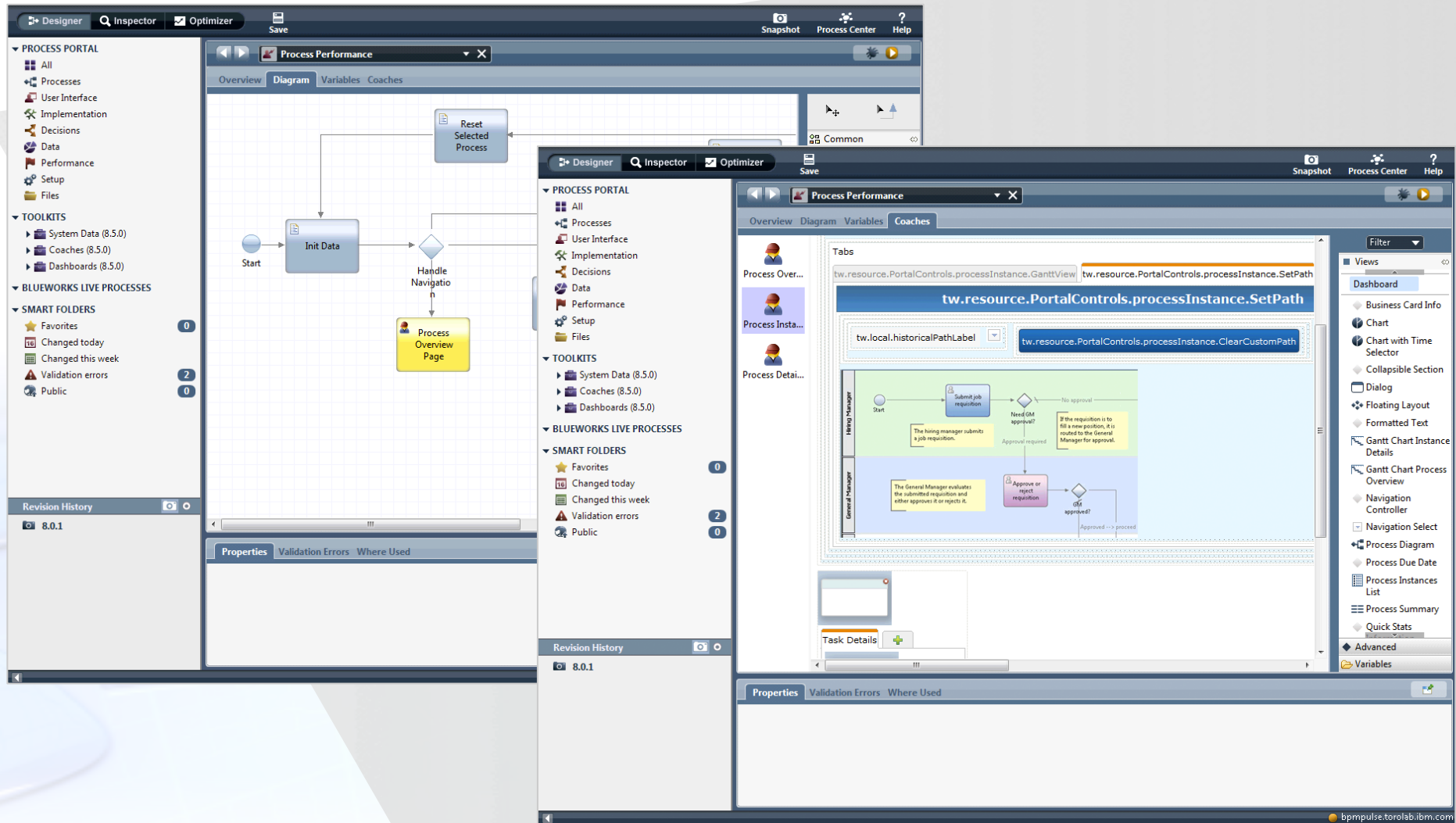


- **Process Owners** can view current performance against expectations
- **Team Managers** can visualize and manage the work of their team
- **Participants** can see their own task performance measurements
- Take action directly to resolve issues and balance work
- Created using “coach views” – empowering customization and extensibility



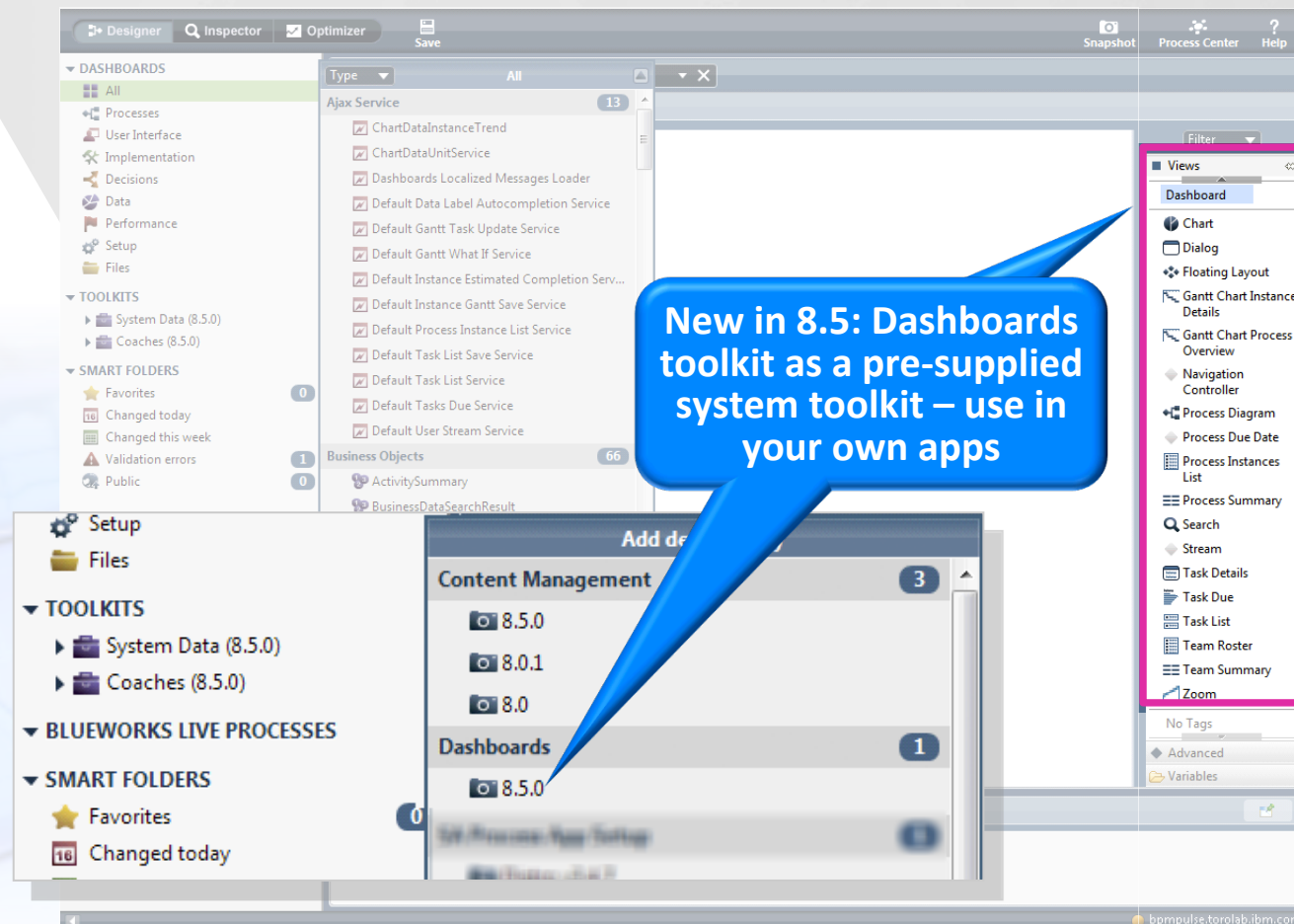
# Dashboard Customization

*Dashboards are just human services – create your own !*



# Dashboard Customization

*Build your own dashboards based on a rich set of pre-defined coach views*



New in 8.5: Dashboards toolkit as a pre-supplied system toolkit – use in your own apps

- Chart
- Dialog
- Floating Layout
- Gantt Chart Instance Details
- Gantt Chart Process Overview
- Navigation Controller
- Process Diagram
- Process Due Date
- Process Instances List
- Process Summary
- Search
- Stream
- Task Details
- Task Due
- Task List
- Team Roster
- Team Summary
- Zoom

# Collaboration

*Foster cross-functional and cross-divisional outcomes*



- Online awareness and in-process real-time persistent messaging allow users to collaborate in-context.
- Activity streams provide a way for you to monitor and perform ad-hoc actions on your “favorite” processes and tasks.
- Experts – either pre-defined or discovered dynamically (using social analytics) – can help you complete process tasks.

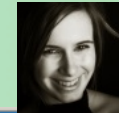


# In-Task Collaboration

*Jane and Wendy can work together in the shared Coach*



Wendy is in  
“view” mode and  
can see Jane’s  
edits real time!



Wendy



Jane

IBM WORK DASHBOARDS

View Mode: You are working on the task with Jane

work >

**Do the test**

Name: Monitor

ID: ABC-1233 JANE

Instructions: Test brightness

Results:

Submit

IBM WORK DASHBOARDS

Edit Mode: You are working on the task with Wendy

work >

**Do the test**

Name: Monitor

ID: ABC-1233

Instructions: Test brightness

Results:

Submit

Due: 3/28/12 4:06 PM

Details Stream Experts

☆ **Product Test:162**

Due: April 11, 2012

ID: ABC-123

Instructions: Test brightness

Name: Monitor

View Process Diagram

Tasks

Jane can make  
Wendy an editor

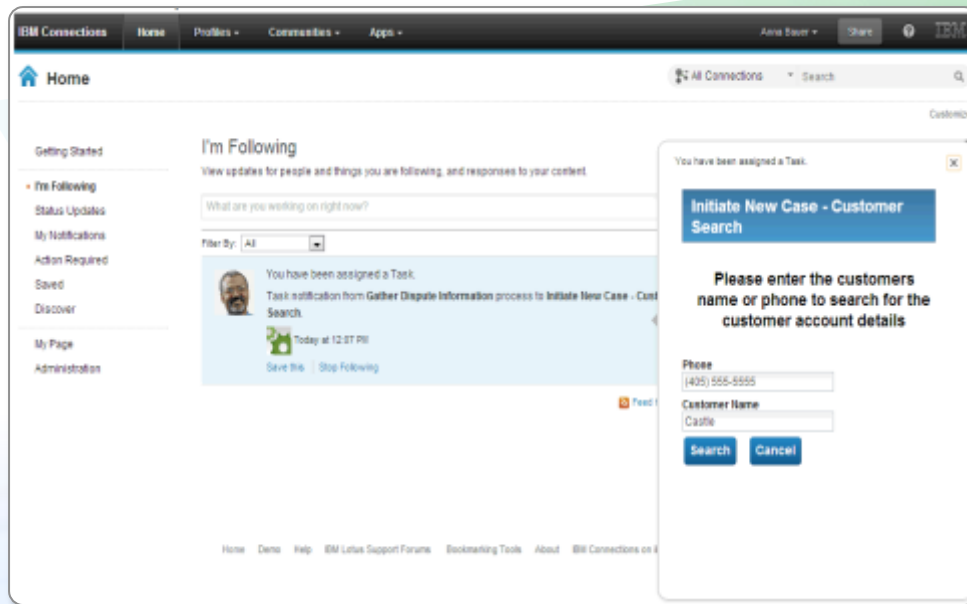
Jane is the editor...  
Wendy can see her  
changes as she types



# Collaboration using Familiar Tools

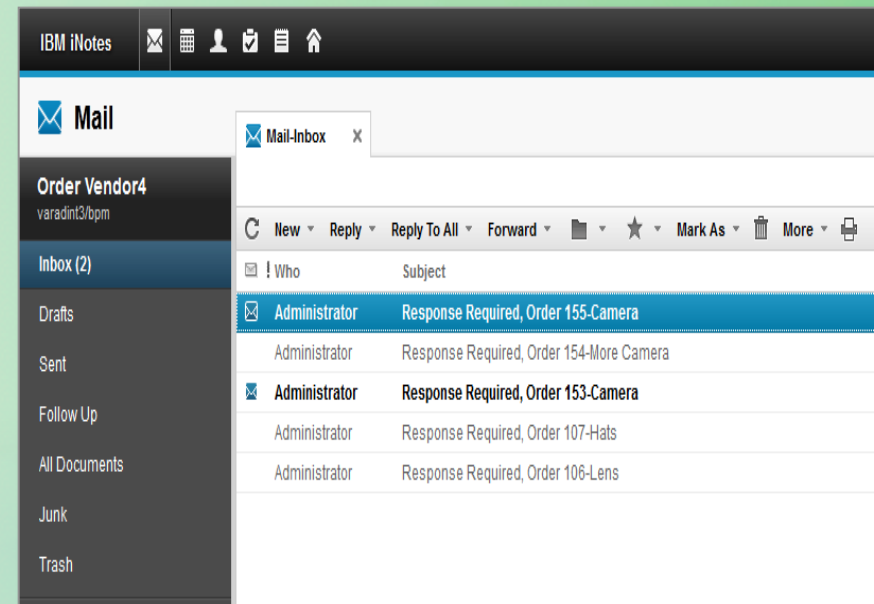


## Embedded in IBM Connections



- IBM Connections users can stay in context and complete work
- BPM posts task notifications to the Connections activity stream
- Users click on stream entry and open the task as an embedded experience

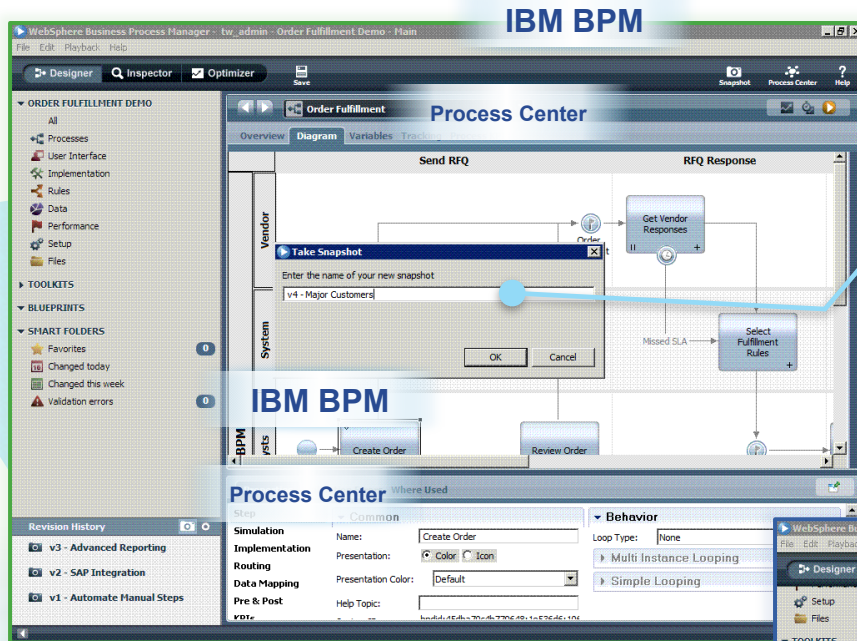
## Embedded in IBM Notes



- IBM Notes users can stay in context and complete work
- BPM sends e-mails for tasks
- Users fill in task forms (coaches) directly in their mail client

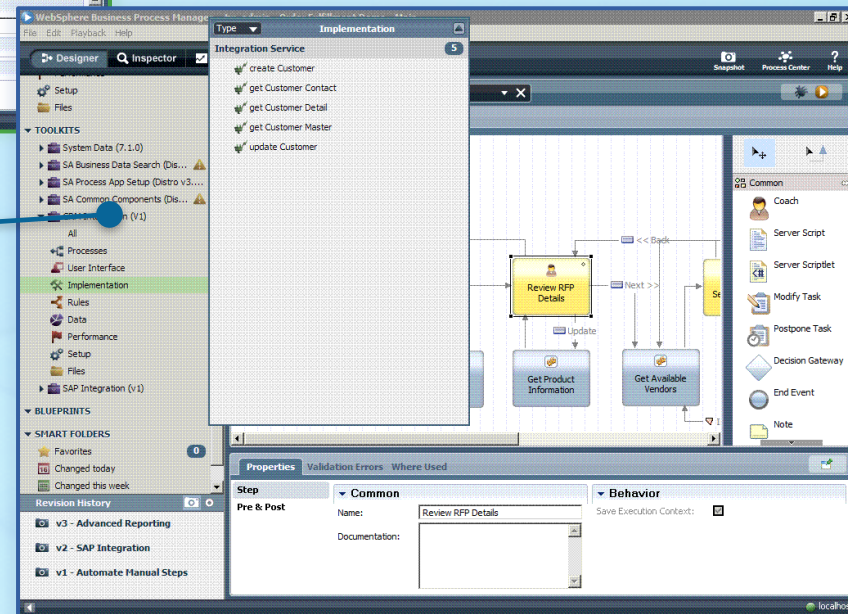
# Governance

*Align business operations with strategic intent in the face of change*



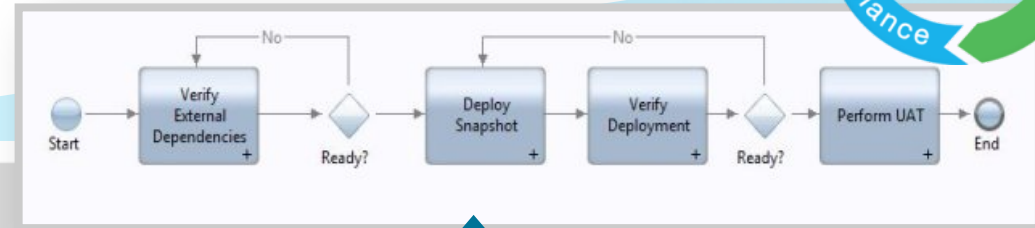
Snapshots provide reliable version management

Process Center enables centralized control of processes



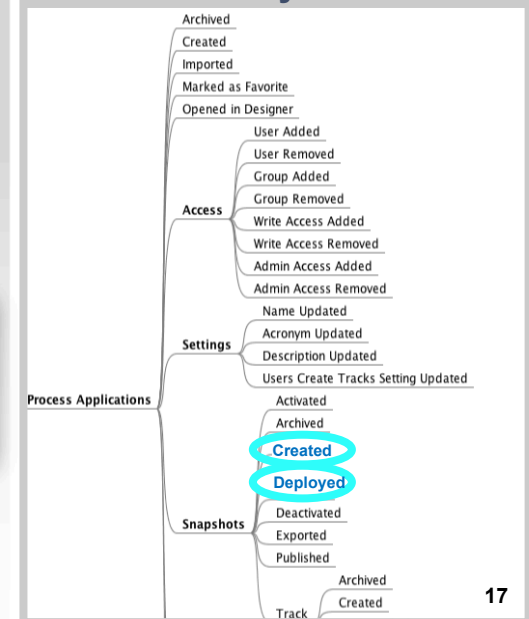
# Use governance processes to control lifecycle

*Trigger governance processes associated with specific lifecycle events*

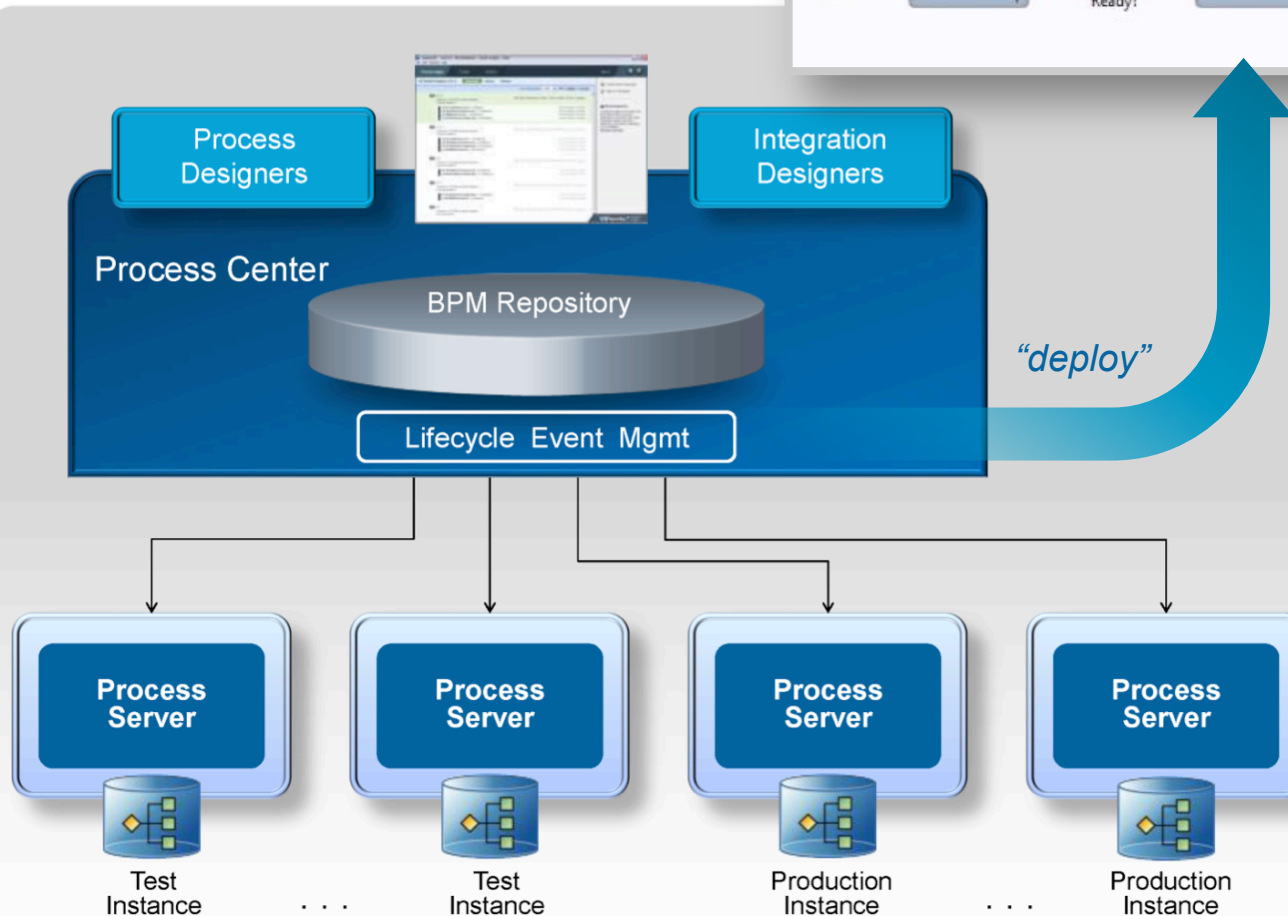


*Governance process for deploying Snapshots*

## Process Lifecycle Events



17



# Accelerate Mobile Access to IBM BPM

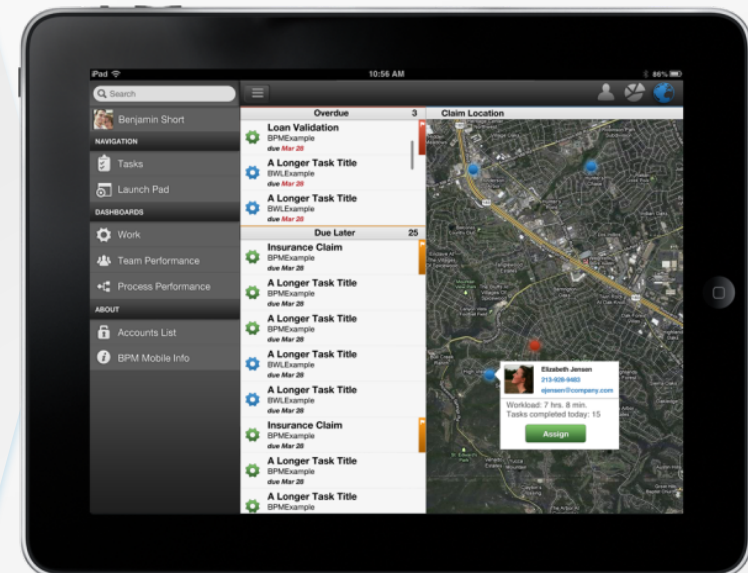


## *Non-production entitlement to Worklight Enterprise Edition* with IBM BPM V8.5

- Develop and test custom IBM BPM mobile applications using Worklight
- Leverage the IBM BPM APIs and Coaches
- Accelerate development of customer ready mobile experiences

## *Accelerate delivery of mobile applications* with new sample coach views delivered via an IBM BPM *mobile ready toolkit*

- Leverage mobile device specific features
- Leverage Worklight specific device features
- Updated Worklight sample for use as starting point implementation
- New BPM controls targeted to deliver common mobile experiences – Location, Camera, Notifications

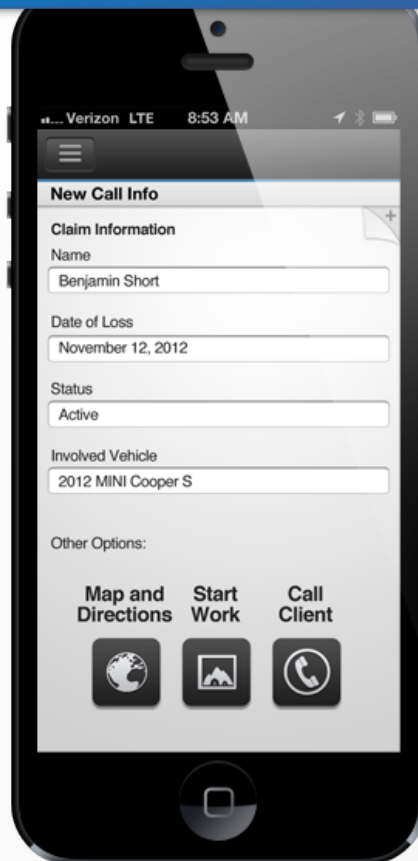




# Sample Mobile Coach Toolkit in Action



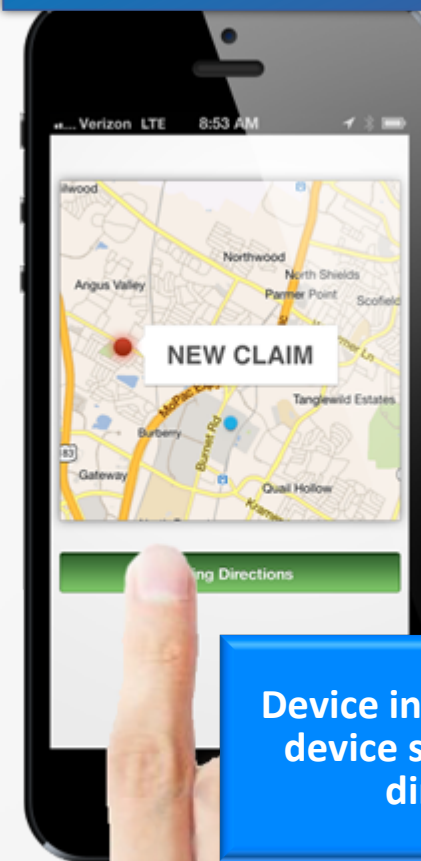
**Mobile-sized layout**



**Camera control**



**Map control with  
device location  
service**



**Device interaction – use  
device services to get  
directions**



# Social, Actionable Coach-Based Dashboards

*Empower business users to collaborate and act on observed insights*



# DEMO

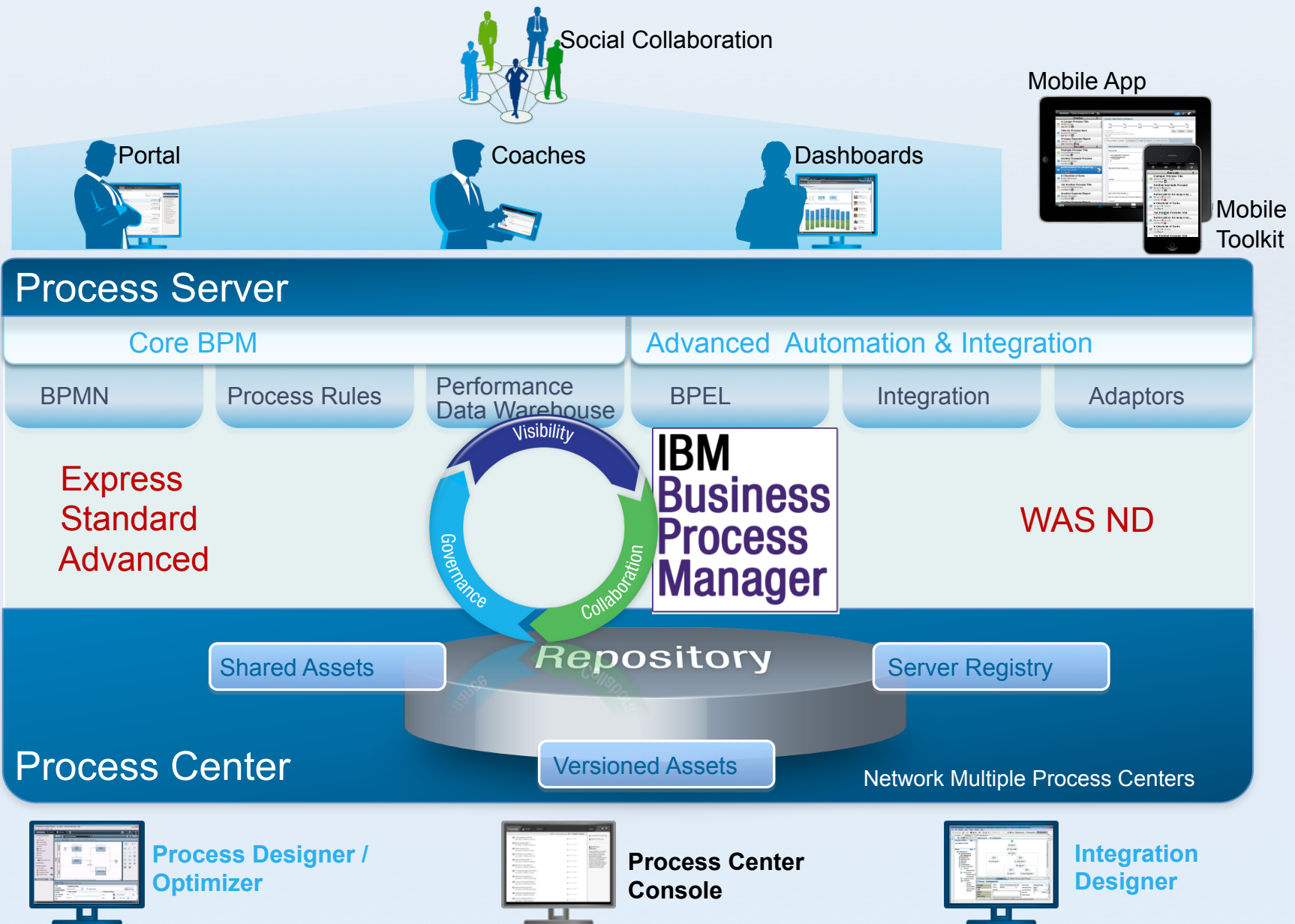
Create tailored operational dashboards to offer enhanced visibility & collaboration for process owners, team leaders and process participants

**“Power is nothing without control”**

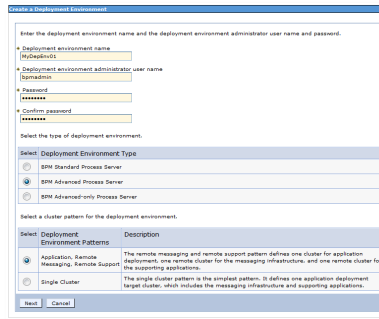
**Dashboards in action:**

Get **insight** into your business processes and take **action** to improve business outcomes

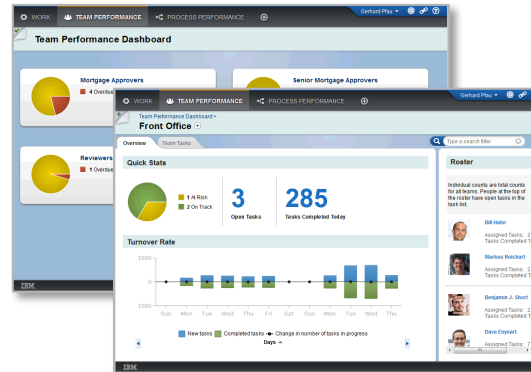
# SUMMARY: IBM Business Process Manager



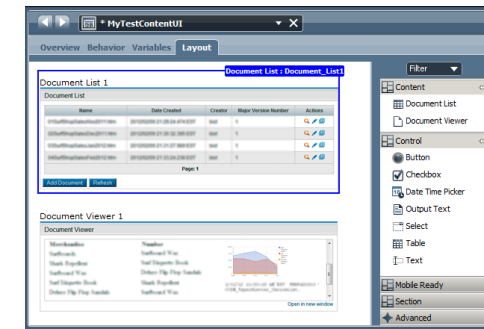
# IBM BPM 8.5 Highlights



Simplified Installation & Configuration



High Visibility  
"Social" Dashboards



CMIS-compatible  
Repository for Internal  
Docs

8.5



IBM BPM Pattern  
for PureApp



Closer linkage between Blueworks  
Live process discovery and  
implementation



Developer Studio Bundle  
+ Enhanced Mobile  
Toolkit

धन्यवाद

Hindi

ευχαριστώ

Greek

ขอบพระคุณ

Thai

Спасибо

Russian

Gracias

Spanish

Thank You

English

شكراً

Arabic

Merci

French

Obrigado

Brazilian Portuguese

Grazie

Italian

多谢

Simplified Chinese

Danke

German

நன்றி

Tamil

ありがとうございました

Japanese

감사합니다

Korean

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