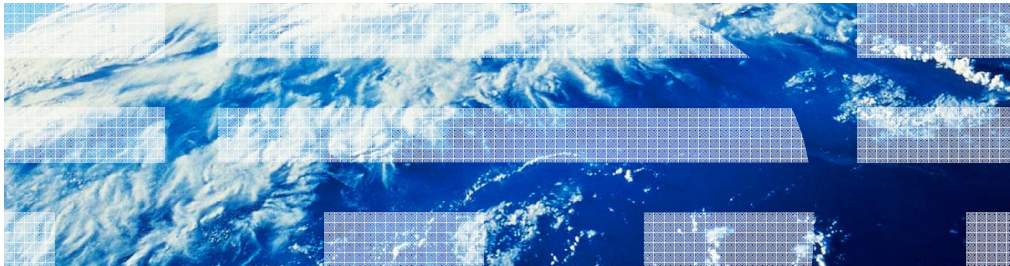




Business Process Management IBM Business Process Manager V8.0

IBM Business Monitor V8.0



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This presentation provides an introduction to the new features in V8.0 of the IBM Business Monitor product.

IBM Business Monitor V8.0 goals

- Customers want broader visibility than for a single event source
 - Business users want to see information at a higher level than looking at each individual process, flow, or service
- Most difficult part of Monitor toolkit experience is correlation
 - Model generators take care of correlation for you when monitoring a single source, such as one BPM process or Message Broker flow
 - With multiple sources, the toolkit user must do correlation manually
- V8 improvements to the authoring experience
 - Enhance global monitoring context wizard to handle different key per event source
 - Introduce business-level milestones
 - Develop Cognos reports in the authoring environment
 - Define SLA thresholds for expected things that haven't happened

This slide shows the goals for IBM Business Monitor version 8.0. One of the challenges when generating monitor models is that the data is specific to a single source such as a BPM process. In order to view data at a higher level for monitoring of multiple event sources, you can use the monitor toolkit to create the correlation that ties the event sources together. But this can be a tedious effort, so for version 8.0 enhancements have been made to simplify the generation of models that span multiple event sources. The global monitoring context wizard has been updated to allow different correlation keys per event source. Milestones have been introduced in order to easily view data that represents more than one event source. Also in this release, you can author Cognos reports in the monitor toolkit which will make reports immediately available in the generated dashboards. Finally, there are new trigger types that you can use when defining triggers for alerts.

IBM Business Monitor V8.0 features

- Multi-key correlation wizard
- Business-level milestones
- Hide metrics and monitoring contexts on the dashboard
- Instance diagram indicators
- Generate dashboard for any application
- Alert changes
- Simple Cognos report authoring in monitor model editor
- SLA improvements: new trigger types
- Additional Cognos measure types
- Event partition path and parent correlation expression

IBM Business Monitor V8.0 includes many new features and enhancements. The global monitoring context wizard has been updated to allow correlation on multiple keys, and milestones have been added to simplify the presentation of a complex process. To simplify further you can select to hide certain metrics and monitoring contexts on the dashboard. Also, there are indicators in the diagrams in the dashboard to show you the status of the process within the milestones. In the previous release, dashboards were generated for process applications, but that has been expanded so that dashboards are generated for any monitor model application. The alert widgets have been enhanced to give you more capability. Now you can create simple Cognos reports in the monitor model editor while authoring the model. When authoring the model you can use some new trigger types and Cognos measure types, and you will see a couple of new elements for event partitions and correlation.

Multi-key correlation wizard

- Model generators take care of correlation for you when monitoring a single source, such as one BPM process or Message Broker flow
- With multiple sources, you must do correlation manually
- For 7.5 the Global monitoring context wizard helps when there is a common key used in every source
- For 8.0 the wizard handles different keys per event source
 - Requires specification of the mapping of the key used from one monitoring context to the key used in the next one in the flow
 - For example, order ID 4, shipping ID 8, and confirmation ID 15 belong to the same end-to-end transaction
 - A generated global key is added to each low-level monitoring context

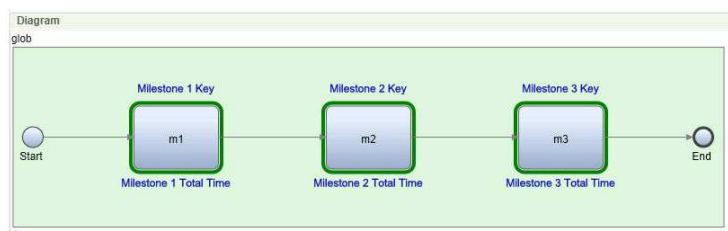
Mapped Source and Target Metrics:

Source Context	Source Metric	Target Context	Target Metric	Mapping Key	
Application	Application ID	Analysis	Analysis ID	App ID	<input type="button" value="Edit"/> <input type="button" value="Remove"/>
Analysis	Analysis ID	Automated Appr...	Automated Appr...	Ana ID	
Analysis	Analysis ID	Manual Approval	Manual Approval...	Anaman ID	
Automated Appro...	Automated Appr...	Disbursement	Disbursement ID	Aut ID	
Manual Approval	Manual Approval...	Disbursement	Disbursement ID	Man ID	

If you have multiple event sources such as multiple BPM processes that you want to monitor as a single entity, then in version 7.5 you must create the correlation manually. And you can only use a single common key to relate the different event sources. For version 8.0, the global monitoring context wizard has been updated to allow you to specify different keys for correlation. As you can see in this screen capture, you can specify a different correlation key between each pair of monitoring contexts in the flow. So this allows you to correlate two sources based on order ID, and another two sources based on shipping ID. The wizard handles adding the global key to each monitoring context in your model.

Milestones

- Group a set of low-level activities into a high-level milestone
- Global monitoring context needs to track metrics associated with milestones
- Generated KPIs such as instance counts at each milestone and average time spent at each milestone
- Generated milestone diagram
- In dashboard you can click instance to see associated diagram data



For complex processes you don't necessarily want to be aware of every step involved in the implementation. Milestones group activities into a higher level entity. So for example, your process might have a dozen steps, but you only expose three or four milestones. These milestones are generated by the global monitoring context wizard along with metrics and KPI's. The KPI's include instance count and average duration of the milestone. In addition a diagram is generated for the dashboard and it is linked to the instances widget. You can click an instance and see the associated milestone keys and durations for that instance.

Hide metrics and monitoring contexts on the dashboard

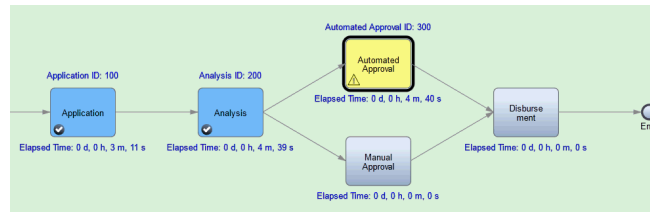
Hide from dashboards

- 'Hide from dashboards' selection on monitoring contexts, metrics and KPI's
- Default is visible
- When hidden, it is not included in values returned from the REST services
- If a context is hidden, its cube is too
- If a metric is hidden,
 - A KPI based on it is also hidden
 - Another metric based on it is not hidden
 - Dimensions and measures based on it are not hidden
- Expression KPIs are hidden if any referenced KPI is hidden

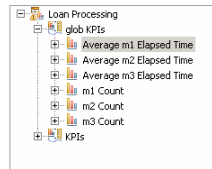
To enable the generation of a simplified view of a complex process, in the editor you can select to hide elements from the dashboard. This applies to monitoring contexts, metrics and KPI's. This is used by the global monitoring context wizard to simplify the dashboard for the generated milestones. If an element is hidden, it is also hidden from REST service calls. If a context is hidden, then it's associated cube is also hidden. If a metric is hidden then a KPI which is based on the metric is also hidden. But other metrics, dimensions or measures which are based on the hidden metric are not affected. Expression based KPI's are hidden if any KPI in the expression is hidden.

Milestone instance diagram indicators

- Blue shading - milestone is complete
- Grey shading – not performed
- Icons for 'on target', 'at risk', 'overdue' with colors green, yellow, red
- Set the target in the global context wizard
- If you adjust targets after running the wizard (using model editor or KPI manager widget), manually edit the visual diagram to match



Name	Average Elapsed Time Tar...	Count Target
m1	1 Days	100
m2	1 Days	100
m3	1 Days	100



KPI Target and Ranges
Specify a target, which is an exact value for the KPI to achieve, or ranges against which to track the KPI, or both.

Target:

Ranges:

Range Name	Start Value	End Value	Color
On target	0 %	< 90 %	00FF00
At risk	90 %	< 100 %	FFFF00
Overdue	100 %	< 200 %	FF0000

The generated milestone diagram is linked to the instances widget to view the status of instances. On the diagram you see color coding for a visual indication of the status. Milestones which are not reached are shown in grey. Milestones completed are shown in blue. For active milestones, they are shown in colors based on their elapsed time. The colors are green, yellow and red for 'on target', 'at risk' and 'overdue.'

You can set the targets in the global context wizard, for both counts and average elapsed time. Note that if you adjust the targets in the editor after completing the global monitoring context wizard, you need to manually edit the diagram to match the updates that you have made.

Generate dashboard for any application

- Generate dashboards during monitor model installation
 - Checkbox in installation wizard
 - Also available as an option in scripted install
 - Defaults to true in development mode, false otherwise

module build ids

Step 12: Select Monitor model options

Step 13: Select to publish Cognos cube package

Step 14: Select

Dashboard

Generate Dashboard during monitor model installation

Dashboard User
admin

Dashboard Name
StockTradeBPELBRHTM20080319131516

- Dashboard pages
 - Non-hidden metrics for global context, wired to milestone diagram with instance-level annotations
 - Non-hidden KPIs, and related alerts
 - Reports authored in monitor model editor
 - Milestone diagram, with KPI-level annotations

In the previous version, a dashboard was generated only for process application monitoring. In this release you can generate a dashboard automatically for any monitor model, including those generated by wizards such as for BPEL, or for your own custom monitor models. In the installation wizard there is a check box that controls it. In the generated dashboard are pages for the milestone instance diagram, milestone KPI's, reports authored in the editor, and milestone KPI-level diagrams.

Alert changes

- Alert source
 - Widget can filter on model that alert applies to
- Alert priority
 - Sortable
- Default owner
 - Person who receives alert unless otherwise specified
- Alert comments
 - Dashboard user can annotate with comments
- Alert status
 - Available, In Progress, and Completed

Select the models as the alert source:

- All Models
- Loan Processing

Priority ▲
3
3

Add Comments

Set the Alert Status

Available ▼
Available
In Progress
Completed

January 23, 2012 10:45:13 AM

Subject

Available

Business situation name

Another problem

Body

m1 Count Above equals 0

Alert Comments

[admin January 23, 2012 10:50:34 AM]
I am commenting on this problem to add additional notes relevant to the situation.

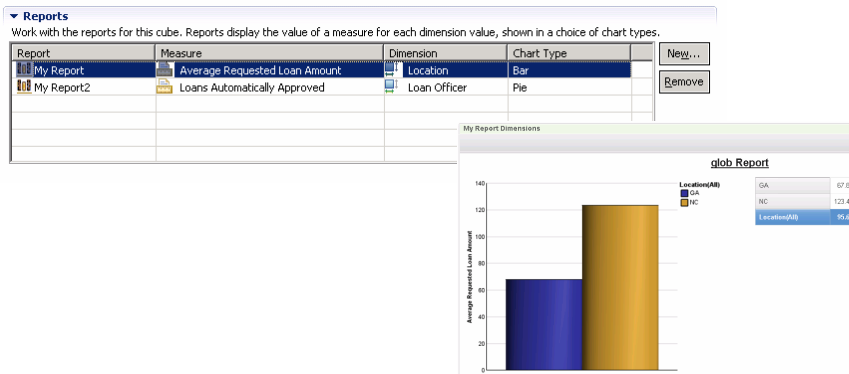
[admin January 23, 2012 10:47:35 AM]
need to make comments here.

There are several enhancements to the alerts widget in the dashboard. When you edit settings for the widget, now you can filter the display to a particular model. On the widget display the priority column can be sorted. Also you can designate a default owner who receives the alert if there are no other subscribers. This ensures that someone will see the alert. You can also comment on alerts, either using the comment button or entering them while forwarding an alert. The comments are then displayed with the details of the alert.

The alert status can be set to Available, In Progress, and Completed. When an alert is first received, the status is set to Available, although you can set to to a different status. Edit the settings of the alert widget to set which status to display. The default settings include only Available and In Progress.

Report authoring in the monitor model editor

- Report authoring table on the cube page for dimensional model
- Select one measure and one dimension
- Chart type can be bar, pie, line, area, scatter, gauge
- Generated dashboard contains one tab for reports for each cube
- Displays with automatic drill down on the dimension to the first level



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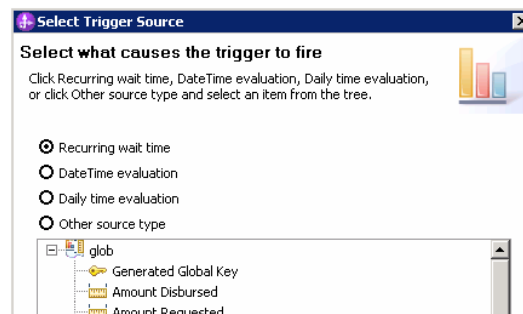
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In this release you can author simple reports in the monitor model editor. On the cube page you can create the report and assign one measure and one dimension to it. There are various chart types that can be set for the report. The dashboard can be automatically generated and it contains one tab for each cube, and all the reports for that cube are on a single page. For convenience, the report displays automatically drilled down to the first level.

SLA improvements: New trigger types

- New sources for a trigger
 - DateTime - July 4th at noon, current time + 4 hours
 - Daily time - check every day at a specific time
- In previous releases you use a recurring wait time, then every minute Monitor checks the condition for every instance



There are two new trigger sources that you can use. The DateTime option allows you to specify a specific date and time. The daily time option allows you to check daily at a specified time. In previous releases, you achieve the same function by setting a recurring wait time, but then Monitor checks every instance every minute and this can lead to performance degradation when checking many instances.

Additional Cognos measure types

- New measure types offered by Cognos that were not in Alphablox
 - Count distinct: Count distinct values of source metric
 - Median: Value at the midpoint of the range of values
 - Variance: Value indicating how widely values spread from the average

Source metric:	* Amount Disbursed
Aggregation function:	* Count distinct
Tracking key:	Minimum Maximum Sum Count Count distinct Average Median Variance Standard deviation

Now that Cognos is used for multi-dimensional analysis, new measure types are available. Use 'Count distinct' to count distinct values of a source metric. Use median to see the midpoint of a range of values. Use variance to see the spread of values from the average.

Event partition path and parent correlation expression

- Event partition path indicates the field in the inbound event that represents the root monitoring context instance
 - Default is the correlation expression

Event Partition Path (Read only, managed by application)
 Specify the field in the event that represents an instance of the root monitoring context. Alternatively, you can have the event partition path generated based on the value in the Correlation expression or Parent correlation expression field.

Specify the value manually, instead of calculating it from the model.

Review_OrderEXIT/BaseData/wbi:eventHeaderData/wbi:ECSParentID

- Parent correlation determines which instance of the parent monitoring context is associated with the current monitoring context
 - Required for child context
- Migration tool fills these in for you

Parent Correlation Expression (Read only, managed by application)
 Specify the field in the event that determines which instance of the parent monitoring context is associated with this monitoring context. The value in this field can be used to determine the event partition path.

.. /Order_Handling_Instance_ID =
 Review_OrderEXIT/BaseData/wbi:eventHeaderData/wbi:ECSParentID

New in this release, you can optionally specify the event partition path. The event partition path indicates the field in the inbound event that represents the root monitoring context instance. If you do not specify a value, the event partition path is derived from the correlation expression. If you choose to have the event partition path calculated, make sure that you specify a value in the Correlation expression or Parent Correlation Expression field.

Specify a value in the Parent correlation field to specify the parent of an inbound event. This value indicates the field or fields in the event that determine which instance of the parent monitoring context is associated with this monitoring context. The value is required if the monitoring context is not a root monitoring context.

If you are migrating from a previous version, these fields are automatically populated for you.

Summary

- Covered the new features in IBM Business Monitor V8.0

In summary, you have seen an overview of the new features in IBM Business Monitor V8.0



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