WebSphere Process Server and WebSphere Business Services Fabric

IBM Software Group

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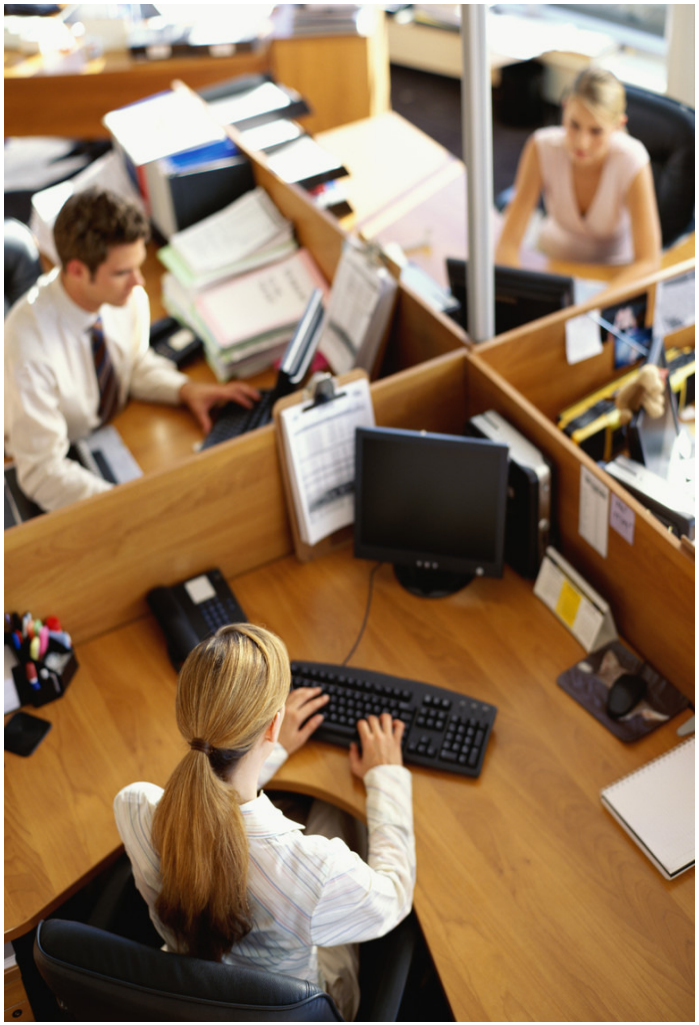
WebSphere Process Server Creates an Agile Company

Flexible processes integrating people, reusing existing services and resources



- Provides a world class single integrated runtime for all SOA based process automation
- Coordinates interactions with systems and people throughout the enterprise and beyond creating a system where costs are reduced and change is easier
- Powerful Human Workflow
  - Configurable work lists and detailed work item view
  - Graphical process view for business users for viewing and interacting with task
- Flexible Business Processes
  - Designed to provide flexibility for modifying in-flight process instances

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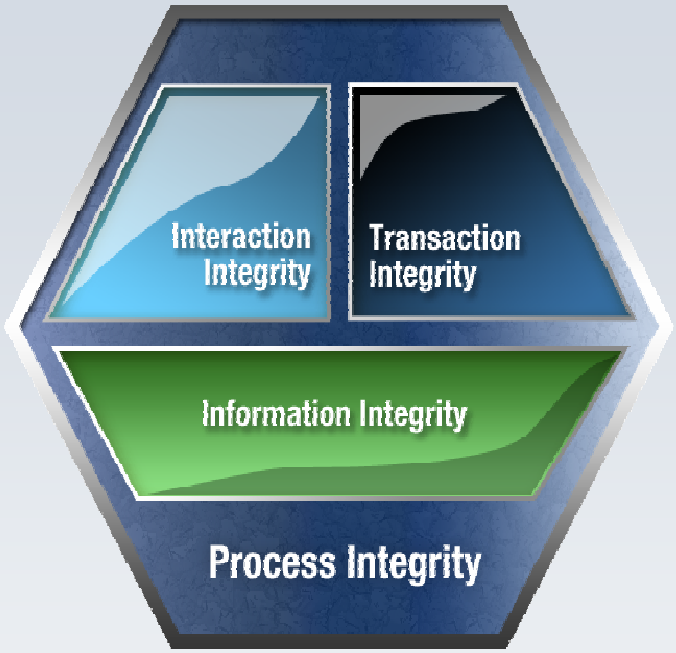
WebSphere Process Server ensures Process Integrity

Your mission critical processes will be executed and prevent major mishaps



Shanxi Mobile
"Establishing an SOA based on IBM WebSphere software has allowed us to serve our customers more efficiently and effectively by enabling total integration between our multiple business systems "

- Build robust systems that support mission-critical business processes
  - Ensure that nothing gets lost nor executed twice across the end-to-end process.
  - Even in the event of catastrophic system failures WebSphere Process Server knows exactly where to resume processing.
- Deliver reliability, scalability and security end-to-end
  - Full transactional support across distributed systems
  - Automated compensation and resynchronization
  - Recovery at all levels (service bus, application, database, server…)
  - Enterprise-class scalability

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WebSphere Process Server Provides Choice

You don't have to overhaul your IT systems and skills for BPM and SOA

- WebSphere Process Server is a highly scaleable, reliable and secure platform with a wide range of hardware and operating systems supported
- Complete flexibility over where to deploy your business processes or sub-processes
  - Make (and change) decisions at deploy-time without affecting development
  - Deploy anywhere:
    - Windows, Unix/Linux, i5/OS, **z/OS, Linux for System z**
    - xSeries, pSeries, iSeries, zSeries; 32-bit and 64-bit
- Based on the market leading WebSphere Application Server, providing clustering, scalability and security

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Process Automation through WebSphere Process Server

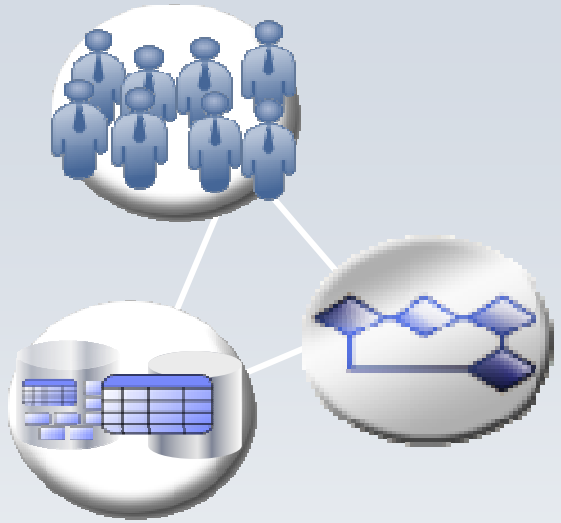
A Mature Product with a Track Record of Success

IBM is Market Leader in Process Automation and BPM

- #1 in Market - BPMS market share*
- In Leaders Quadrant in Gartner BPMS Magic Quadrant**
- Over 10 years in market with core process technology
- BPM Competency Center with over 1000 engagements.

Large install base

- Over 900 WebSphere Process Server (WPS) customers/installs
  - Currently 59 reference customers and growing quickly
  - Used in more than 20 industries
  - Installed in over 30 Countries
- WebSphere – server installed base
  - 16,000+ WAS customers (distributed)
  - 10,000+ WebSphere MQ customers
  - 3,500+ Portal,…
  - 2800+ Heritage process customers (WICS, WMQWF, WBI)
- 62,000 WebSphere customers worldwide (93% of the Fortune 100 use WebSphere)



"Our efforts to bring more integration and collaboration to our production processes are critical to the future of the offshore industry. IBM has shown a strong commitment to helping us achieve this goal."

STATOIL

* Gartner BPMS market share, June, 2007, Michele Cantera)

** *Gartner, Inc., "Magic Quadrant for Business Process Management Suites Dec, 2007, by* Janelle B. Hill, Michele Cantara, Eric Deitert, Marc Kerremans

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WebSphere Process Server
Component Architecture

Service Components

- Business Processes
- Human Tasks
- Business State Machines
- Business Rules

Supporting Services

- Mediation Flows (ESB)
- Interface Maps
- Business Object Maps
- Relation-ships
- Dynamic Service Selection

SOA Core

- Service Component Architecture
- Business Objects
- Common Event Infrastructure

WebSphere Application Server ND (J2EE Runtime)

*1Q 2007

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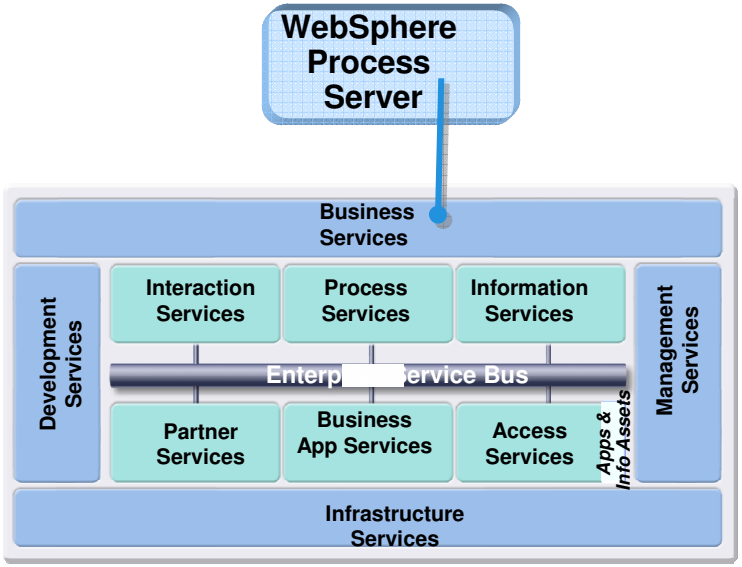
WebSphere Process Server Version 6.1

Accelerates SOA-based process automation & integration

- **Enhances human-centric BPM capabilities**
  - IBM Lotus Forms integration
  - Participant substitution/delegation
  - Support for batch work item transfer
  - New Business rule administration API
  - Enhanced business process administration client
- **Extends integration-centric BPM capabilities**
  - New SCA HTTP binding
  - New JMS binding for generic workflow clients
  - WebSphere TX integration
  - Improved handling of WSDL/XSD
  - New and enhanced WESB primitives
- **Expands platform and infrastructure currency**
  - WAS v6.1 based runtime, including JDK5
    - Staff repository support with Virtual Member Manager
    - MQ Shared Queues on z/OS with platform messaging
    - zFS support for installation and configuration on z/OS (in addition to the older Hierarchical File System)
    - z/OS V1.7 and higher
  - 64-bit support for all server platforms
  - WAS XD support across all components
  - i5/OS platform coverage



New in 2008

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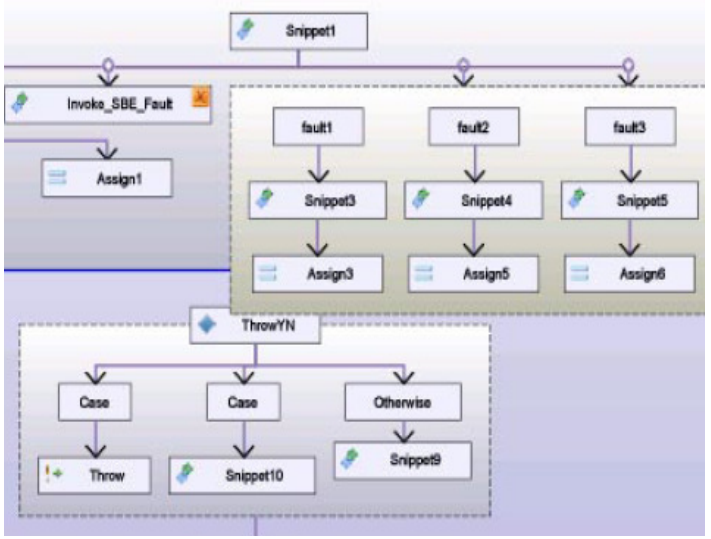
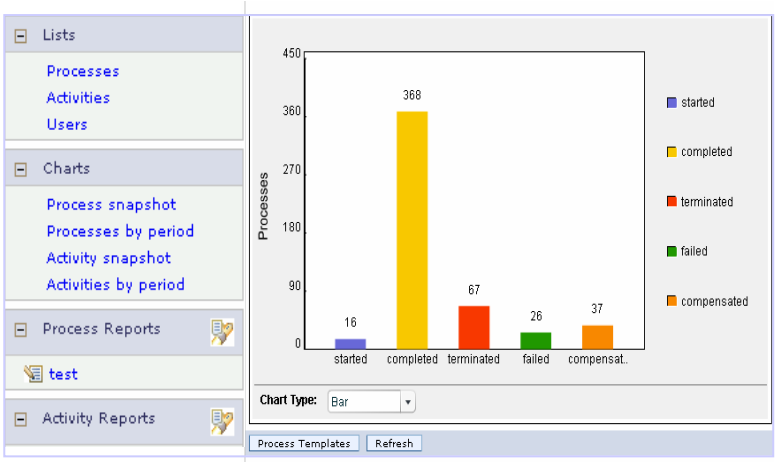
Graphical BPM Tools in WebSphere Process Server

Controlling your business process environment

- **Graphical Process Instance Viewer**
  - Real-time snapshot of your process
  - Understand process structure
  - Check status of process and its activities at runtime



- **BPC Observer: Light-weight process instance monitoring**
  - Monitors health of business process engine
  - e.g. number of active processes
  - e.g. rate of finished process per day



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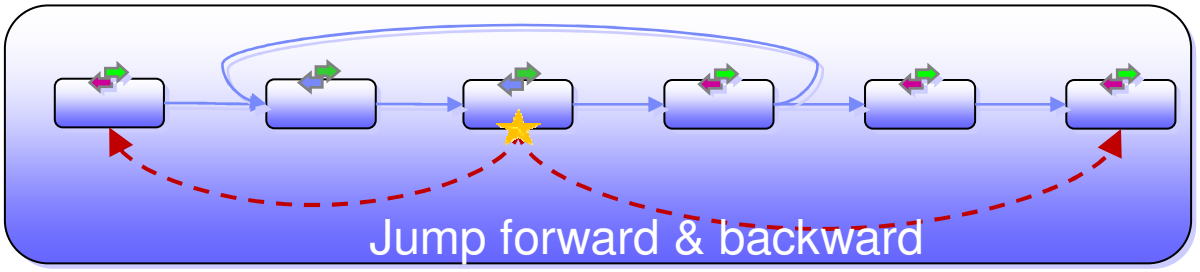
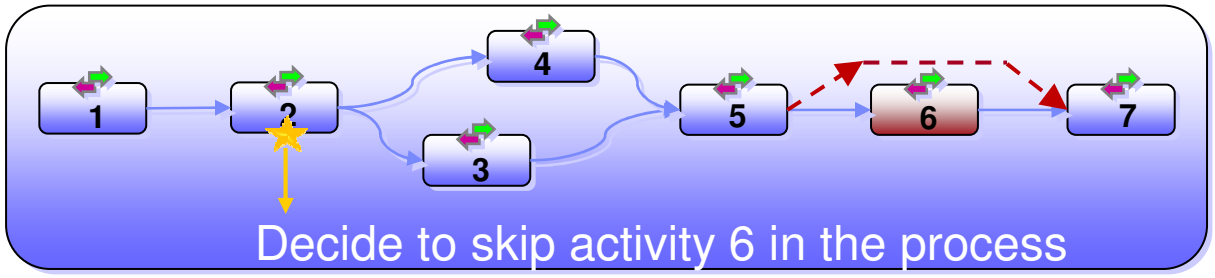
Navigate Within Business Processes In-Flight

Respond to changing business needs with greater flexibility

- Jump forward and backward between activities within a running process
- Skip activities within a process
- Incorporate process relevant data changes in-flight





Enhanced!

WebSphere Process Server
In-flight Process Changes

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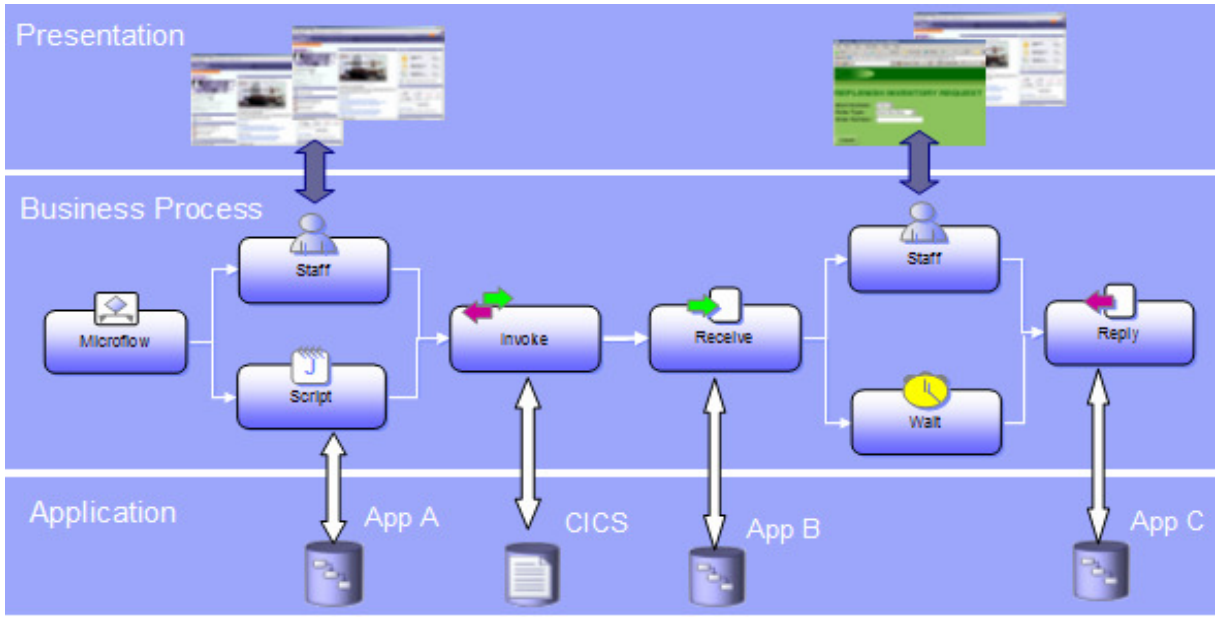
Human workflow for BPM

Key factor for business success

- **Human workflow is about assigning the right work to the right people at the right time, with the information they need, presented for immediate action**
- **Human Workflow is required for important business scenarios**
  - Exception handling for automated process steps
  - Manual review and approvals
  - Legal regulations, compliance and policy fulfillment (Sarbanes-Oxley, HIPAA, ISO 9000….)
  - ...and many more



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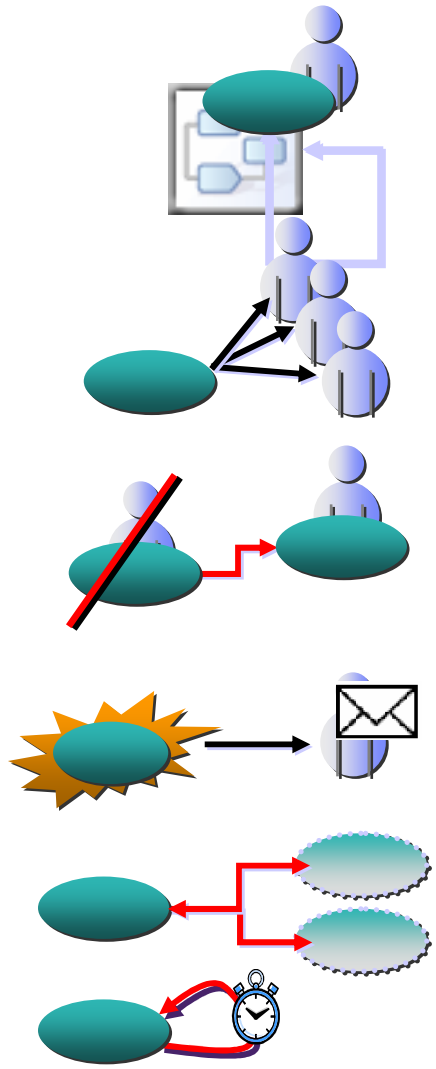
Human Task Manager

Supporting all aspects of human interaction

- **Full integration of human workflow into SOA**
- **Rich task assignment capabilities**
  - → assign work using flexible **staff queries**
  - → federate multiple **staff/organization directories**, e.g. LDAP
  - → Ability for **dynamic task assignment**
  - → **Re-direct work** to substitutes in case of absence
- **Multi-level escalation mechanisms**
  - → **Notification** through e-mail and notification tasks
- **Support for ad-hoc human collaboration**
  - → **Create human tasks on-the-fly,** extend pre-defined process models dynamically
  - → **Follow-up** of manual Tasks



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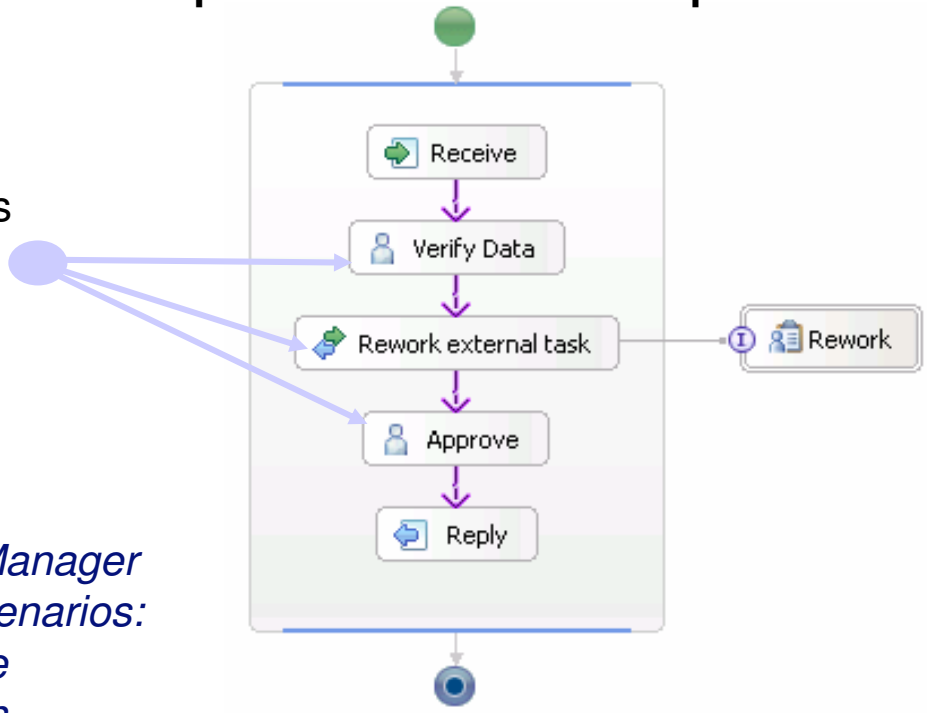
The Construct of a Human Task

Accessible capabilities to fine-tune business processes to address business scenarios requiring human intervention

Create powerful human-centric processes

Human Tasks



- ✓ **Multi-client support**
- ✓ **Escalations**
- ✓ **Authorization**
- ✓ **Ad-hoc**
- ✓ **Substitution**
- ✓ **Dynamic assignments**

… while Human Task Manager handles value-add scenarios:

- *Human to Service*
- *Service to Human*
- *Human to Human*

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ERROR: stackunderflow
OFFENDING COMMAND: ~

STACK:
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