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IBM Business Process Management Enhanced by IBM Coach Framework

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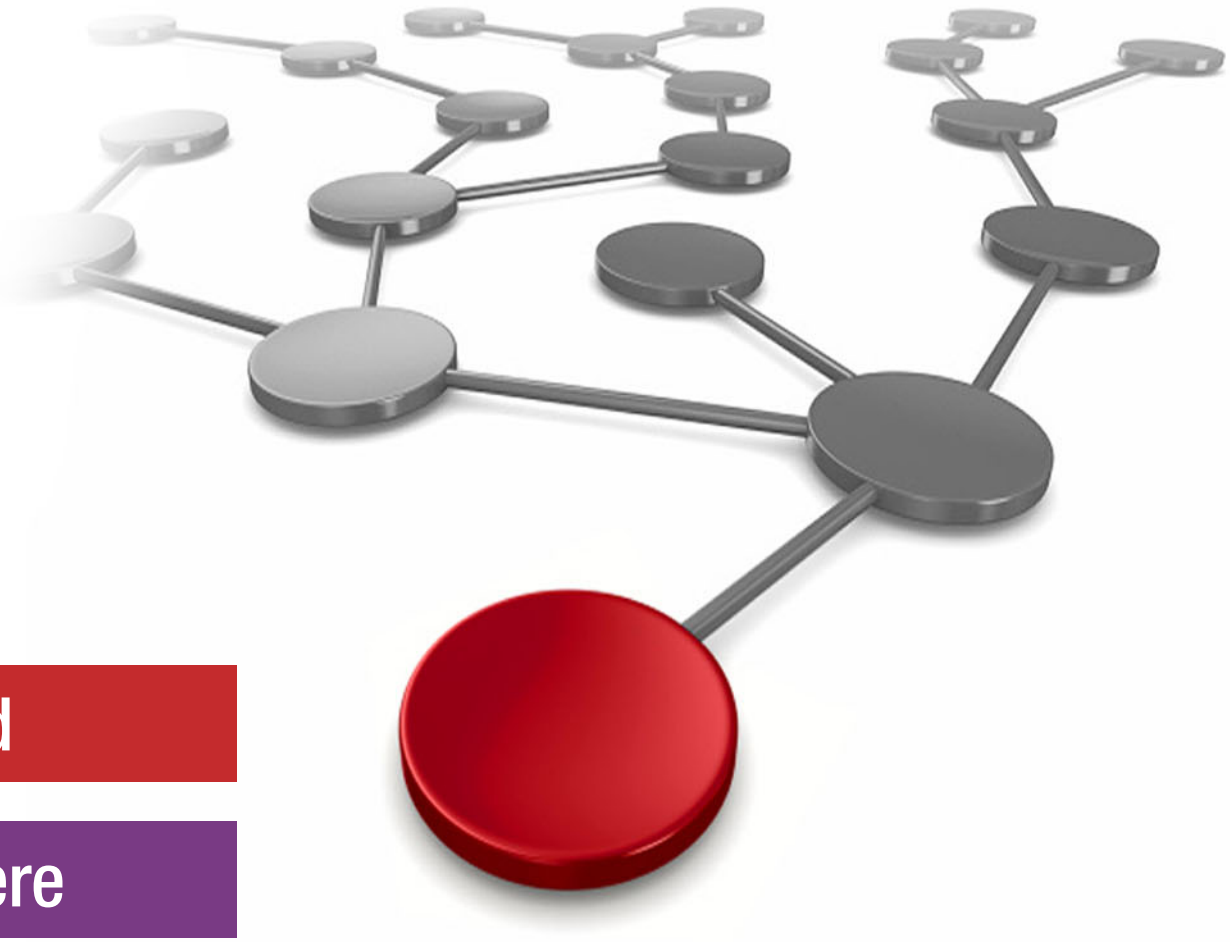

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IBM Business Process Management Enhanced by IBM Coach Framework

This IBM® Redbooks® Solution Guide publication describes how IBM Business Process Management (IBM BPM) solutions can help your organization run efficiently by streamlining and automating your processes. With IBM BPM solutions, processes run more predictably, and their performance can improve over time as you incorporate the insights that IBM BPM provides. IBM BPM gets the correct tasks to the correct people at the correct time.

IBM BPM is a comprehensive BPM platform that gives visibility and management to business processes. It supports the whole business process management lifecycle. Process and business owners can use this solution to engage directly in business process improvements.

The IBM Coach Framework is a key element of the IBM BPM platform. Process authors use the IBM Coach Framework to create and maintain custom web-based user interfaces (UIs) that are embedded within their business process solutions. Having custom UIs is crucial to successful deployment of a business process solution. Figure 1 shows key players that rely on this solution to provide visibility, governance, and collaboration.

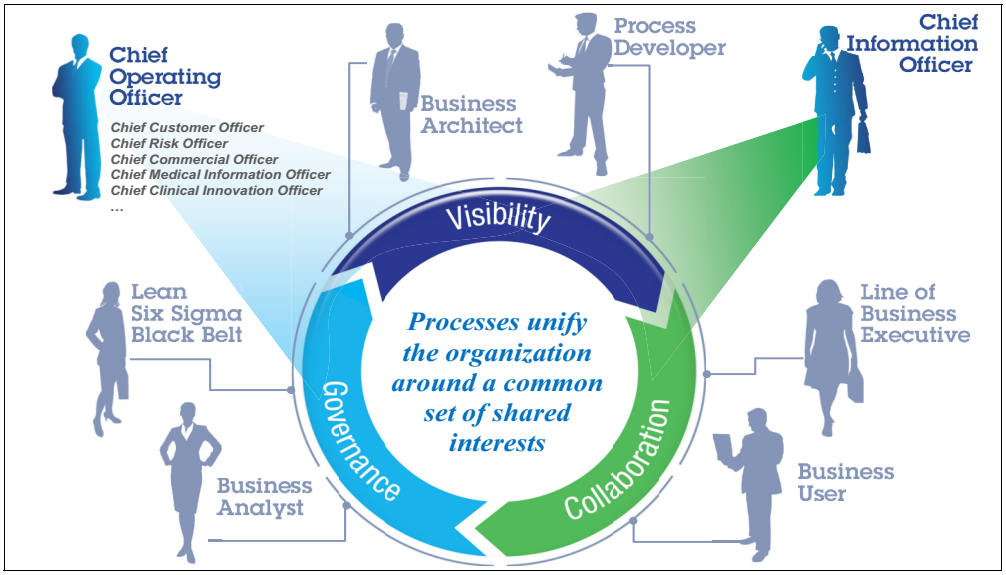

Figure 1 A focus on business operations connect c-suite to execution

Did you know?

The IBM Coach Framework benefits your organization by seamlessly integrating the development and deployment of custom user interfaces for a process with the overall solution. The activity needed to create the solution includes the development and deployment of the process logic and integration with any applications that make up the total solution.

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Business value

The business value of this IBM solution focuses on three key areas:

- Visibility enables you to achieve clearer line-of-sight to business operations in the following ways:
  - Historical data capture helps you monitor service level agreements (SLAs) and key performance indicators (KPIs) to provide insight into business operations and enable process optimization.
  - The Process Center provides an enterprise view of processes.
  - Real-time dashboards and custom reports show work-in-process.
  - BPM supports mobile so that you can view and affect processes from anywhere.
- Collaboration fosters cross-functional and cross-divisional outcomes:
  - Social performance dashboarding enables team leaders to collaborate with their team members when they need help completing their work.
  - IBM Blueworks Live™ and Process Center jointly participate in process design.
  - Comment Streams allow participants to collaborate.
  - Connect with experts directly when performing tasks.
- Governance aligns business operations with strategic intent:
  - Define a custom process to govern the deployment of processes.
  - Snapshots provide reliable version management.
  - Process Center enables centralized control of processes.
  - Change Logs ensure appropriate approvals are met.
  - You can have multiple federated Process Centers enabling shared interests across the enterprise.

Solution overview

Each business operation iteratively improves as the various business processes are automated and streamlined. It is suggested that you start with the processes that are in greatest need of improvement, or those processes with the greatest impact on your business. Consider the following entry point examples:

- Product development
  - Reducing time to market of new products and services
  - Streamlining production procurement sourcing
- Marketing
  - Dynamically price in response to market conditions
  - Leveraging customer insights for target marketing
- Receiving and processing customer sales
  - Account opening process automation
  - Automated order processing and fulfillment

Solution architecture

IBM BPM ships with a set of responsive Coach View controls and composite Coach Views for building mobile ready forms and tooling for the creation of custom Coach Views. Coach Views are the reusable user interface building blocks that authors use to compose their own coaches and build custom controls, which help the process user do their day-to-day activities.

Coach View toolkits are now being created and distributed by IBM, IBM Business Partners, and by clients themselves. This ability to create and distribute additional Coach Views dramatically increases the power of the IBM Coach Framework.

Each Coach View is tailored to present specific information to the user, and most Coach Views empower users to gather and manipulate specific information. For example, Coach View toolkits can provide new controls that leverage cloud-based services, such as maps, and provide mobile-specific capabilities, such as bar code readers.

The author configures a Coach View by binding it to the business data that the component displays, and to any configuration data that is necessary to control the appearance and behavior of the component at run time.

Most Coach Views respond when any of the data that they are bound to changes. This approach allows authors to create dynamic user interfaces by binding multiple Coach Views to the same data. When a user manipulates one Coach View, all of the other Coach Views that are bound to the same data can instantly react.

Coach Views can also be bound to Ajax services that are invoked to retrieve information and update systems that are related to the business processes. This ability to bind to Ajax services allows authors to create highly dynamic components, such as controls, with fields that are updated dynamically while users are typing. This feature can also be used to create Coach Views that directly interact with services outside of IBM BPM.

Usage scenarios

Every industry has business processes that could benefit from IBM BPM and the IBM Coach Framework. Following are some possible processes to start with (by industry):

- Insurance
  - Automate claims processing
  - Improve fraud detection
- Healthcare
  - Improve patient processing and care
  - Personalize healthy living plans
- Energy and utilities
  - Manage power grids
  - Control energy consumption
- Retail
  - Automate distribution supply chain
  - Enhance/implement customer loyalty programs

- Banking
  - Streamline loan processing times
  - Improve financial risk and regulator compliance
- Travel and transportation
  - Enhance online ticketing and reservations
  - Manage travel and hotel pricing

Integration

The IBM Business Process Management solutions integrate with numerous IBM products, IBM Business Partner and enterprise applications. The following key products are directly related to the IBM BPM platform:

- IBM Operational Decision Manager is a full-featured, easy-to-use platform for capturing, automating, and governing frequent, repeatable business decisions. It consists of two components, IBM Decision Center and IBM Decision Server. They form the platform for managing and running business rules and business events to help you make decisions faster, improve responsiveness, minimize risks, and seize opportunities.
- The Content Management Interoperability Services (CMIS) standard is used to provide integration with Enterprise Content Management (ECM) systems, such as Microsoft SharePoint and IBM FileNet®. The CMIS functionality is composed of nine separate web service endpoints.
- IBM Smarter Process allows organizations to see their processes, to get them under control, and to automate, optimize, and innovate. It enables cognitive business operations to augment and guide knowledge worker activities, uncover new insights from operational systems, and intelligently adapt workflow. IBM Smarter Process has four key capabilities:
  - Discovery
  - Process automation
  - Decision and event management
  - Operational intelligence

  Each capability is a valid entry point for customers.
- IBM Business Monitor is a comprehensive, operational intelligence solution that offers visibility into real-time, end-to-end business operations, transactions, and processes to help optimize processes and increase efficiency.
- IBM Business Process Manager Tools features IBM Process Designer for human-centric process modeling and IBM Integration Designer for straight-through processing modeling:
  - IBM Process Designer enables you to model human-centric business processes and cases, quickly demonstrate and validate them throughout the development lifecycle, and analyze processes to improve your business operations.
  - IBM Integration Designer is designed for end-to-end integration of your service-oriented architecture (SOA) application. It is the Eclipse-based tool for building SOA-based business process management (BPM) and integration solutions across IBM Process Server and IBM WebSphere® Adapters.
- IBM Case Manager is a platform for designing and deploying solutions that help people gather the correct content; apply analytics for faster, more accurate decisions; and take action to ensure better business outcomes. With IBM Case Manager, organizations bring focus to the chaos of content (both structured and unstructured), whether on premises or in the cloud, in the office, or in the field with mobile devices.

Supported platforms

The detailed system requirements information is available through the Software Product Compatibility Reports website at the following web address:

http://www.ibm.com/software/reports/compatibility/clarity/index.jsp

This website provides you with the ability to dynamically generate operating system, prerequisite, server virtualization environment, translation, end of service, and detailed system requirements reports for your specific product, release, and operating system.

Ordering information

Ordering information is shown in Table 1.

Table 1 Ordering part numbers and feature codes

Program name	PID number	Charge unit description
IBM Business Process Manager Advanced	5725-C94	Processor Value Unit (PVU)
IBM Business Process Manager Advanced for z/OS®	5655-Y02	PVU
IBM Business Process Manager Standard	5725-C95	PVU
IBM Business Process Manager Express	5725-C96	PVU
IBM Business Process Manager Tools and Add-ons	5725-C97	Authorized user application instance
IBM Business Process Manager on Cloud	5725-L63	Authorized user, concurrent user, instance

Related information

For more information, see the following documents:

- *Deliver Modern UI for IBM BPM with the Coach Framework and Other Approaches*, SG24-8355

  http://www.redbooks.ibm.com/abstracts/sg248355.html
- *Business Process Management Design Guide: Using IBM Business Process Manager*, SG24-8282

  http://www.redbooks.ibm.com/abstracts/sg248282.html
- *IBM Business Process Manager V8.5 Performance Tuning and Best Practices*, SG24-8216

  http://www.redbooks.ibm.com/abstracts/sg248216.html
- *Go Digital by Taking Advantage of Hybrid Cloud Patterns with IBM Operational Decision Manager and IBM Business Process Manager*, REDP-5211

  http://www.redbooks.ibm.com/abstracts/redp5211.html
- *How to Design an IBM BPM Solution*, TIPS1253

  http://www.redbooks.ibm.com/abstracts/tips1253.html

- *Unleash the Benefits of IBM Mobile Smarter Process with IBM Business Process Manager and IBM MobileFirst Platform*, TIPS1244

  http://www.redbooks.ibm.com/abstracts/tips1244.html
- IBM Business Process Manager product page

  http://www.ibm.com/software/products/en/business-process-manager-family
- IBM Offering Information page (announcement letters and sales manuals)

  http://www.ibm.com/common/ssi/index.wss?request_locale=en

  On this page, enter `IBM Business Process Manager`, select the information type, and then click **Search**. On the next page, narrow your search results by geography and language.

Authors

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