IBM Software Group

Business Process Management

WebSphere software Lotus software Information Management software
Rational software Tivoli software

It's a team sport

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ON DEMAND BUSINESS

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Agenda

- Introduction
  - Some history
- What we already knew
- What have we done so far?
- What should we do next?
- Summary

Introduction

- BPM is broad
  - You need more than 1 product and probably more than 1 brand
  - Technical community needs to facilitate
- Cross brand team mobilised in November 2006
  - Initial focus WebSphere, Lotus and Information Management
- 2 target communities
  - Client's BPM initiatives
  - IBM's client facing community

What we already knew

- IBM can't "do" BPM to a client or project
  - There is a broad stakeholder community, all of whom need to supportive
- You can't "big bang" BPM
  - It works when you create phases that build on previous phases
- Terminology can catch you out
  - A shared service in the business domain of a call centre operation means something different to what it does in the IT domain
  - Invest in a shared set of terms
- It's a "Team Sport"
  - Business
  - IT
  - Suppliers

What have we done so far

- Built on existing brand and product capabilities, roadmap and assets
  - We did not reinvent the wheel
- Engaged with 2 customers
  - Understand requirements of the BPM portions of the projects on their books
  - Create an Enterprise Architecture end state
- Initially targeted the IBM Client IT Architects (CITAs) and IBM Software IT Architects (SWITAs)

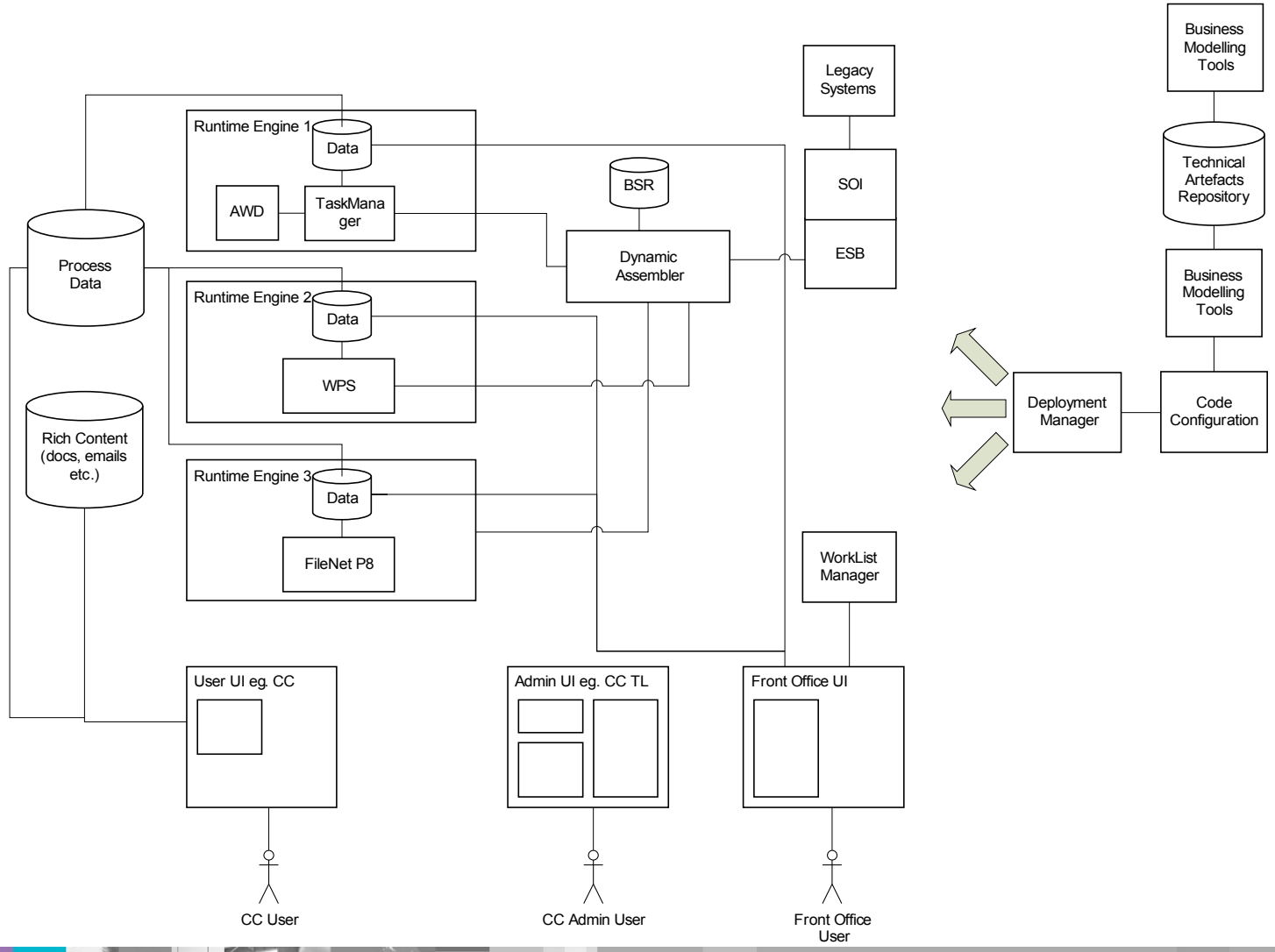
Business Process Management Capabilities

Process Realisation Layer	Document, Understand, Improve and Automate Processes
User Access Layer	Staff / Customer Self Service Collaboration Forms Personalisation
Process Layer	Content-Centric Process Flow Adhoc
Content Layer	Storage Retrieval Types of content: forms, letters, email, fax
Process Management Layer	Versioning Records Management Process Monitor

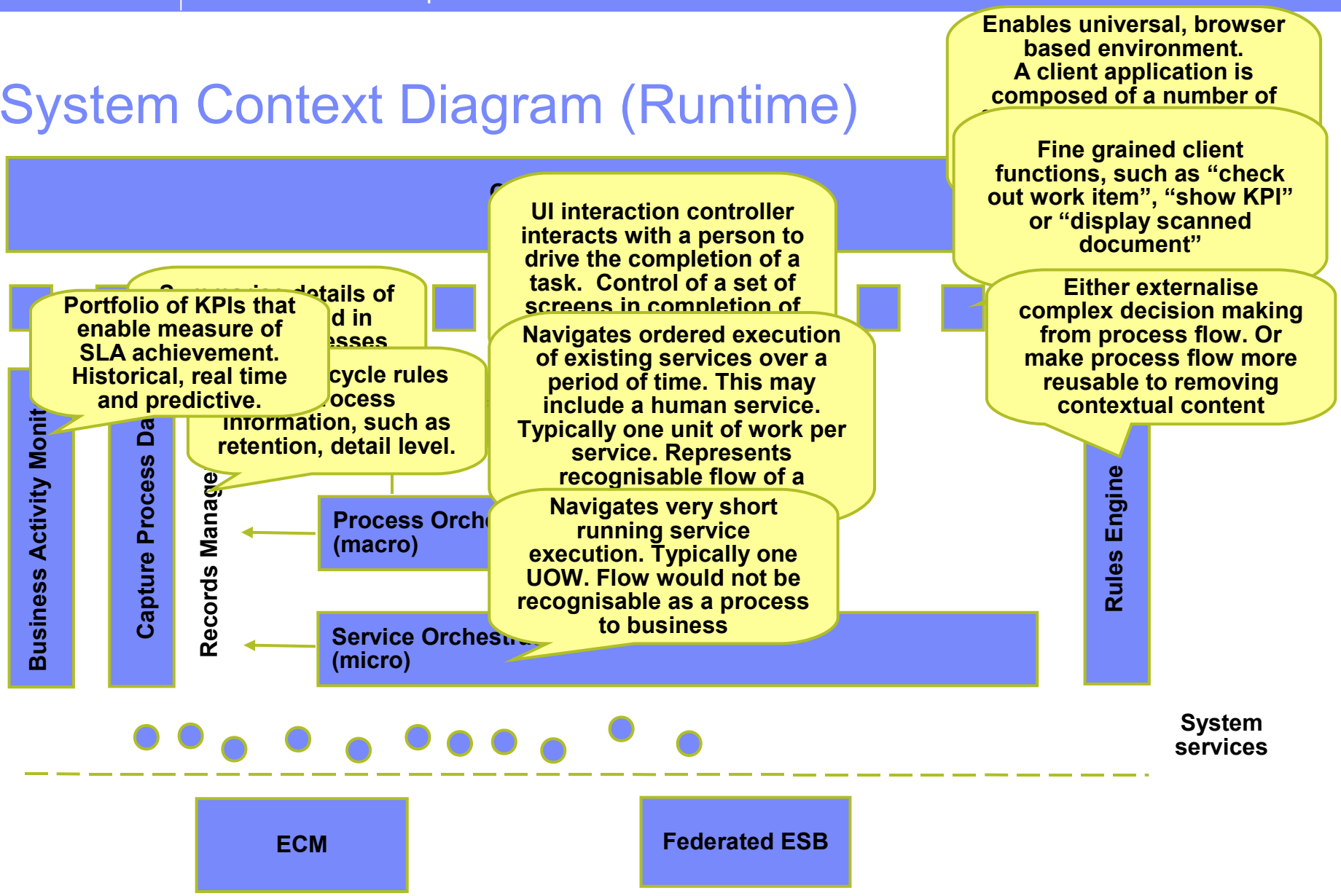
Comments on capabilities

- Intentionally technology agnostic
  - Focus on the requirements
- The existing product and brand reference architectures underpin this
- Coming up with the terminology was the hardest thing and it's still not fixed

Heterogeneous estate



System Context Diagram (Runtime)



Summary

- BPM is about creating phases that build on previous phases
- Focus on the business requirements
- BPM is a team sport, so let's form a team
- IBM Cross Brand Team
  - Malcolm McQuade – Information Management
  - John Clifton - Information Management
  - Mark Wilkinson - Information Management
  - Daniel Crow - Information Management
  - Paula G Dantas – Lotus
  - Sarah Hill - WebSphere

What should we do next?

- Our current thoughts
  - Need to mature this further by delivering a project making use of the EA
    - Lessons learned
    - Gotchas
    - Best practice
- Rational, Tivoli
- What do you think?