



WebSphere. software

Business Activity Monitoring of 'non-IBM' activity

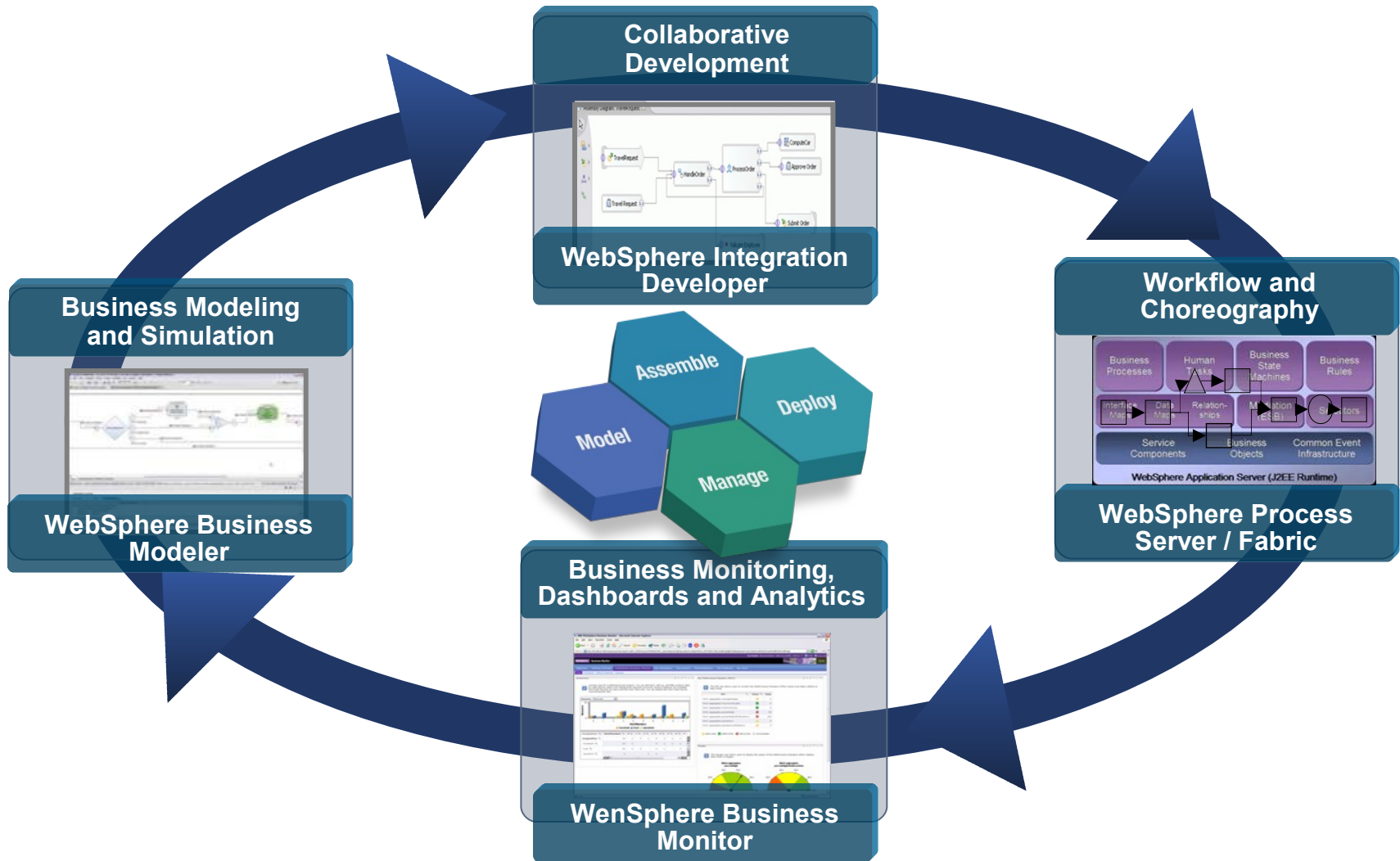
WebSphere Business Monitor & WebSphere Message Broker

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WebSphere Technical Sales

Agenda

- Intro to BPM & BAM
- WebSphere Business Monitor
- Talking to WebSphere Business Monitor
- Demo using WebSphere Message Broker
- Dashboards & “Business Space”

BAM of the BPM Lifecycle

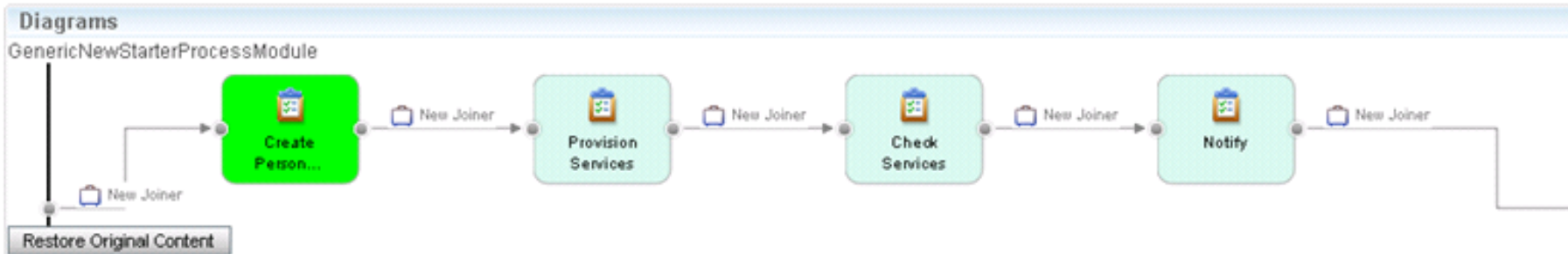


Instances

Export ...

Diagram	Firstname	Surname	Sex	StudentNumber	EmployeeNumber	GenericNewStarterProcess Elapsed Duration	GenericNewStarterProcess Start Time
	Donald	Jones	M	12345		18 m, 43.031 s	October 31, 2008 9:46:45 AM
	Rhiannon	Walton	F	3244		12 d, 3 h, 5 m, 1.859 s	October 31, 2008 10:13:10 AM
	Simon	Smith	M	33143		4 m, 4.969 s	November 12, 2008 11:51:36 AM
	Amy	Jones	F	1234		2 m, 56.016 s	November 12, 2008 11:58:55 AM
	Matt	Turnbull	M		1234	1 m, 9.531 s	November 12, 2008 12:10:35 PM
	Mike	Spradbery	M	1234		5 m, 17.218 s	November 12, 2008 12:35:14 PM
	Matt	Turnbull	M	88874		3 m, 30 s	November 12, 2008 4:56:15 PM

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Add a widget

KPIs

KPI Name	Status	Value	Target	Value in Range
GenericNewStarterProcess Average Elapsed Duration		1 d, 17 h, 39 m, 59.517 s		
Number of Male Employees		1	10	



Monitoring gives real time insight

Process Metrics

Key Performance Indicators for business units

Collaboration

Work with teams to resolve situations

Business Alerts

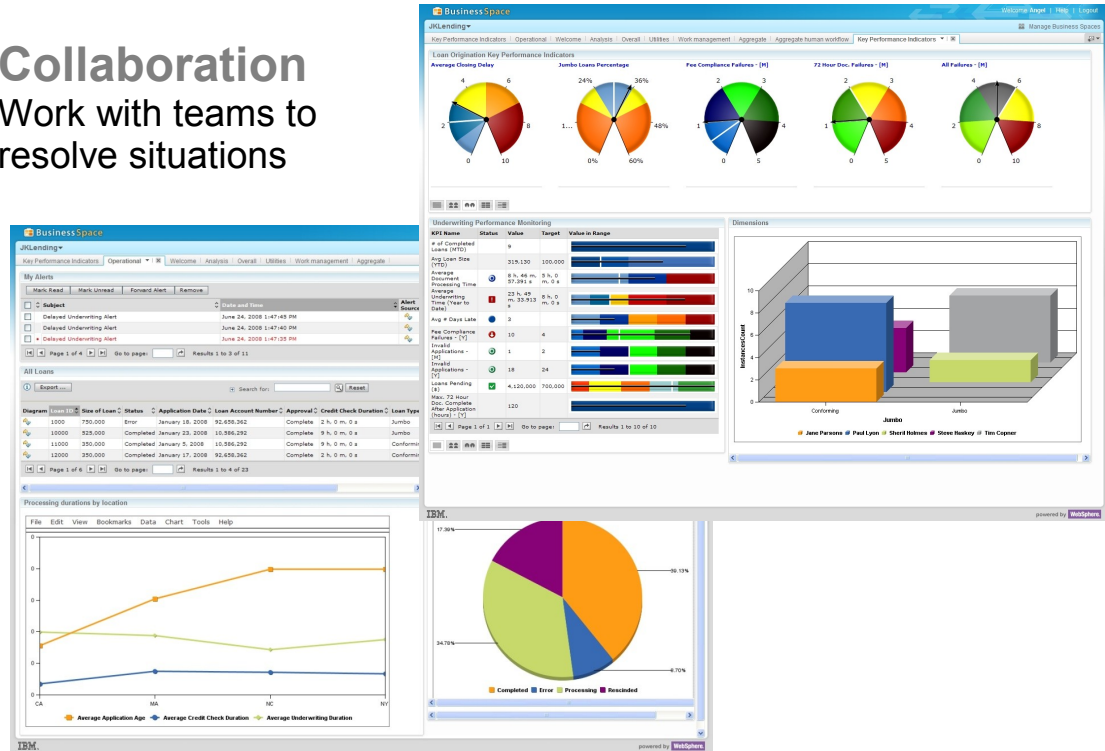
Notification of situations that require response

Reports & Analyses

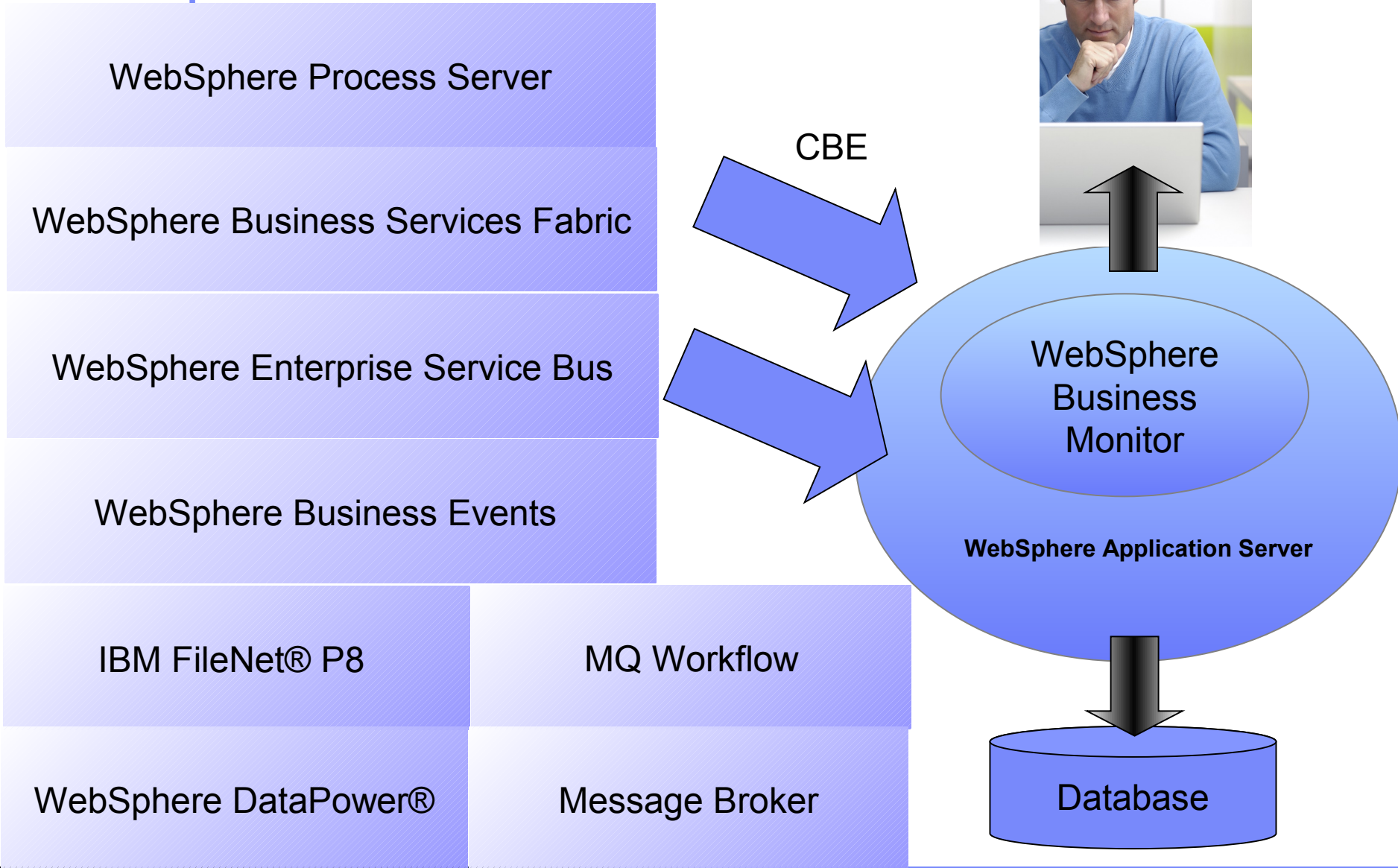
Understanding trends by combining real-time performance and historical information

External Information

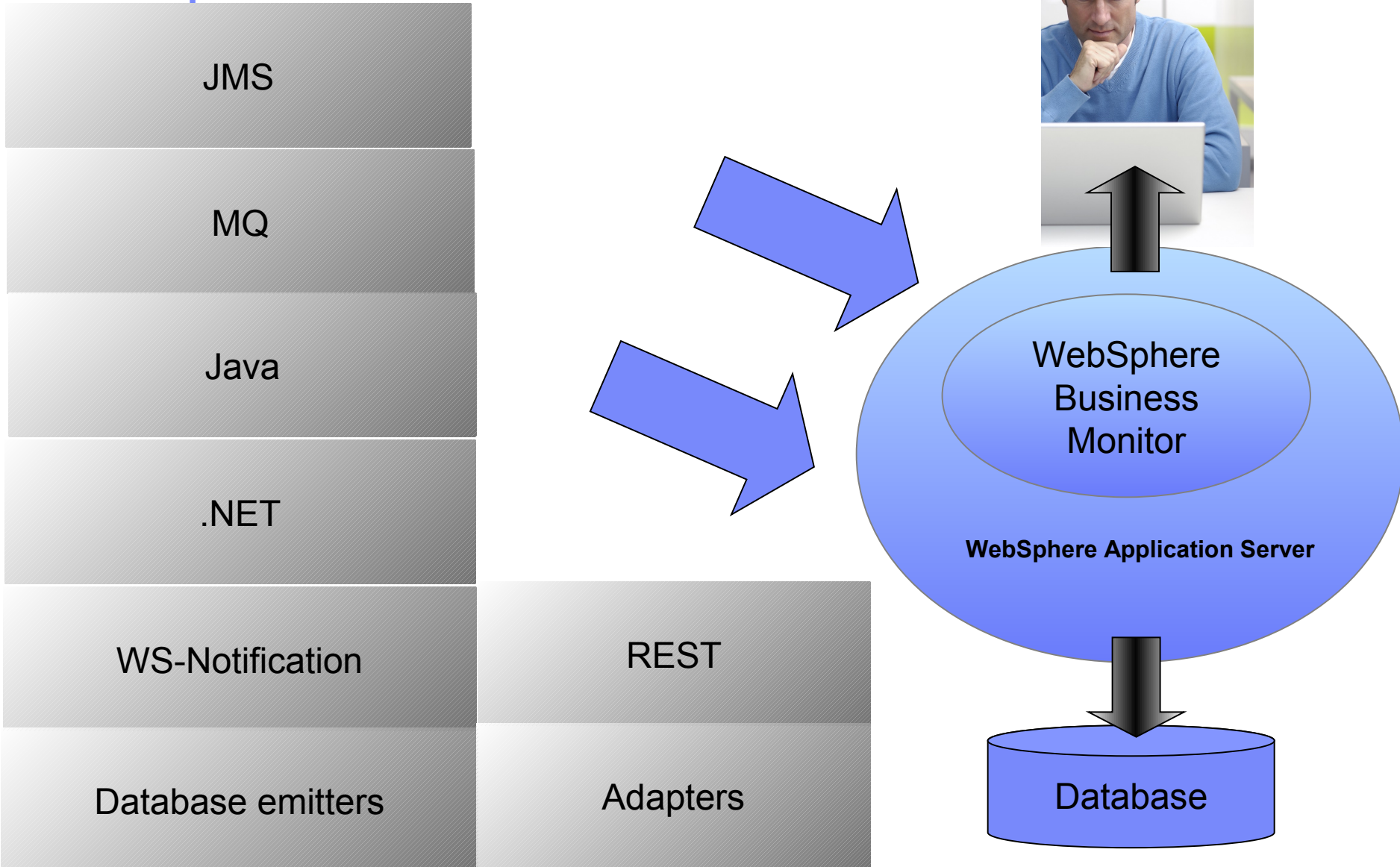
Information affecting business performance



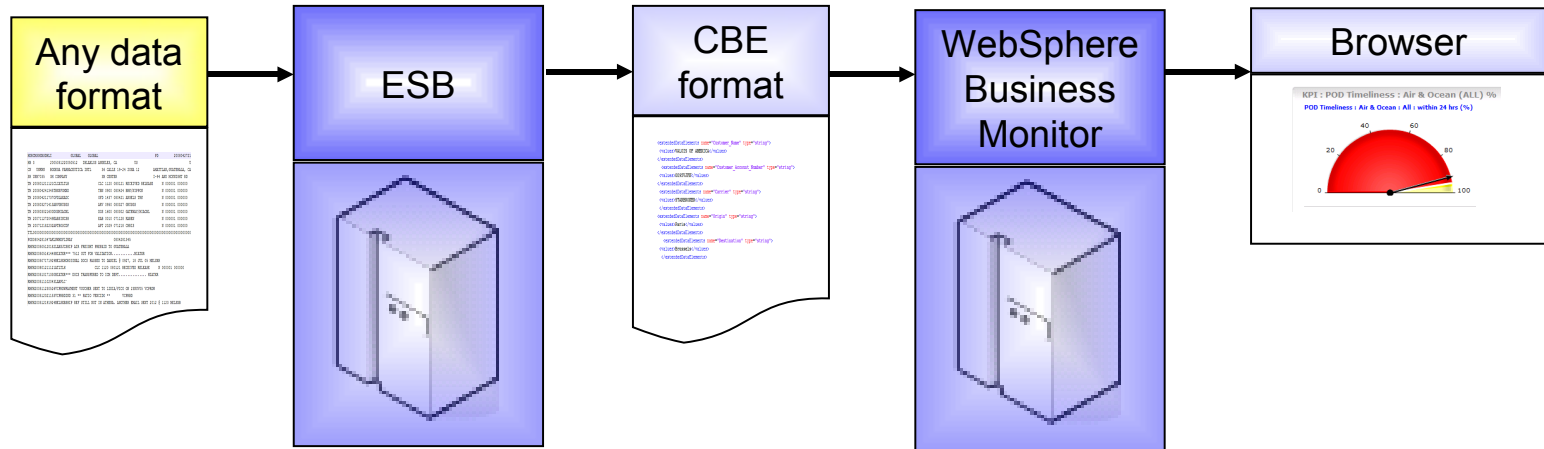
WebSphere Business Monitor



WebSphere Business Monitor



Monitoring 'non-BPM' data



WebSphere Message Broker & Monitoring

The screenshot displays the WebSphere Message Broker configuration interface. On the left is a 'Palette' with various components like Selection, Connection, Favorites, and protocols. The main area shows a flow diagram with nodes: 'InputOrder' (green), 'ComputeOrderTotal' (grey), 'GoldOrderTotal' (blue), and 'RegularOrderTotal' (blue). The 'RegularOrderTotal' node is circled in red. Below the diagram are tabs for 'Graph' and 'User Defined Properties'. At the bottom, the 'Properties' window is open to the 'Monitoring' tab for the 'MQOutput Node Properties - RegularOrderTotal'. The 'Monitoring' tab is also circled in red. It shows an 'Events' table with one entry: 'In terminal' from 'RegularOrderTotal.terminal.in'.

Enabled	Event Source	Event Source Address
<input checked="" type="checkbox"/>	In terminal	RegularOrderTotal.terminal.in

- Intro to BPM & BAM
- WebSphere Business Monitor
- Talking to WebSphere Business Monitor
- **Demo using WebSphere Message Broker**
- Dashboards & “Business Space”

Widgets

- Widgets are just out of box views
- Multiple product views in one dashboard
- Non technical people can build their own dashboards

Process Server

Monitor

Process Server

Process Server

Misc. Tools

Pub Server

Google Tools

Business Configuration

- Business Rules

Business Monitoring

- KPIs
- Instances
- Diagrams
- Alerts
- Reports
- Dimensions
- Human Tasks

Business Monitoring Tools

- KPI Manager
- Alerts Subscription
- Export Values
- Getting Started For Monitor

Human Workflow

- My Team's Tasks
- Send Widget
- Team List
- My Tasks
- Available Tasks

Human Workflow

- Tasks Created By Me
- Task Creation
- Task Information
- Human Workflow Diagram

Viewers

- Web Site
- Presentation
- Spreadsheet
- Document
- Web Feed

Reviewing

- Review Drafts
- Publishing Server Access Control
- Inspect Released
- Draft Manager
- Released Manager
- Publishing Server Status
- Getting Started Publishing Server

Google Tools

- Google Calendar

Google Tools

- Google Gadgets

Dashboards

BusinessSpace

Welcome 717176897 | Help | Logout

Joe's Space

Dashboard

Diagrams

Sales KPI Context

Average Sales in Europe

■ Good
■ Average
■ Poor
■ No data

Instances

Export ... Search for: [] Reset

COMPLETED	Country	Customer Name	Process Start Time	Sales	Sales Process Duration
★	Ireland	ABC Partners	February 1, 2007 4:44:24 PM	€158.00	5 m, 57.46 s
★	Estonia	NM Plc	February 3, 2007 5:22:07 PM	€1,944.00	5 m, 47.491 s
★	Finland	ACME	February 5, 2007 4:13:25 PM	€630.00	5 m, 40.72 s
★	Ireland	DG Ltd	February 15, 2007 6:49:04 AM	€1,583.00	3 m, 51.696 s
★	Moldova	JK Enterprises	February 15, 2007 4:52:09 PM	€335.00	7 m, 14.473 s
★	Romania	JP Bros	February 19, 2007 7:47:06 AM	€1,379.00	5 m, 13.303 s
★	Turkey	JP Bros	February 20, 2007 6:38:07 AM	€1,417.00	6 m, 7.06 s
★	Slovenia	ABC Partners	February 24, 2007 12:56:14 AM	€1,149.00	7 m, 8.385 s
★	Andorra	JK Enterprises	February 24, 2007 5:14:00 AM	€1,537.00	9 m, 5.203 s
★	Denmark	AM Holdings	March 6, 2007 9:03:05 AM	€1,753.00	1 m, 34.136 s

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KPIs

Avg Process Duration

Avg Sales in Europe

Add a widget

Alerts

Mark Read Mark Unread Forward Alert Remove

Subject	Date and Time
Service Level Agreement has been missed	June 19, 2008 9:15:50 AM
Service Level Agreement has been missed	June 19, 2008 9:01:08 AM
Service Level Agreement has been missed	June 19, 2008 9:00:26 AM

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Add a widget

Diagram

Instances

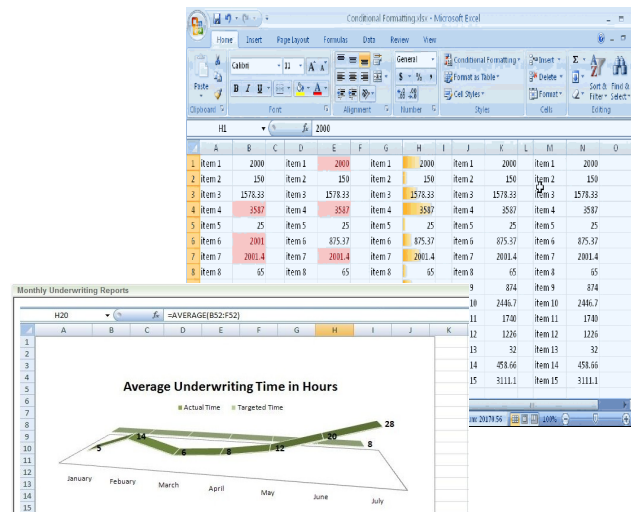
Alerts

KPIs

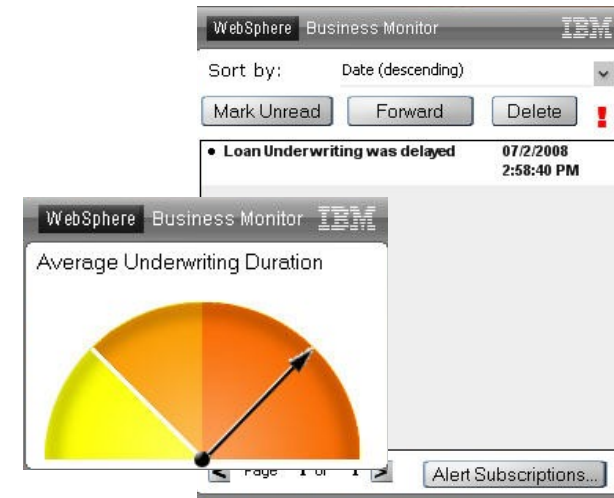
Business Users Get Process Information Wherever They Need It Manage Processes in Multiple Environments



BAM on Mobile Devices such as Blackberry smartphones



BAM in Excel on the Desktop or use within the Web Dashboard



BAM on the desktop through Google Gadgets

Summary

- WebSphere Business Monitor can monitor information from a wide variety of sources
- Existing WebSphere Message Broker Toolkit 6.1.0.3 users can gain real-time monitoring with ease
- “Business Space” allows end users to view information the way they want it, enabling them to take action in real-time, saving time and money.

धन्यवाद
Hindi

多謝
Traditional Chinese

ขอบคุณ
Thai

Any more, please feel free to drop me an email :

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Grazie
Italian

多谢
Simplified Chinese

Danke
German

நன்றி
Tamil

ありがとうございました
Japanese

감사합니다