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## **Next Generation Business Process Management – With SOA Foundation**

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# Agenda

**1** Need for Business Process Management

**2** Business Process Management Lifecycle

**3** Evolution of BPM Software

**4** Oracle BPM Solution and Offering

**5** Product Demonstration

**6** Key Takeaways

# Key BPM Business Drivers –

Process Focus and Technology Advances Converge!



- **Increased Focus on Business Processes**
  - Process improvement projects driven by LOB/Process Owners. Initiatives such as Six Sigma and Re-engineering.
  - Driven by new business models and competition
  - Regulatory Compliance Needs
- **Emerging IT Trends**
  - Service Oriented Architectures
  - Composite Applications
  - Standards – Web Services, BPEL, BPMN, XML
- **Increased Pressure to do More with Less**
  - Tight collaboration and alignment among business and IT
  - ROI and Business Value from IT investments



# Typical BPM Scenarios

Scenario	Examples
Automating activities traditionally performed by humans	<ul style="list-style-type: none"><li>✓ Letter of Credit Processing in a Bank</li><li>✓ Insurance Claims Processing</li><li>✓ Sales Quote Processing and Management</li></ul>
Creating process-centric composite applications	<ul style="list-style-type: none"><li>✓ Distributed Order fulfillment</li><li>✓ FSI Account Origination</li><li>✓ Employee On Boarding</li></ul>
Automating and integrating business processes that span multiple silo application systems and business partners	<ul style="list-style-type: none"><li>✓ Order to Cash</li><li>✓ Procure to Pay</li><li>✓ Service Request to Resolve</li></ul>

*In all scenarios both System and Human Interactions Interleave*



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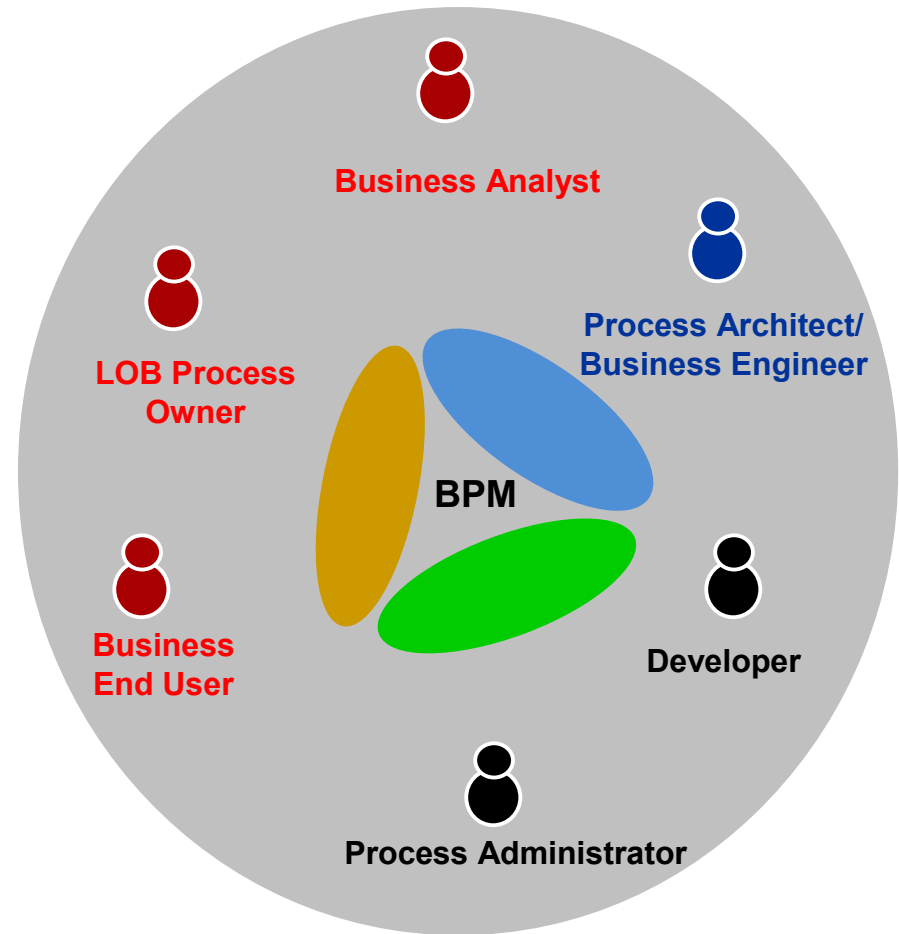
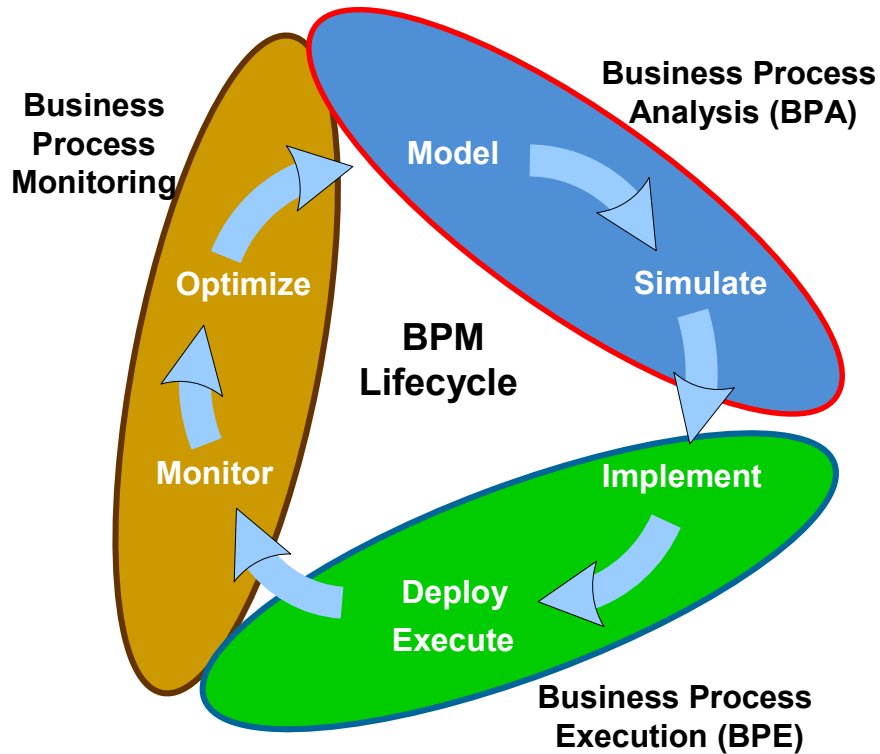
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# BPM Lifecycle & Stakeholders





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# Evolution of BPM Software



## Primarily Workflow Tools with focus on

- Document Management & Imaging
- Human to human interactions

Many different Tools with Poor Integration

Lack of Standards

Unification of Process, Rules and Analytics

Unification of Human Workflow and System Automation

Some Standards

SOA as an Enabler

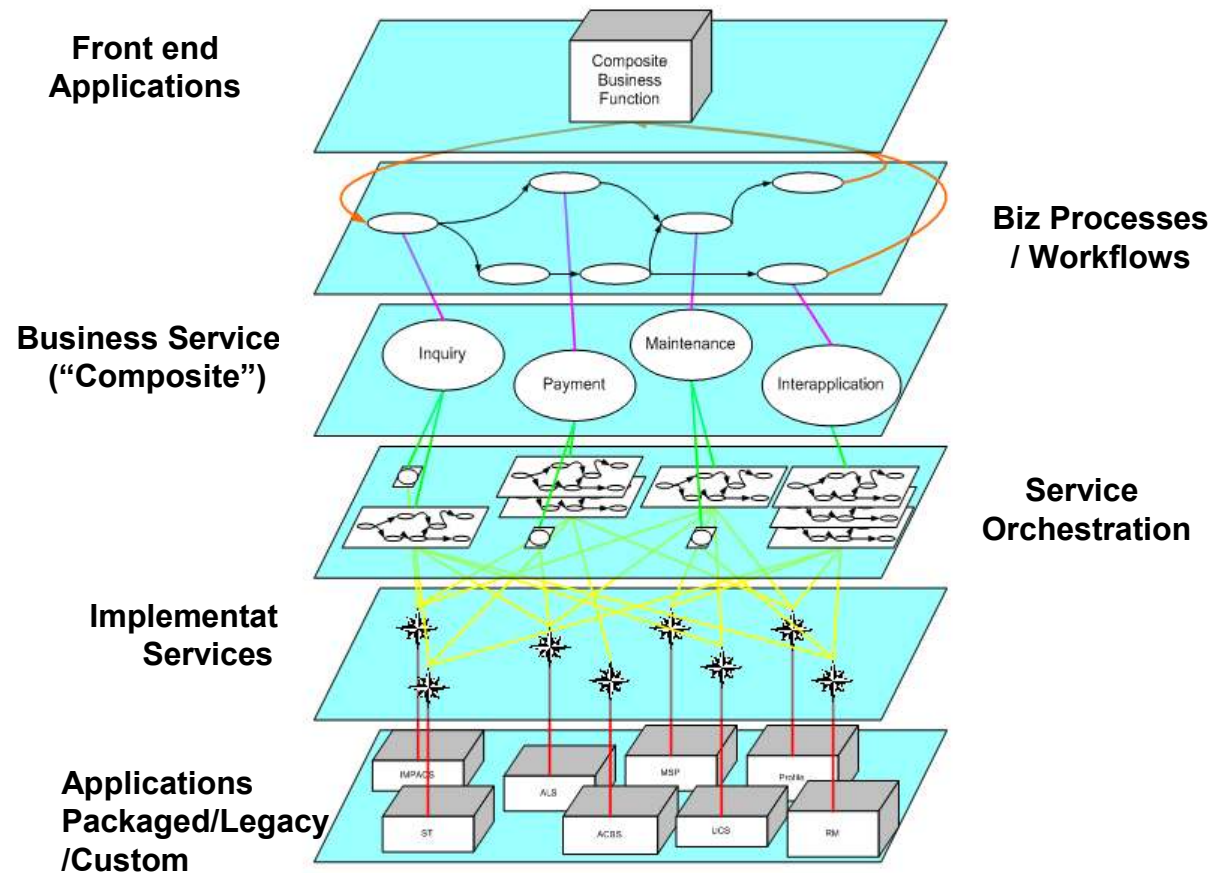
Better Business and IT Collaboration

Ubiquitous Standards Support

Process Centric Composite Apps

Business User Empowerment

# SOA as BPM Enabler



- ✓ BPM provides a great abstraction for building business systems
- ✓ SOA provides the platform that bridges the business processes and operational resources
- ✓ BPM optimizes the use of SOA across core business processes that impact business objectives



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# Oracle Fusion Middleware



**Development Tools**  
SOA Tools & Framework



**User Interaction**  
Portals, Content, Search,  
Desktop, Mobile, VoIP



**Business Intelligence**  
ETL, Q&A, OLAP, Reports,  
Alerts, Real Time



**Integration & Process Management**  
Messaging, ESB, BPM, B2B, BAM, MDM



**Application Server**  
J2EE, WS-\*, Events, Rules



**Grid Infrastructure**  
Clusters, Metadata, Registry, Security

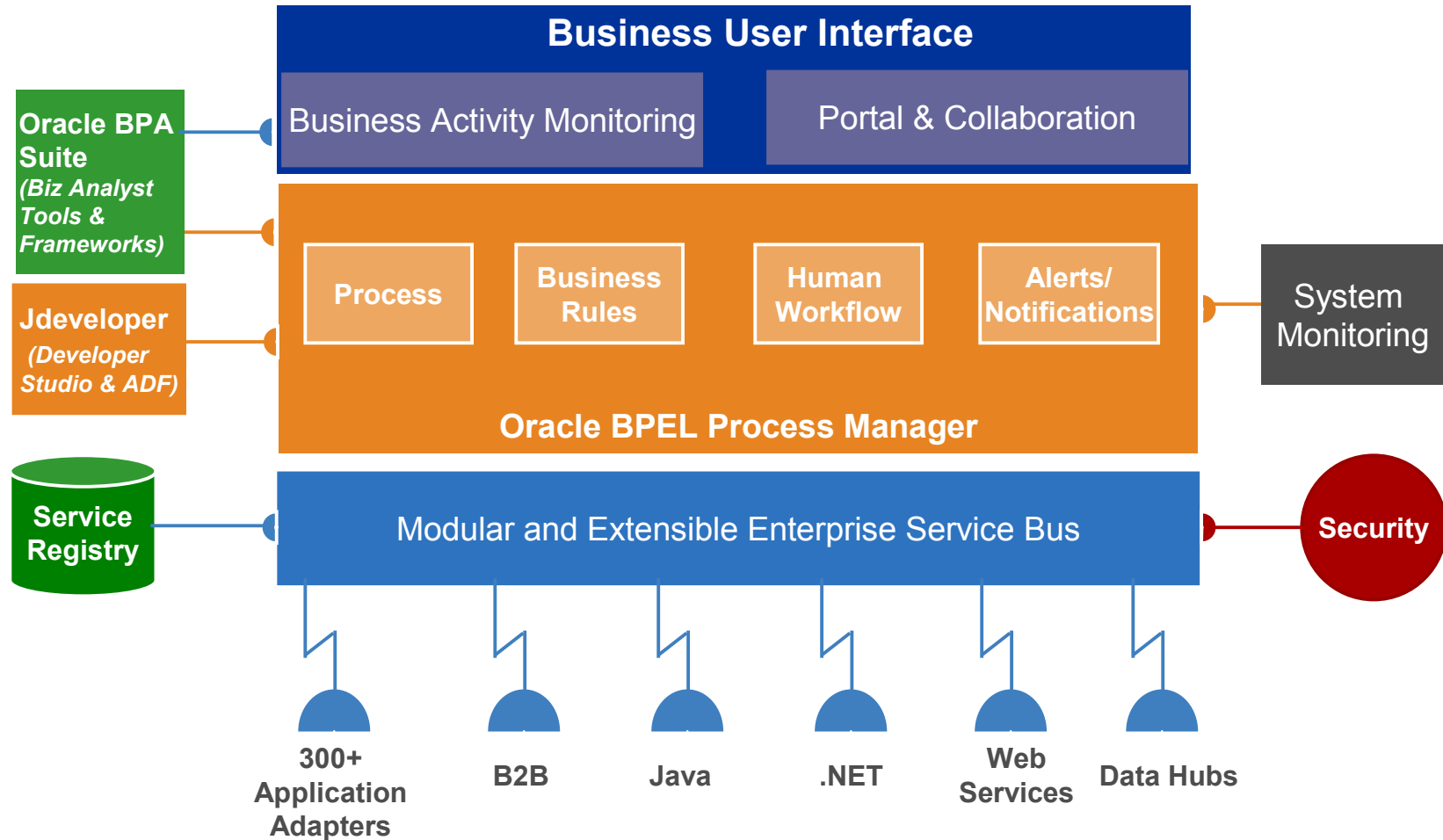


**Systems Management**  
System Application  
Services



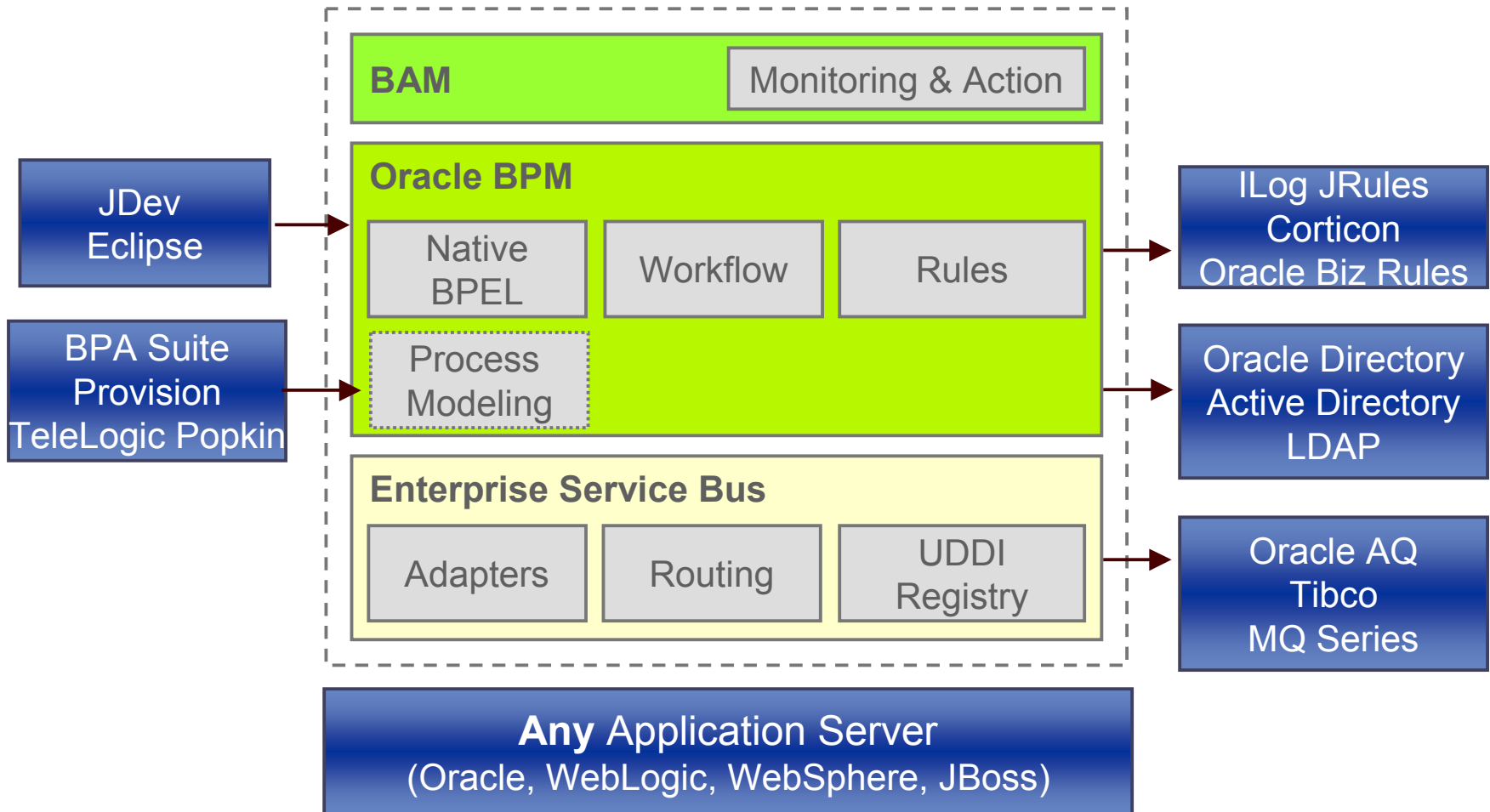
**Identity Management**  
Directory Provisioning, Single  
Sign-On, Identity Administration

# Oracle BPM Solution



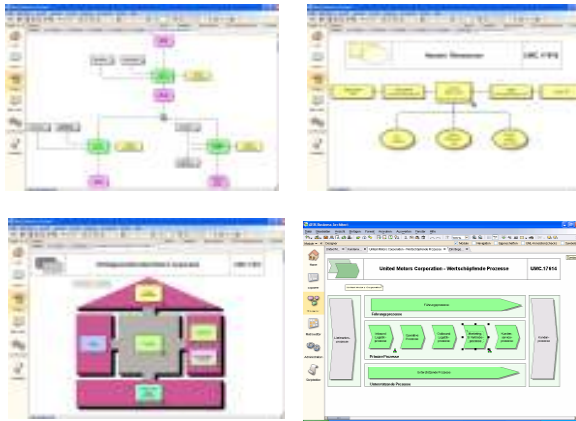
# “Hot-Pluggable” by Design

## *Deployment Flexibility*

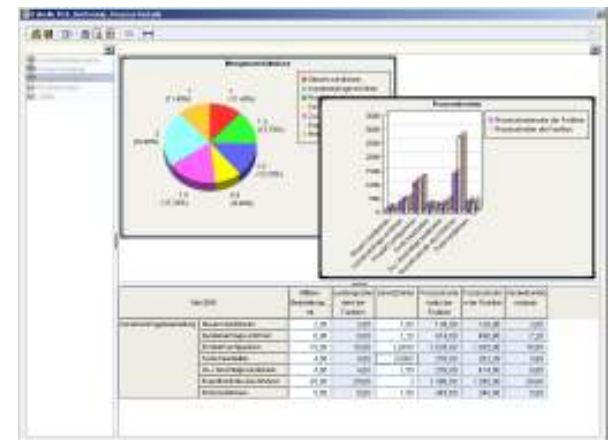


# Oracle BPA Suite – *Powered by ARIS*

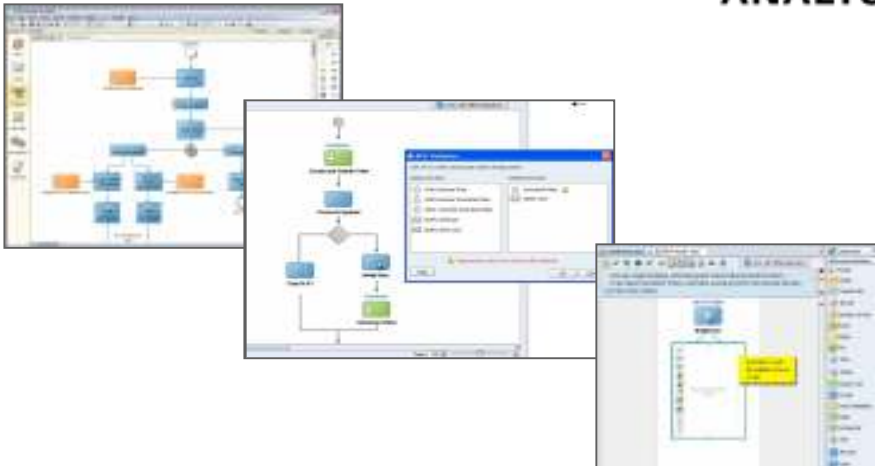
## Business Process Architect



## Business Process Simulator

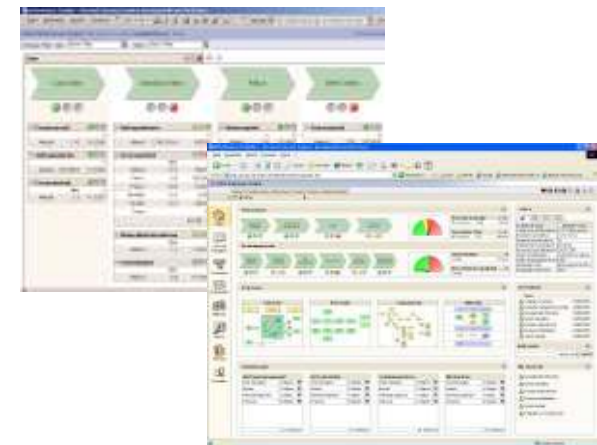


## Integration with SOA, BPEL PM



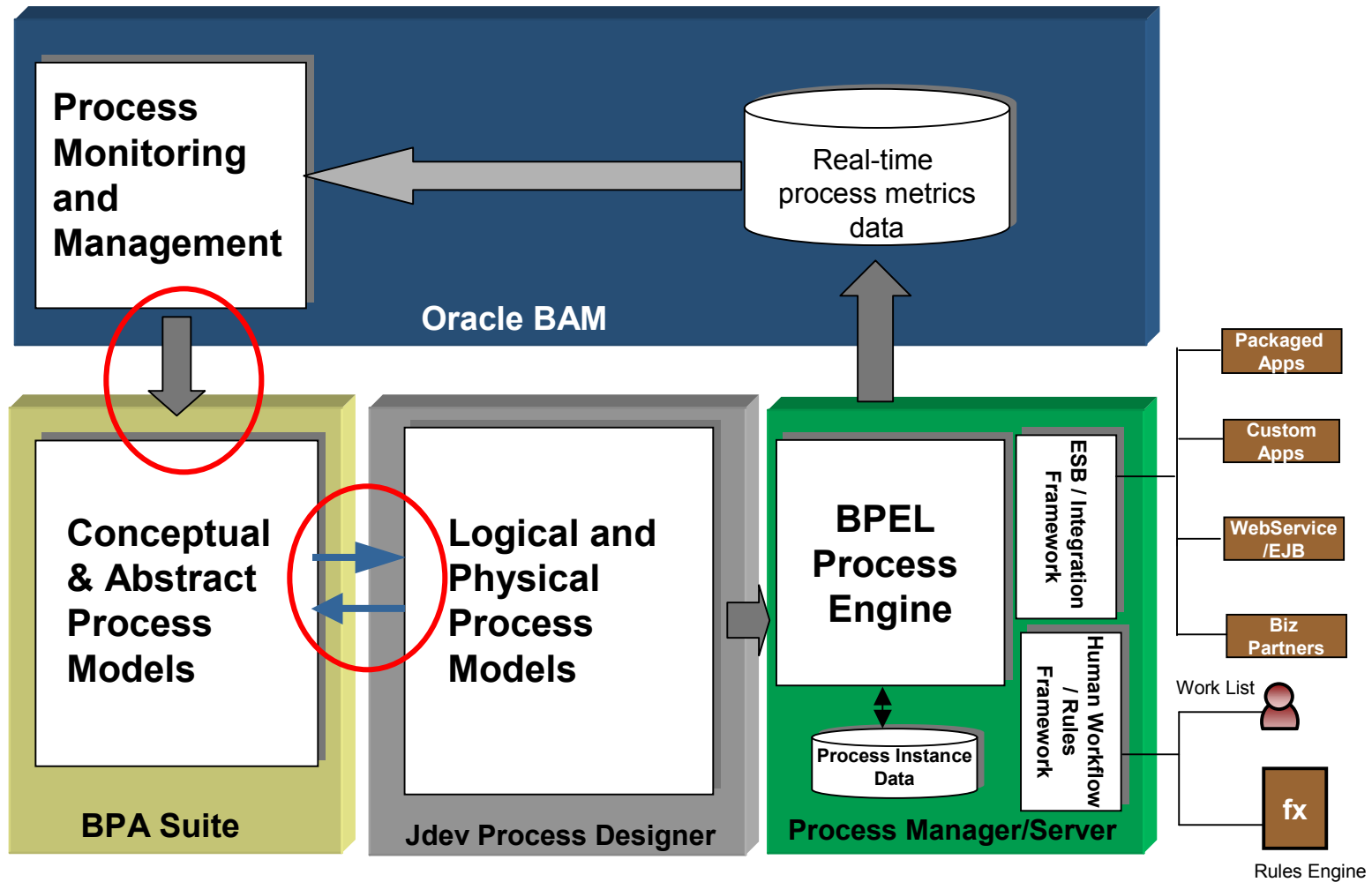
**ORACLE®**  
**BUSINESS PROCESS ANALYSIS SUITE**

## Business Process Publisher



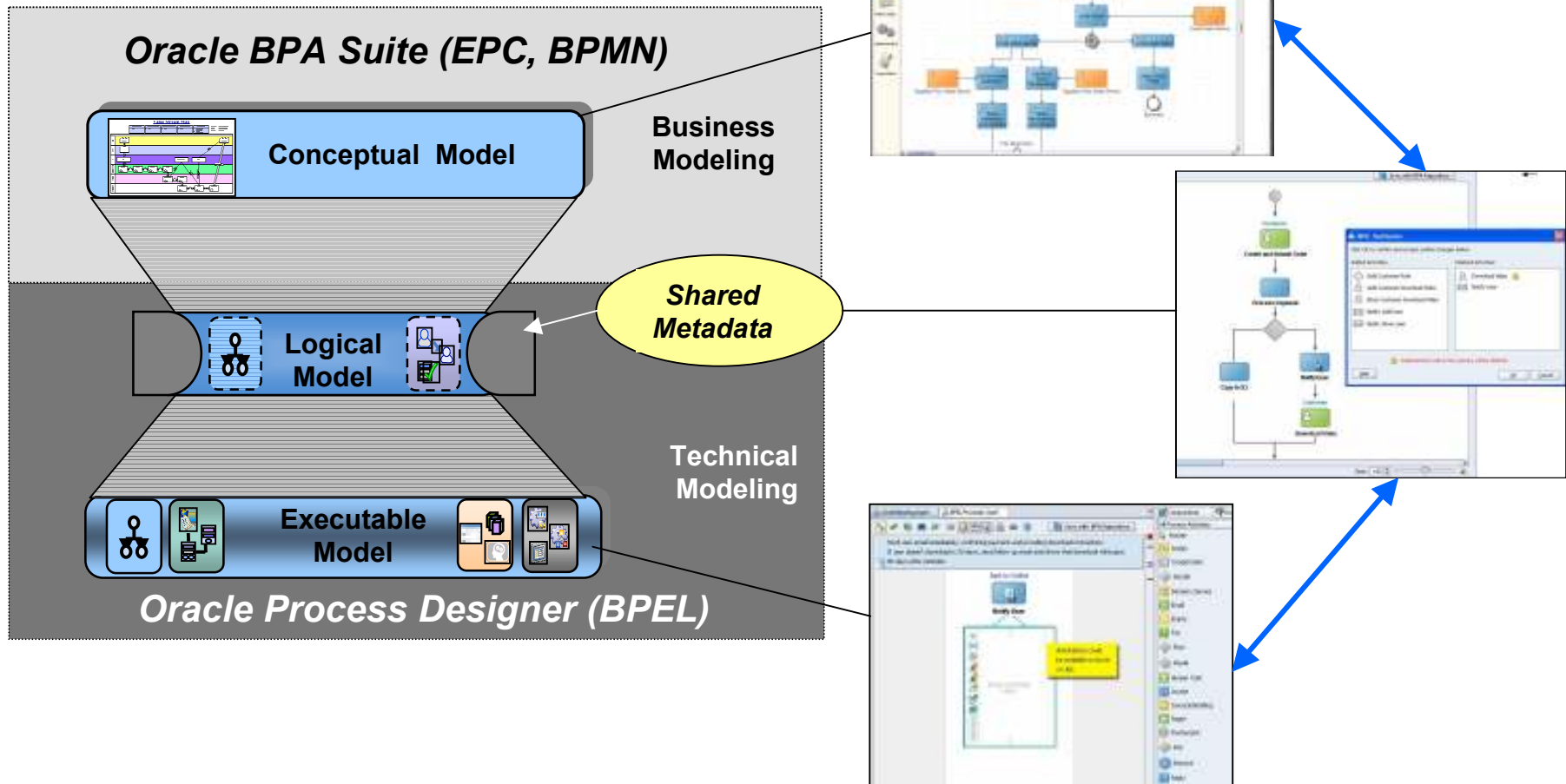
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# Business and Technical Model Integration Strategy (BPA and SOA)



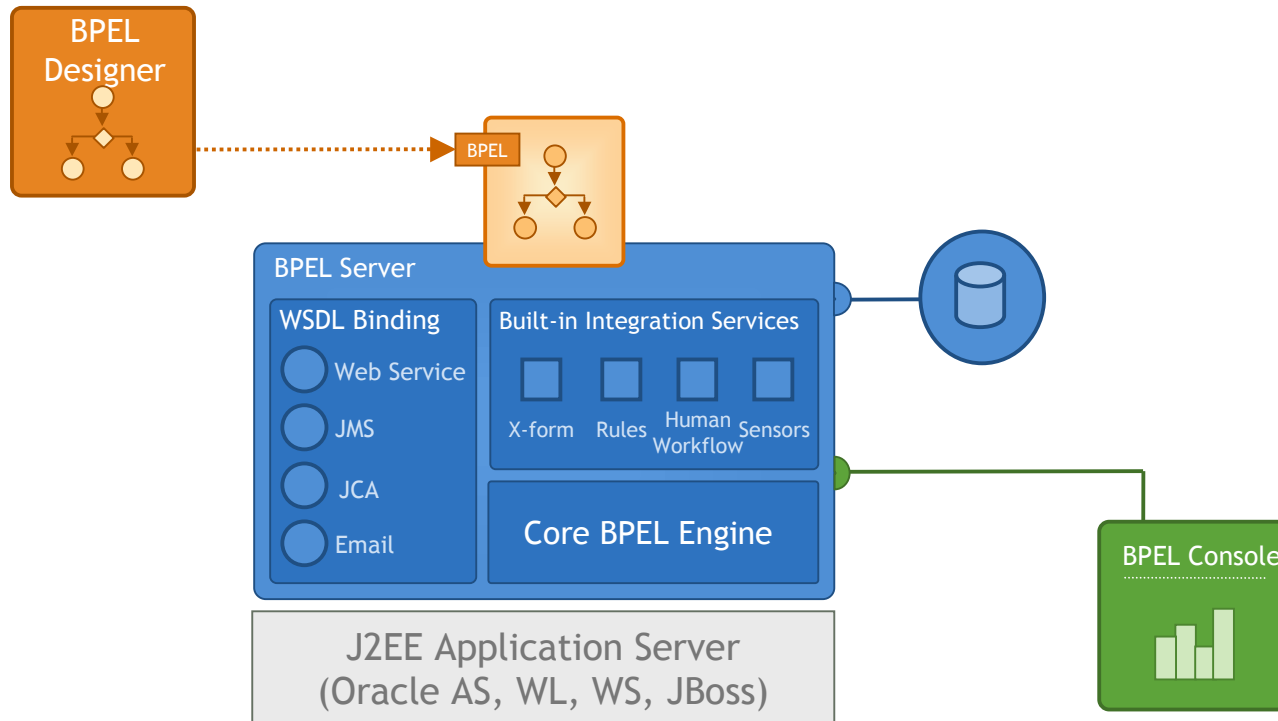
# Key Underpinnings of our Integration Approach

## *Business and Technical Modeling Alignment*

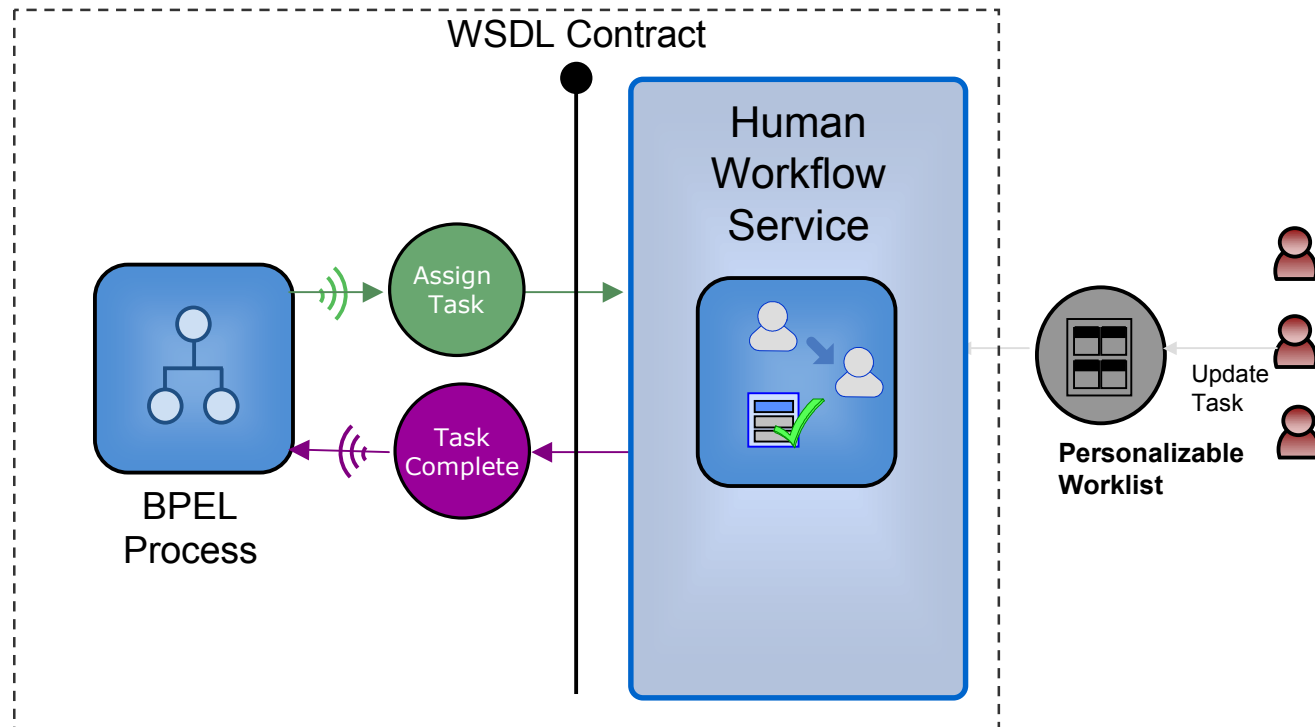


# Oracle BPEL Process Manager

*Design, Deploy and Manage BPEL Processes*



# Human Workflow as a “Service” in BPEL Process Manager



✓ One composite metadata driven Human Workflow Service which interacts with the process engine and in turn has flexible component services.

# Human Workflow Editor

The screenshot shows the Oracle Human Workflow Editor interface. The left pane displays a project tree with folders like 'Applications', 'Schemas', and 'Resources'. The main workspace is divided into several sections:

- Automatic Form Generation:** A callout points to the 'Form' section, which includes fields for 'Title', 'Outcomes', 'Priority', and 'Owner', along with a 'Parameters' table.
- Flexible Assignment and Routing Policy:** A callout points to the 'Assignment and Routing Policy' section, which lists participants like 'Service Desk (SingleApprover)' and 'HelpDesk-agent (SingleApprover)' with associated user and group information.
- Self Regulating Processes:** A callout points to the 'Expiration and Escalation Policy' section, which includes options for 'Allow all participants to invite other participants', 'Enable abrupt completion condition', and 'Escalate after' settings (Fixed Duration and By Expression).
- Process and policy enforcement:** A callout points to the 'Notification Settings' section, which includes a table for task status and recipient information.

Task Status	Recipient	Notification Header
Assign	Assignees	
Complete	Creator	

# Role Based Worklist Application...

The left screenshot displays the Oracle BPM Worklist main interface. It features a navigation menu on the left with sections like 'Work Queues', 'My Work Queues', and 'My Views'. The main area shows a table of tasks with columns for Number, Title, Assignee(s), and Priority. Below the table is a 'Chart' showing task counts by status.

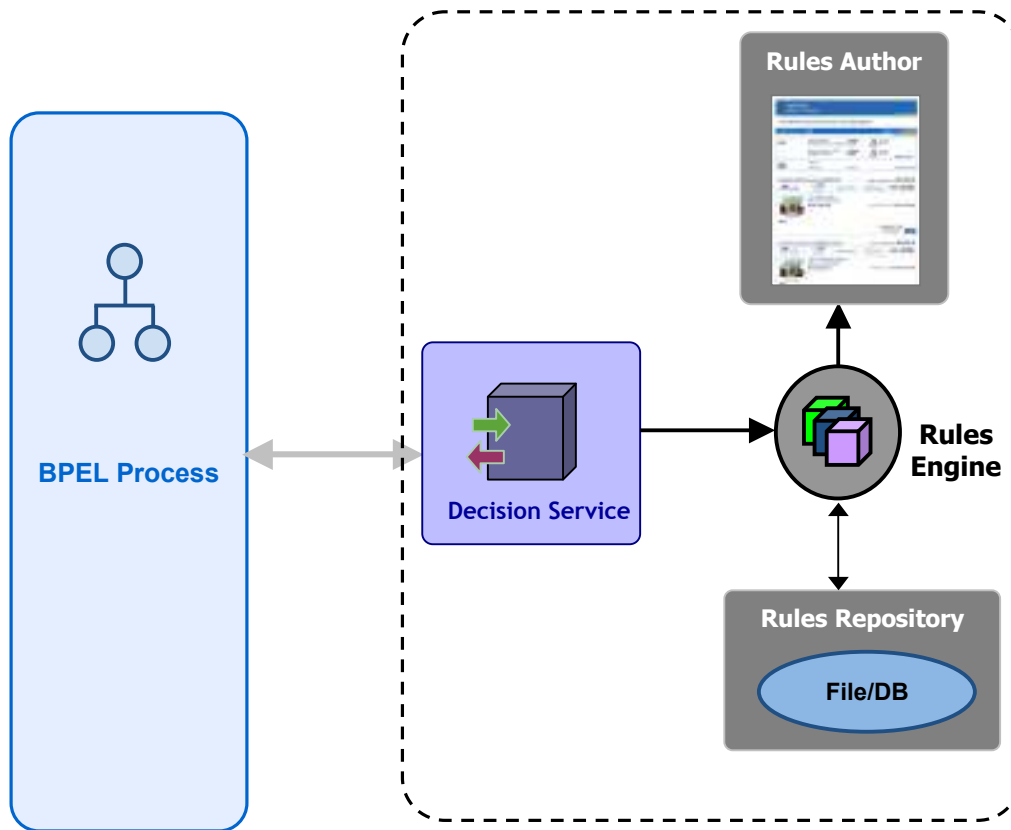
Number	Title	Assignee(s)	Priority
10000	training expense approval for jcooper	jstain (J)	3
10001	travel expense approval for jcooper	jstain (J)	3
10003	travel expense approval for jcooper	jstain (J)	3
10004	travel expense approval for mivan	jstain (J)	3

The right screenshot shows the 'My Rules' configuration page for 'ExpenseRoutingRules'. It includes a 'Rule Detail' section with fields for Rule Name, Rule Description, and application dates. Below this is a section for defining conditions and actions for tasks.

**Rich Worklist UI for the business user**

**Business users manage their own rules**

# Business Rules as a Decision Service in BPEL Process Manager



## Modern Biz Rules Functionality

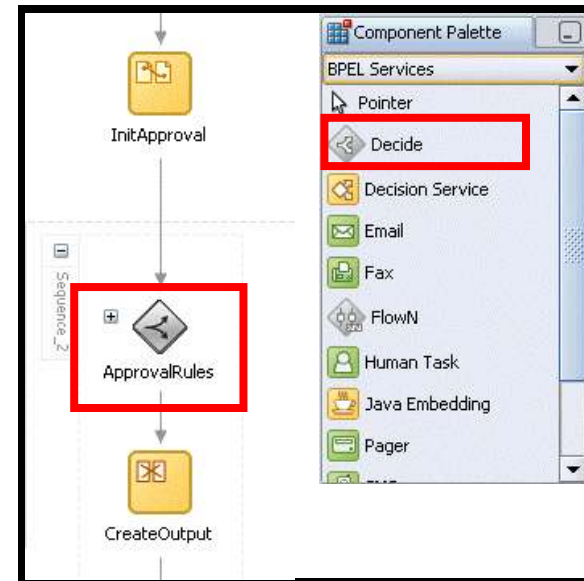
- ✓ An integrated Rules Engine
  - Design Time Rule set Introspection
  - Support for multiple interaction patterns
- ✓ Support for multiple Rules Engines including Oracle Business Rules, ILog, Fair Isaac etc.
- ✓ Ability to invoke multiple Rules engines within a single business process

# Decision Service in BPEL PM...

## Seamless Integration between Processes & Rules

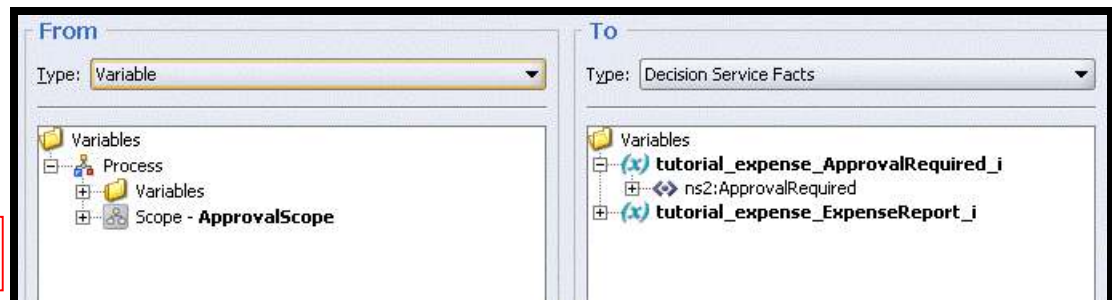


Decision Service wizard navigates Rules repository



Decide activity invoke rules

Map variables to facts



# Oracle Business Rules

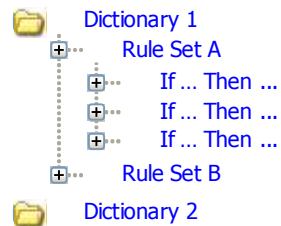


Oracle Rule Author  
(Web Based)

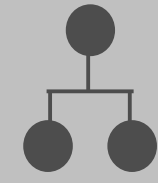


Application Specific  
Custom Authors

## Rules SDK



## Rules Repository



BPEL

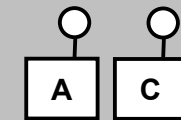
```
/** @Foo **/  
method Foo(...)  
{
```

Java  
Application

## Rules API (JSR 94)



XML Facts



Java Facts

Rules Language  
(Java Like)

RETE Rules "Engine"  
(based on JESS)

# Business Process Monitoring & Management



- ✓ Sensors and monitoring probes in the Process
- ✓ Ability to take Action right in the dashboard
- ✓ Ability to Change processes in-flight
  - Business Rules Change
  - Human Workflow Change
  - “Controlled” Process Flow Change
- Feedback Loop to Process Simulation



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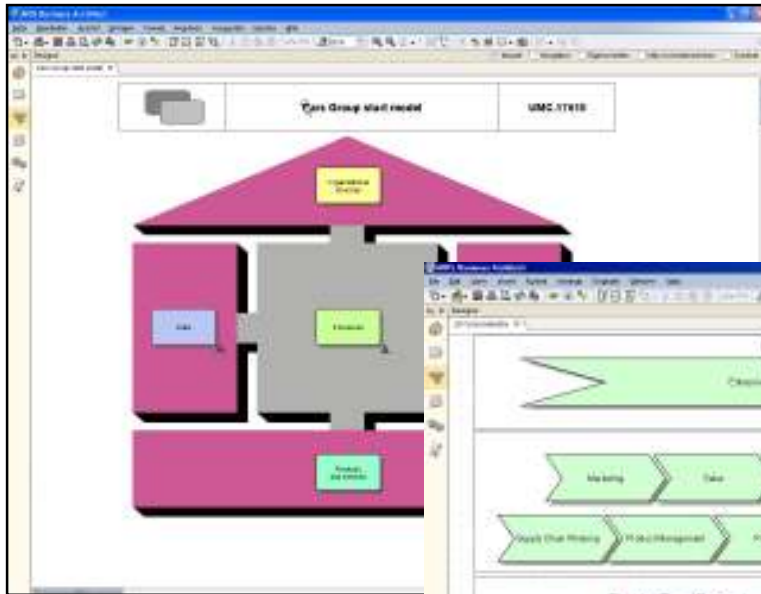
# D E M O N S T R A T I O N



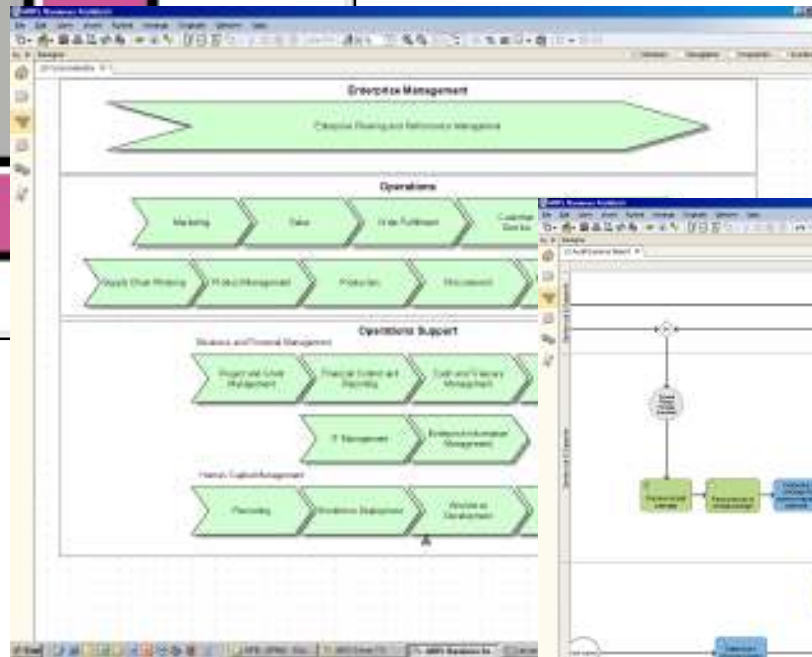
# Demonstration Scenarios

- Business Process Modeling, Simulation and Publishing Using the BPA Suite
- Business & IT Collaboration in Action

# Step 1: Business Process Modeling

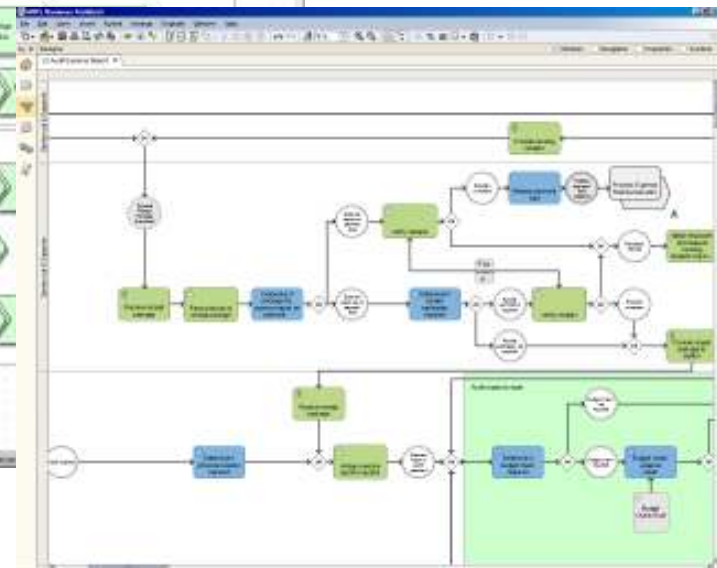


Organization BPM  
Entry Model

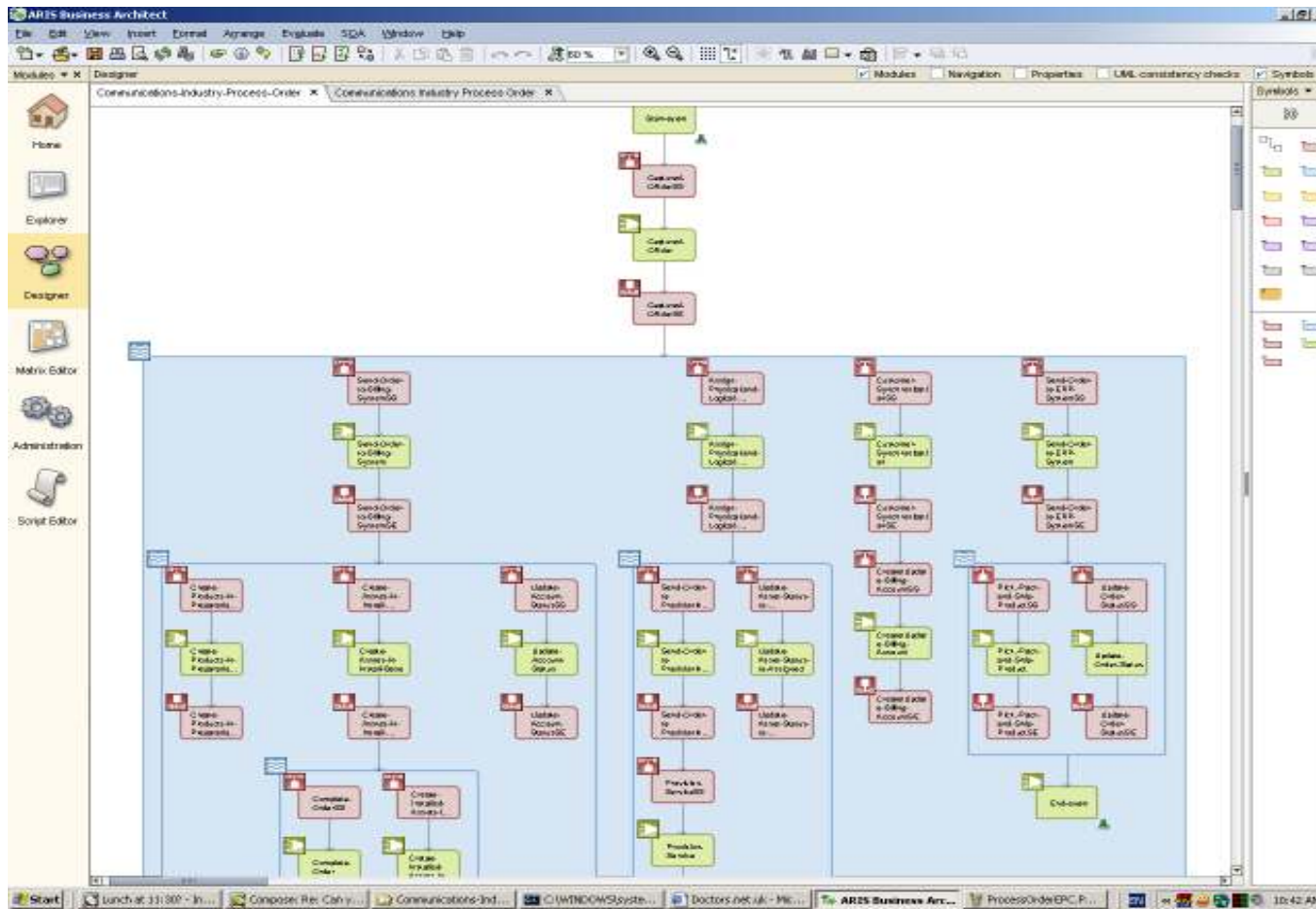


Service-Oriented  
Process

Organization  
Processes  
Overview



# Step 2: Convert to Business Process Outline

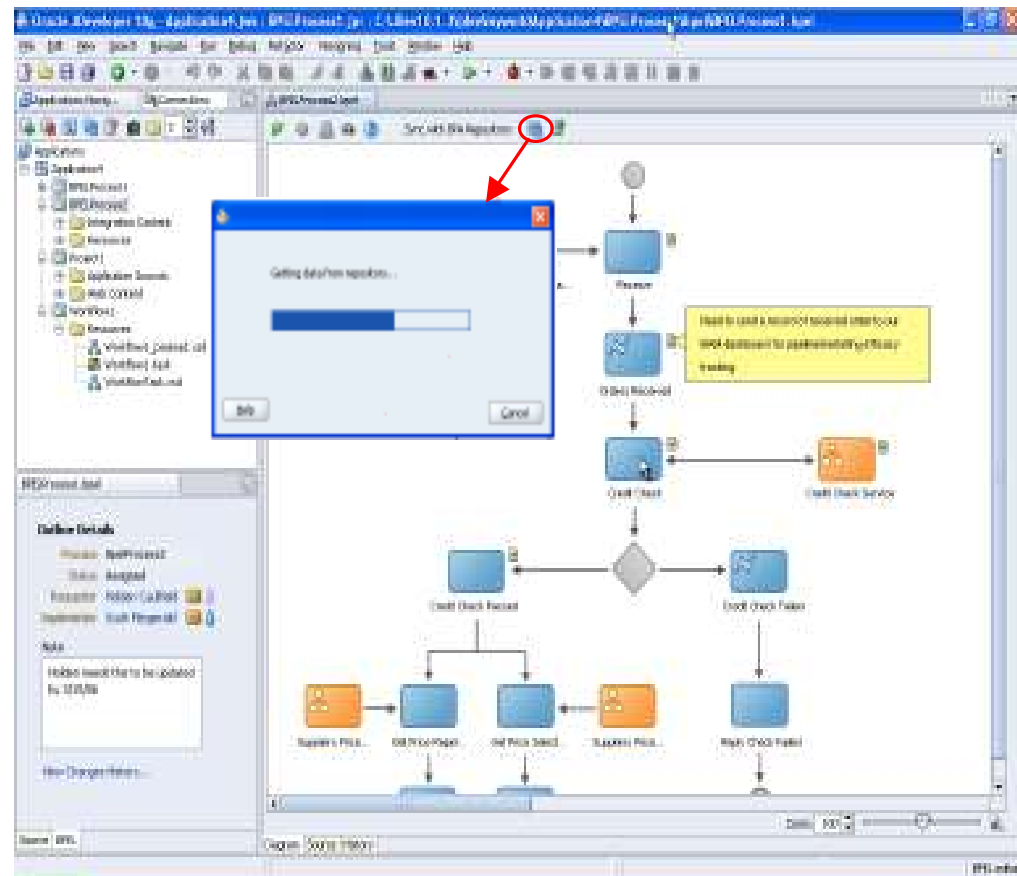


*Process Outline in Oracle Business Process Architect*

# Step 3: Retrieve Process Outline into Jdev Designer



- Open Process Outline from BPA repository
- As the Business Analyst changes process, the IT developer can get latest changes from BPA repository
- JDev will merge any changes from analyst that do not match current process.
- Any implementation details from IT will be preserved during merge





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# Oracle BPM in Action

belgacom

- |                                       |                    |
|---------------------------------------|--------------------|
| 1. Process automation                 | Greater efficiency |
| 2. Process consistency                | Greater efficiency |
| 3. Process transparency<br>Compliance | Better insight /   |
| 4. Process flexibility                | Greater agility    |
| 5. Process reporting, analytics       | Better insight     |
| 6. Process optimization               | Greater efficiency |






## Key Takeaways

- Only Middleware Vendor to offer Integrated Best of Breed Process Modeling, Execution and Monitoring
- Hot-Pluggable and Open-Standards Based BPM Offering
  - Maximum flexibility and choice for BPM implementations
- Uniquely Optimized for Oracle Applications
  - Oracle Fusion Applications processes are being modeled using BPA Suite & executed and monitored using Oracle BPEL PM and BAM



## Other Sessions

- S281458 – Oracle Business Modeling and Analysis
- S282318 – Oracle Fusion Business Process Analysis
- S283631 – Open Business Process Management – Achieving Excellence for Next Generation Enterprise
- Demogrounds – Demo Pods B30 to B36



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