

## WebSphere\_Business\_Modeler\_D\_Jan06 Script

### Intro

WebSphere Business Modeler enables business analysts to document existing business processes and to design, analyze, and optimize new processes. In this demonstration we will see Marie Taylor, a business analyst at JK Enterprises, using WebSphere Business Modeler to improve turnaround time of their Accounts Verification process.

### VIDEO 1

0:23

Marie starts by quickly reviewing the current, or as-is, business process. It begins when a customer credit application is received and an Initial Application Review is performed by an Account coordinator.

0:38

Later a credit risk decision is made and applications are classified as high risk or low risk.

0:45

The model documents the remainder of the process until it ends when an acceptance or rejection letter is sent to the customer.

0:53

Documenting as-is processes in this manner helps line of business and IT users understand the current process and to visualize potential improvements.

### VIDEO 2

1:05

In fact Marie has identified several changes that she is designing into this to-be model.

1:12

The first change is to add an automated process step to determine eligibility. Adding a process step to the model is done simply by selecting a Local Task element and placing it on the canvas. She does this and names the task Determine Eligibility.

1:28

She makes this the first step in the process by moving the first connector to the input of the new task and then adding a connection to the next step.

1:38

Marie specifies that a Customer Application business object will be exchanged between these steps simply by selecting the business item from the palette on the left and dropping it on the connector.

## IBM Software Demos

### WebSphere Business Modeler

#### VIDEO 3

1:52

To complete the modeling of this step she specifies it will have a total processing duration of 10 seconds and then specifies that this will be accomplished by the new Eligibility System.

2:06

When completed, we see this information is displayed on the model and the task is colored to represent that it is assigned to the eligibility system.

#### VIDEO 4

2:18

The other change she wants to make to the process is to replace a manual credit report service with an on-line version provided by a business partner. She places an icon representing this external service onto the canvas.

2:32

She also adds a corresponding business rule evaluation step which will process the credit score and classify whether this application is a credit risk or not. Using a business rule removes the decision logic from custom application code and allows the logic to be changed using a rule without modifying the application.

#### VIDEO 5

2:53

Marie now aligns these two steps, places them in the desired location.....

3:02

and then wires them into the overall process accepting the default of using the customer application as the input and output.

#### VIDEO 6

3:15

She completes her model by selecting the auto layout feature to clean up the layout and then saves her changes.

#### VIDEO 7

3:22

This model clearly communicates the implementation requirements to IT. But first, Marie wants to take advantage of WebSphere Business Modeler's comprehensive simulation capability to analyze the cost and throughput of her proposed process.

3:46

IBM Software Demos  
WebSphere Business Modeler

She starts this by creating a simulation snapshot. The resulting diagram resembles the original model, with the addition of input queues to represent any backlog at a process step.

**3:58**

Marie proceeds to specify she wants to run a simulation processing 10 customer applications.

**VIDEO 8**

**4:08**

There are a variety of controls she could adjust to reflect real world conditions. For example, she could specify different arrival rates of customer applications during normal working hours then on weekends.

**4:23**

When Marie presses start, the animation illustrates the flow of customer applications through the process.

**VIDEO 9**

**4:32**

When the animation completes she can examine the results of each iteration. Or she can summarize the results and see the average duration, costs, and other values.

**VIDEO 10 & VIDEO 11**

**4:47**

Modeler also provides a number of other ways to analyze the simulation results. Here for example Marie is selecting a dynamic analysis to compare the average duration times for her new process to the results of a previous simulation performed on the original process.

**5:08**

This comparison shows that her changes should result in significant savings, reducing the average turn around from two and half days to one half day.

**5:18**

She could perform other comparisons and analysis to identify other opportunities for improving the process. Modeler's comprehensive simulation capabilities make it extremely easy to run any number of what-if scenarios.

**VIDEO 12**

**5:33**

## IBM Software Demos

### WebSphere Business Modeler

Marie is now confident that her changes will result in improved performance of this process. Before deploying the process however, she wants to add some business measures that should be collected during execution of the process. Business measures could include such metrics as the elapsed time for processing a single application or the ongoing average cost of the process. She starts by selecting the create business measures option.

**6:01**

The first measure she defines is setting a maximum duration of 1 day for evaluating a customer request. This will be used to send a notification to a supervisor to investigate if a customer application exceeds this value.

**6:16**

Next, Marie specifies a key performance indicator should be set to monitor and report the average process so that she can see any trends and take appropriate actions if required.

**6:28**

Once this is complete and she's satisfied with her changes, the model is ready to be transferred to development for implementation. Marie navigates to the export option and selects WebSphere Business Modeler Export.

**6:45**

On the subsequent screen, Marie specifies this process will eventually be deployed on WebSphere Process Server. As a result, Modeler will generate a BPEL or Business Process Execution Language rendition of the process that Marie can provide to her development organization to complete the implementation and deployment.

**7:05**

As we've have just seen in this demonstration, Marie, as a business analyst, can use WebSphere Business Modeler to not only design, analyze, simulate, and optimize a new business process but she can also export this design directly to her development organization simplifying their development effort and ensuring JK Enterprises can improve their internal processes and address new opportunities.