

IBM FileNet Business Activity Monitor (BAM)

Overview

IBM FileNet Business Activity Monitor provides real-time visibility into the effectiveness of business processes and overall business performance by monitoring key metrics and alerting users to deviations, which allows businesses to react with a level of agility previously unavailable through conventional approaches.

In today's competitive environment, it is essential that the performance of your business processes be managed as efficiently as possible, without delay. An unprecedented level of corporate agility is required to offset constantly changing market dynamics, competitive pressures, and profitability concerns. Organizations must improve the visibility of the overall performance of the organization at both a macro and micro level – down to each individual transaction or business process.

IBM FileNet Business Activity Monitor (BAM) provides visibility into the effectiveness of business processes and overall organizational performance as measured against key performance indicators (KPIs). Business managers can receive alerts via customizable dashboards, and if need be, can automatically initiate action or workflows based on those alerts. Business managers can also analyze data and correlate it with business processes, as well as data from other enterprise applications to gain further insight into specific alerts and events. This provides the necessary context to make the right decision right at the moment it matters most in the business process. BAM allows companies to increase organizational responsiveness and better manage and reduce risk by identifying issues

before they become problems, and taking immediate action to avoid threats and/or mitigate risks.

Features and Benefits

Real-time Event Processing and Alerting

Monitors the strategic Key Performance Indicators (KPIs) in real time through a Web-based, visually intuitive operational dashboard. Business users can specify thresholds for the KPIs they wish to monitor. Users are notified of threshold violations both passively, through the dashboard, and actively via alerts. This real-time visibility allows businesses to react with a level of agility previously unavailable through conventional approaches. Business Activity Monitor can actively alert you when KPIs deviate from their plan through a number of user configurable notification mechanisms including pagers, email, SMS and Web Services. In addition, an automatic escalation and resolution mechanism can be initiated.

Visually Rich Operational Dashboard

Includes an operational dashboard that provides continuous, up-to-date visibility into business operations and key risk indicators, allowing users to quickly react to changing market

conditions and make timely decisions. The operational dashboard can be used to acknowledge alerts or to automatically initiate actions — such as invoking a business process. Each user can personalize his dashboard with the metrics and alerts that are relevant to his job function.

Comprehensive Analytics

Detailed metrics and related information help you process and act on business events. Enables you to easily and quickly define and create business rules and KPIs for monitoring enterprise risk scenarios customized to your unique business requirements.

Integration Into Third-Party Information Stores

Easily integrates with operational applications and legacy systems that already exist in your environment via standard interfaces.

In Memory Streaming Database (Patent Pending)

Monitors business process events and integrates those events with contextual data from databases, data warehouses or other operational information stores in real time. The BAM server uses an event-driven approach that, unlike traditional batch-driven solutions, pushes key metrics and alerts to business users as events happen, minimizing the latency between events and action. Processes data from various operational sources to provide a complete, higher-value view of critical metrics and KPIs across the entire organization. Certified for both 32- and 64-bit Java Virtual Machines, Business Activity Monitor allows customers to leverage the entire spectrum of capabilities delivered by the latest 64-bit hardware and operating systems.

Flexible Modeling

Provides a flexible dynamic modeling system that enables business users to quickly adapt their data models and apply them to live data as it is being streamed into the system.

Temporal Processing

Enables you to associate time with events, allowing you to identify trends over time and understand events within the larger business context. Also enables the system to distinguish between momentary spikes and real trends. This eliminates false positives and ensures that alerts are sent only when notification and action are truly required.

General Features

Tight BPM and Process Analyzer Integration

Integrates with IBM FileNet Business Process Manager (BPM) and IBM FileNet Process Analyzer to provide maximum data utility and business value.

Easy-to-use, Web-Based Intuitive Monitoring

Eliminates the learning curve associated with traditional monitoring packages for rapid acceptance within the organization.

User Defined Key Performance Indicators (KPIs)

Additional KPIs of interest to the business can easily be created and added to the operational dashboard.

Support Multiple Dashboards

Users can create one or more dashboards to reflect the multiple aspects of the business they need to monitor.

Integration With Third-Party Information Stores

Gathers information from additional informational stores to enhance the context and clarity of the KPI.

Active and Passive Monitoring

Monitor KPIs and notify the business user of an issue via a visual (passive) cue, and/or use the built-in notification mechanisms (active) that can initiate a business process, invoke a Web Service, or send an email, page or SMS notification.

Support for Plans

Can add business plans/models to provide a real-time update of how the business is performing against plan.

Thresholds

Ensures that a KPI is within normal operating parameters. Thresholds can be specified at both a high and low level of performance.

Correlation

Events and data coming from the BPM system can be combined with data from other information stores to provide an increased level of clarity and context to the KPI.

Alerting

Alerts are generated when a KPI threshold is violated. Alerts can trigger an automated response/remedy mechanism to address the violation.

Business Process Metrics

More than 18 preconfigured metrics are available to be monitored right out of the box.

User Defined Fields

Extend the out-of-the-box capability by adding additional metrics to be monitored via the use of User Defined Fields. These metrics can be derived from the business process management system or from other operational information stores.

Automated Report Generation and Notification

Automatically distribute reports to users in the event of a threshold violation. This allows users to not only view the violation but also examine the associated metrics to determine the root cause of the issue.

Business User Friendly

Intuitive dashboards allow users to view up-to-date metrics, graphs, and indicators. Dashboards and metrics are easily customizable so users can personalize their experience.

Business Rules

Easily define boundaries, limits and other indicators via the use of the embedded business rules capability. Users simply set thresholds for auto-notification and report distribution.

Supports User Roles

Operational dashboards employ advanced role-based access control capabilities to ensure that sensitive business data is available only to authorized users.

Technical Specifications

Works With

- IBM FileNet Business Process Manager

Application Servers

- BEA WebLogic
- IBM WebSphere
- JBoss

Operating Systems

- IBM AIX 5.1/5.2
- Microsoft Windows 2000/2003
- Sun Solaris 5.9
- HP-UX 11i

Databases

- Oracle 10g
- Microsoft SQL Server 2005

Java Virtual Machine

- 32 bit
- 64 bit



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3565 Harbor Boulevard
Costa Mesa, CA 92626-1420
USA

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