

# Supporting the BPM lifecycle with FileNet

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/department of technology management



# Outline

- Introduction
- Evaluation approach
- Evaluation of FileNet
- Conclusions

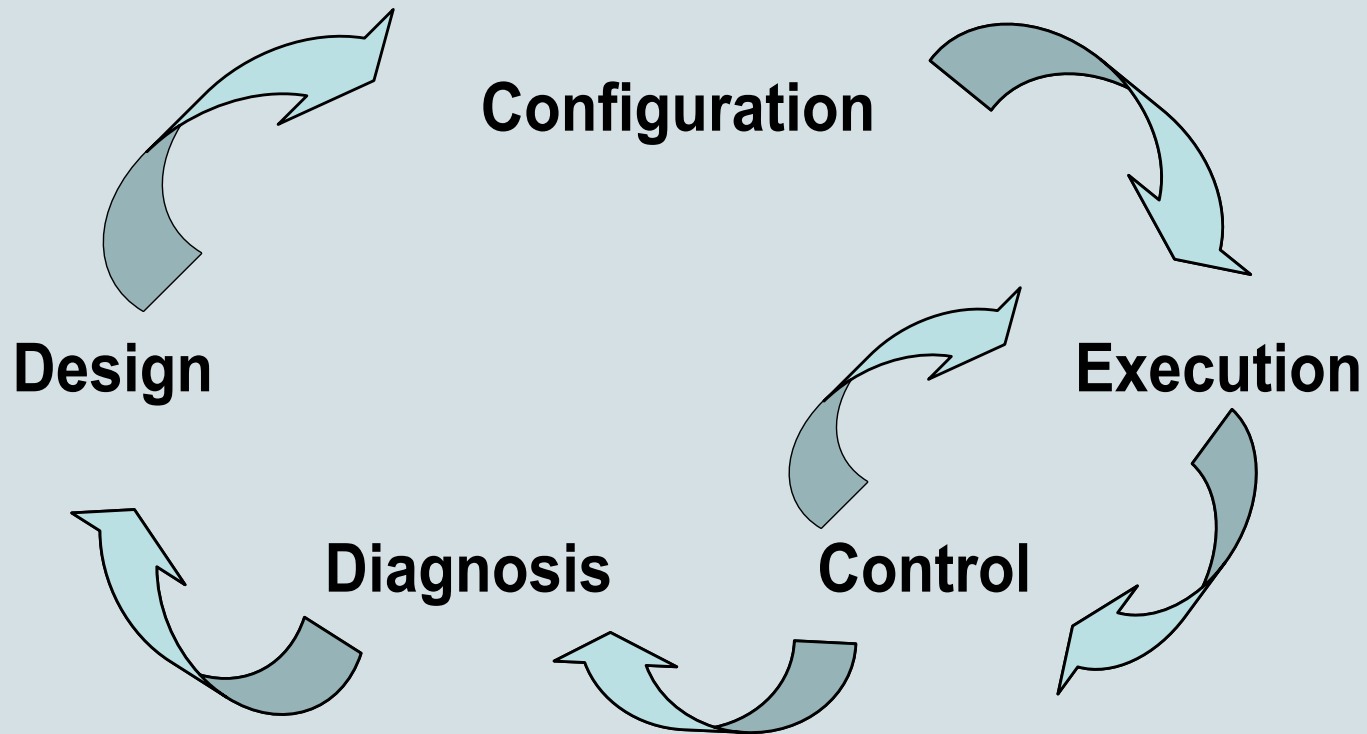
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## Business Process Management

“Supporting business processes using methods, techniques, and software to design, enact, control and analyze operational processes involving humans, organizations, applications, documents and other sources of information.”

*[W.M.P. van der Aalst, A.H.M. ter Hofstede, and M. Weske. Business Process Management: A Survey]*

# BPM life-cycle



## FileNet

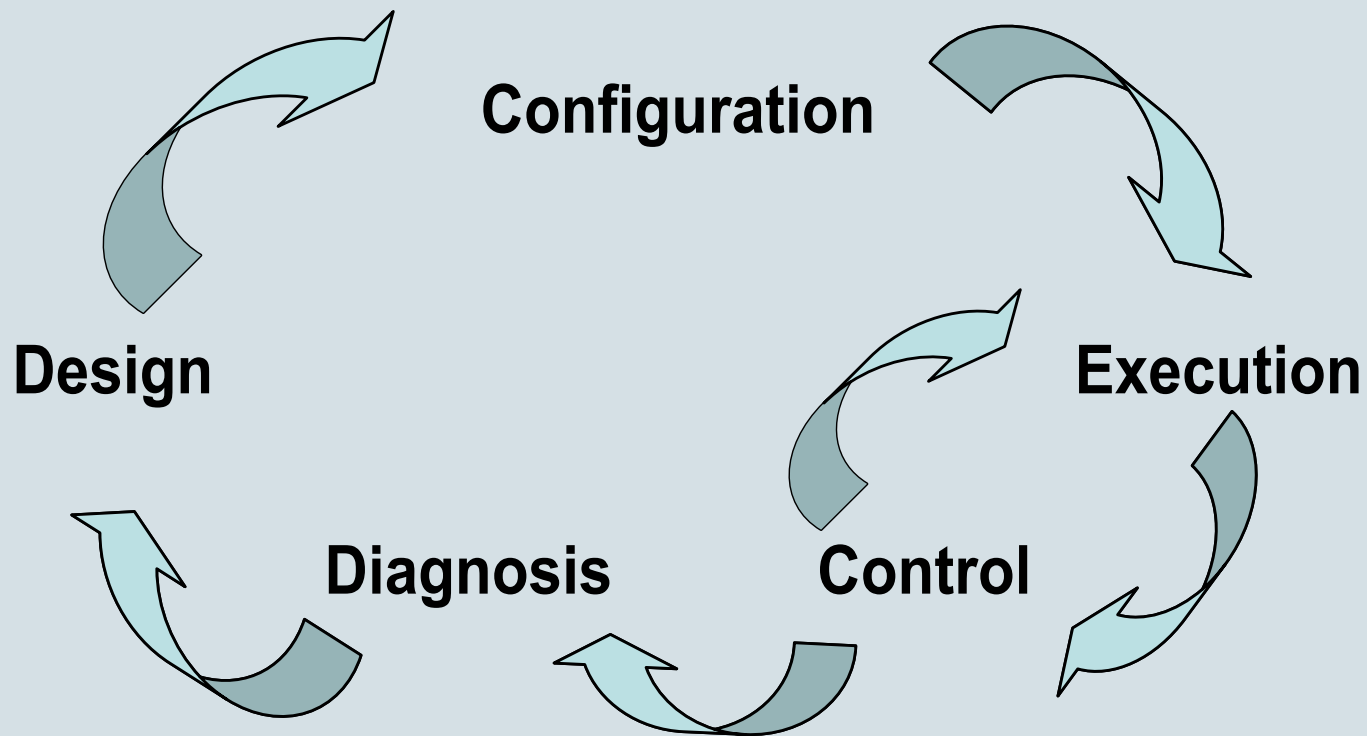
- FileNet P8 BPM Suite (Version 3.5)
- Reasons for selection:
  - One of the leading BPM systems
  - Positioning of vendor as full supporting tool
- Evaluation of support in each of the five phases of the BPM life-cycle

# Outline

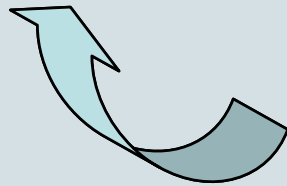
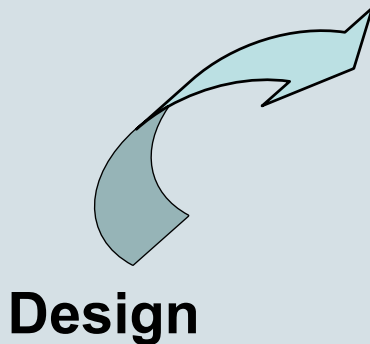
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# Evaluation approach



# Evaluation approach



## Process definition:

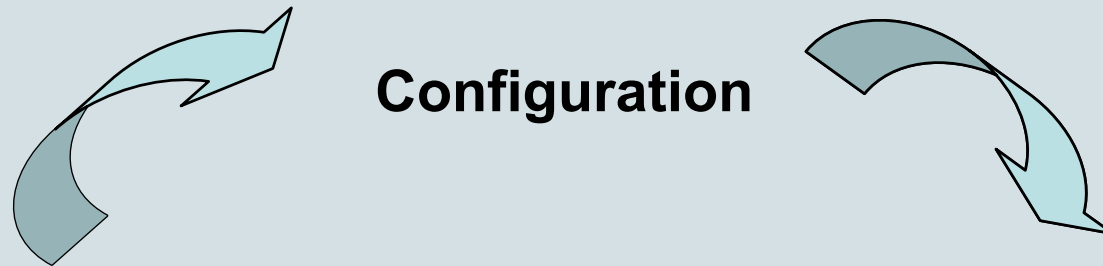
- the process structure
- the resource structure
- the allocation logic
- the interfaces

## Graphical editor not enough:

also experimentation with designs  
and evaluation of designs



# Evaluation approach



Detailed specification of the selected design to realize it in the corresponding system

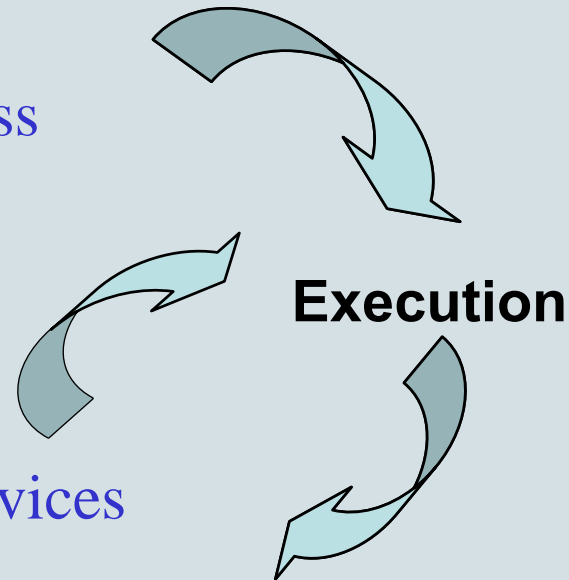
No force to bypass editor

All technical details are handled in the configuration phase

# Evaluation approach

Context data is added to the process definition:

- information on arriving cases
- availability and behavior of internal/external resources and services

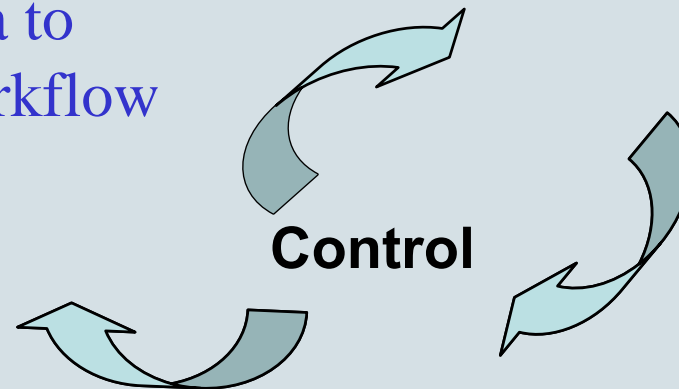


Traditionally the heart of a WFM system

# Evaluation approach

Monitoring of individual cases  
for feedback on status

Aggregation of execution data to  
obtain performance of the workflow



# Evaluation approach

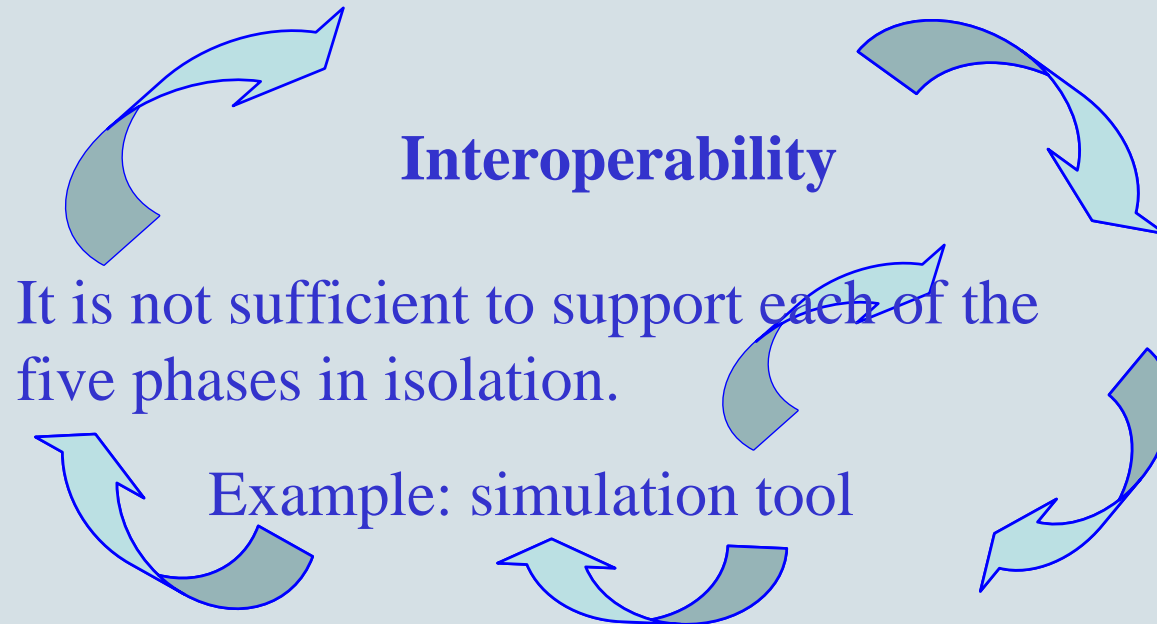
Focus on aggregated data  
to reveal weaknesses

Domain of:

- process mining
- business process intelligence
- data warehousing
- classical data mining



# Evaluation approach



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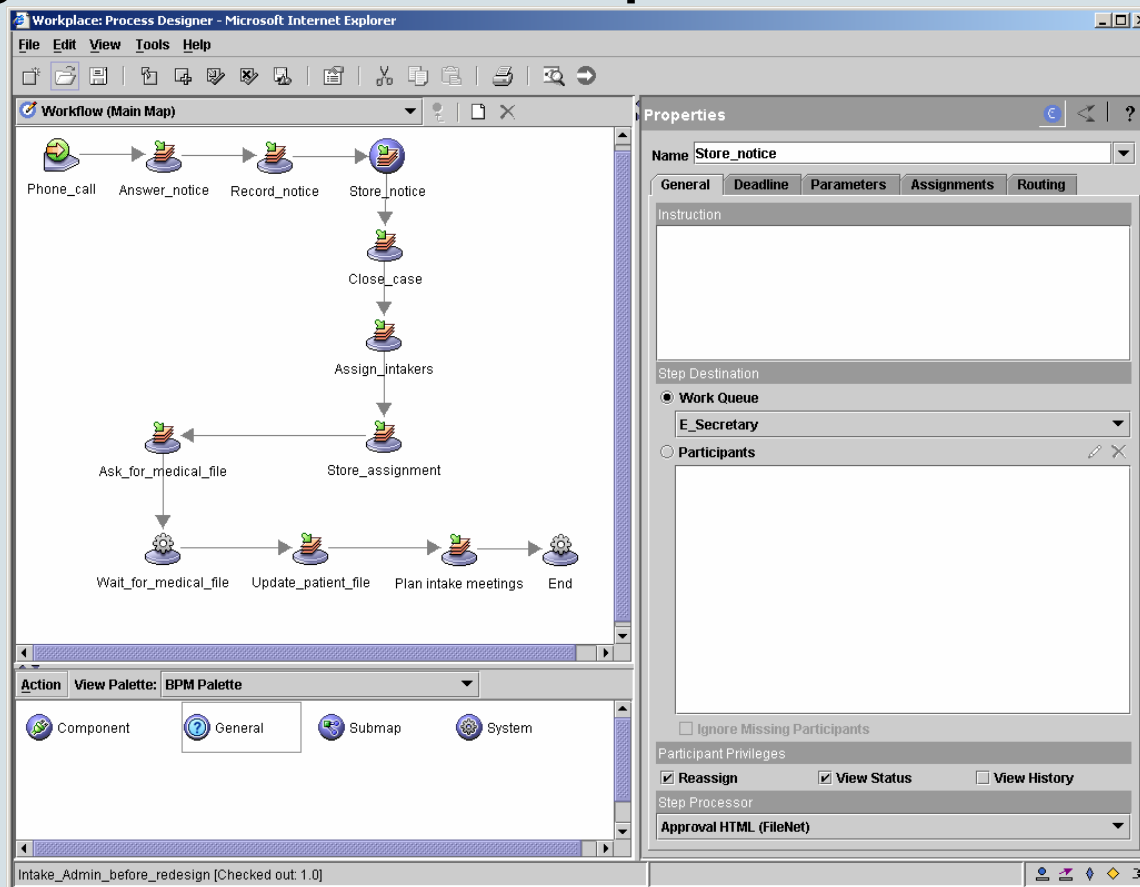
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# Evaluation of FileNet

... with the evaluation approach

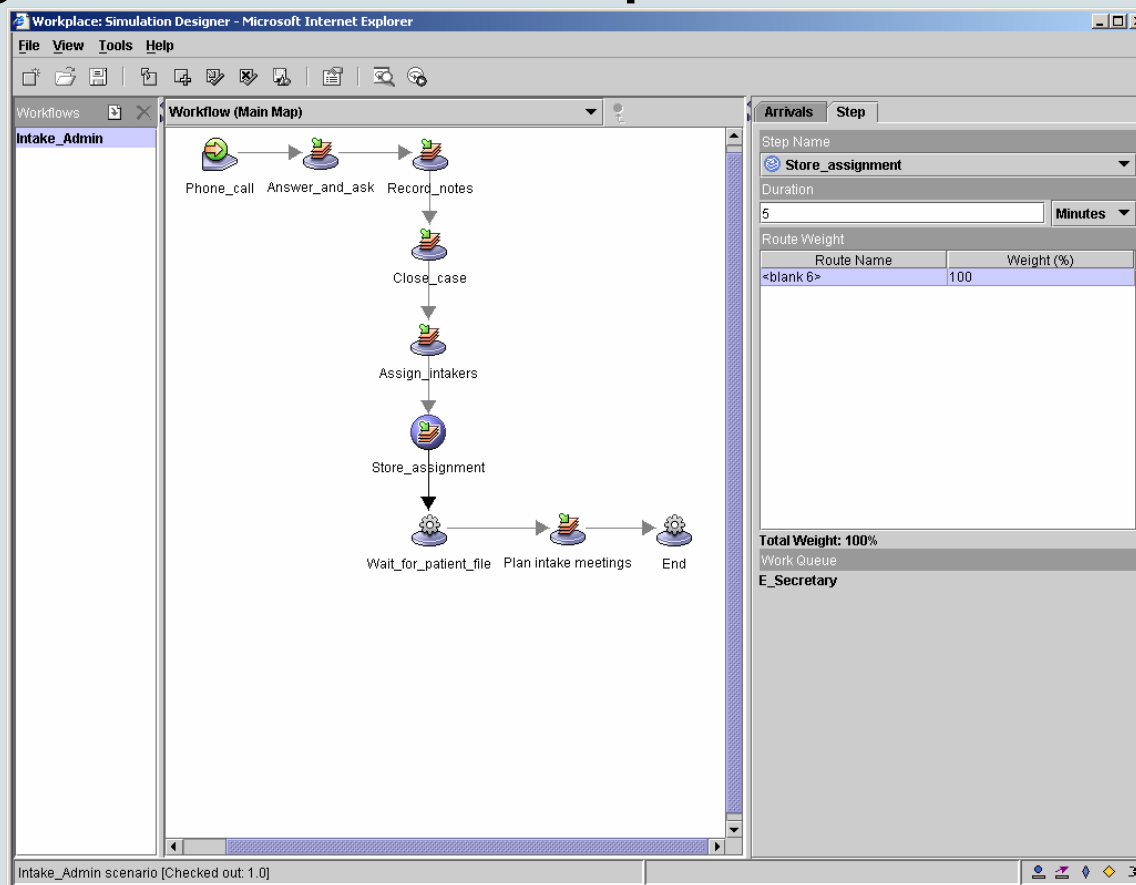
For five workflows we made a pass through the BPM life-cycle with support from the FileNet P8 BPM Suite .

# Design in FileNet – process designer





# Design in FileNet – process simulator



## Design in FileNet

Required support	FileNet support
Make redesign	-
Model designs	Process designer
Evaluate designs	Process simulator
Compare designs	-
Input from diagnosis	- (only arrival data)
Output for configuration	Through process designer

# Configuration in FileNet

Required support	FileNet support
Model detailed designs Input from design Output for execution	Process designer Through process designer Transfer of process definition

# Execution in FileNet – process engine

The screenshot shows a Microsoft Internet Explorer browser window displaying the FileNet Workplace interface. The address bar shows the URL: `http://demop835.7001/Workplace/Tasks.jsp?eventTarget=layout!tasksNavigation!eventName=Select&queueType=Process&queueName=E_Secretary&objectType=Queue`. The page title is "Workplace" and the user is logged in as "Administrator" on "Saturday, March 11, 2006".

The interface includes a navigation menu on the left with options like "My Workplace", "Tasks", "Shortcuts", "Browse", "Search", "My Search", "Author", and "Admin". The main content area shows the path "Public Inboxes > E\_Secretary" and a filter section for "Filter inbox based on field where:" with a dropdown menu set to "Name" and an empty input field. Below this is a table of tasks.

Name	Step Name	Status	Received On
Case Jonathan	Close_case	In Progress	3/11/06 10:11 PM
Case Joost	Answer_and_ask	In Progress	3/11/06 9:59 PM
Case Monica	Store_assignment	In Progress	3/11/06 10:12 PM
Case Pjotr	Close_case	In Progress	3/11/06 10:11 PM

The table indicates "Items found: 4". The footer of the page contains copyright information: "Copyright © 2002, 2005 FileNet Corporation. All rights reserved." and a "Local intranet" icon.

## Execution in FileNet

Required support	FileNet support
Workflow engine	Process engine
Capture context data	Process engine
Input from configuration	Transfer to process engine
Output for control	Transfer from process engine

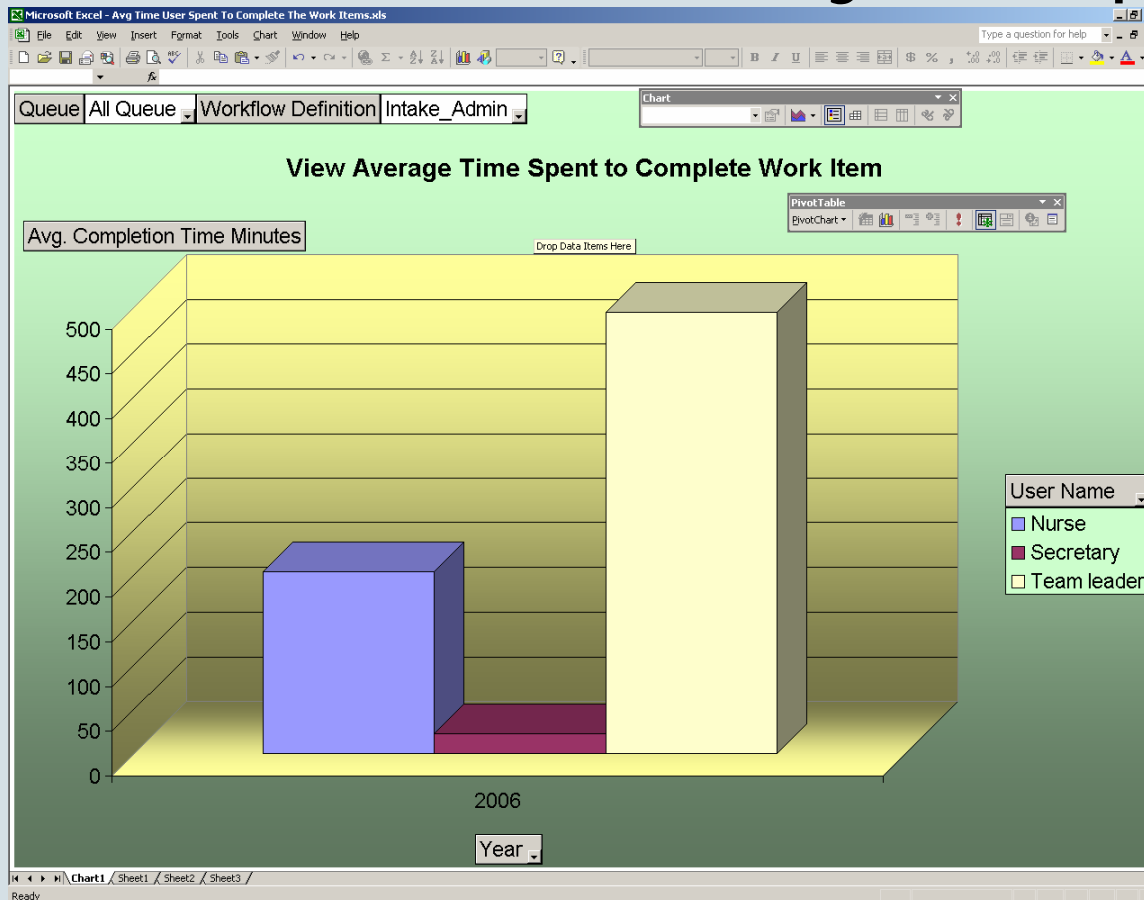
# Control in FileNet – Process administrator

The screenshot shows the 'Workplace: Process Administrator - Microsoft Internet Explorer' window. The search interface includes the following elements:

- Search Section:**
  - Look for: Work Items
  - In: Work Queue
  - Select one: E\_Secretary
  - Search mode:  Read only (exposed fields),  Edit (all fields)
  - Max returned per set: 50
  - Buttons: Find Now, Search Count, New Search
- Criteria Section:**
  - Use index: <default>
  - Advanced... button
  - Search Fields: F\_WobNum (String)
  - Operator: is equal
  - Value: [Empty text box]
  - Insert button
  - Logical operators: AND, OR, [ ], [ ]
  - Clear button
- Results Table:**

	!	F_Subject	Agenda	Birth_date	Description	Name_Doctor	Name_Patient	Previous_intakers
1		Case Joost	Mar 11, 2006 9:5...	Jul 28, 1970 9:5...	Intake Joost req...	Jan Bruinsma	Joost de Boer	Gerda de Vries, ...
2		Case Jonathan	Mar 11, 2006 9:5...	Mar 11, 2006 9:...	Psychotic patient	Andrea Wagem...	Jonathan Smith	None
3		Case Pjotr	Mar 11, 2006 10:...	Mar 19, 1982 10:...	Does not take m...	Jan Bruinsma	Pjotr Visser	Gerda de Vries
4		Case Monica	Mar 14, 2006 9:5...	Dec 14, 1966 9:...	New intake	Karel de Graaf	Monica Madeira	None

# Control in FileNet – Analysis report



## Control in FileNet

Required support	FileNet support
Monitor specific cases	Process administrator
Aggregation of execution data	Analysis engine
Monitor performance	Process analyzer
Input from execution	Transfer to analysis engine
Output for execution	-
Output for diagnosis	Through analysis engine



## Diagnosis in FileNet

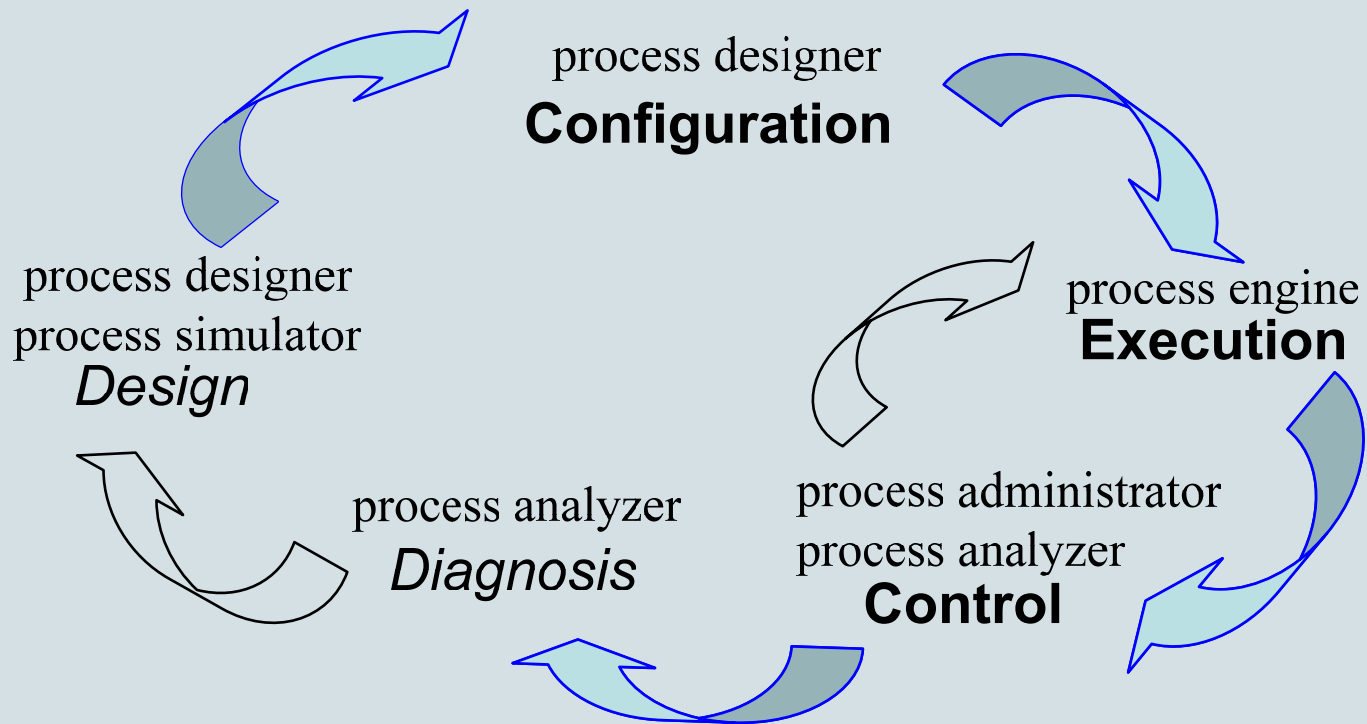
Required support	FileNet support
Reveal weaknesses Identify improvement points Input from control Output for design	Process analyzer - Through analysis engine - (only arrival data)

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# Conclusions (1)



## Conclusions (2)

- Conclusions are in line with the support expected from a WFM system
- Opportunities to improve support for entire BPM life-cycle
- Further research: Transforming BPM theory into BPM system support

## Future work

- Development of redesign tools to close the gap between redesign theory and practice

More details at:

[www.petrinetjes.nl](http://www.petrinetjes.nl)

&

[www.process-redesign.org](http://www.process-redesign.org)

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For a detailed illustration, see:

M. Netjes, H.A. Reijers, W.M.P. van der Aalst.  
FileNet's BPM life-cycle support.  
BPM Center Report BPM-06-07,  
[www.BPMcenter.org](http://www.BPMcenter.org), 2006