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Bringing UML, BPMN and MDA Together in an SOA with Business Convergence Suite

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CTO

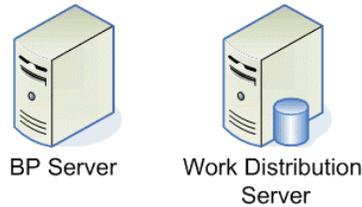dzygmont@m1global.com
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Agenda

- **BCS Overview**

- **BCS, BPMN, UML and MDA**

- **BCS and SOA**

- **Benefits**

BCS Overview

Business Processing Environment: *Convergence Engine*

BP Server

Work Distribution Server

Customers Interacting with BP via:

- Web Interaction

- Telephony Interaction

End Users (Customers)

BP Process Model: *Convergence Studio*

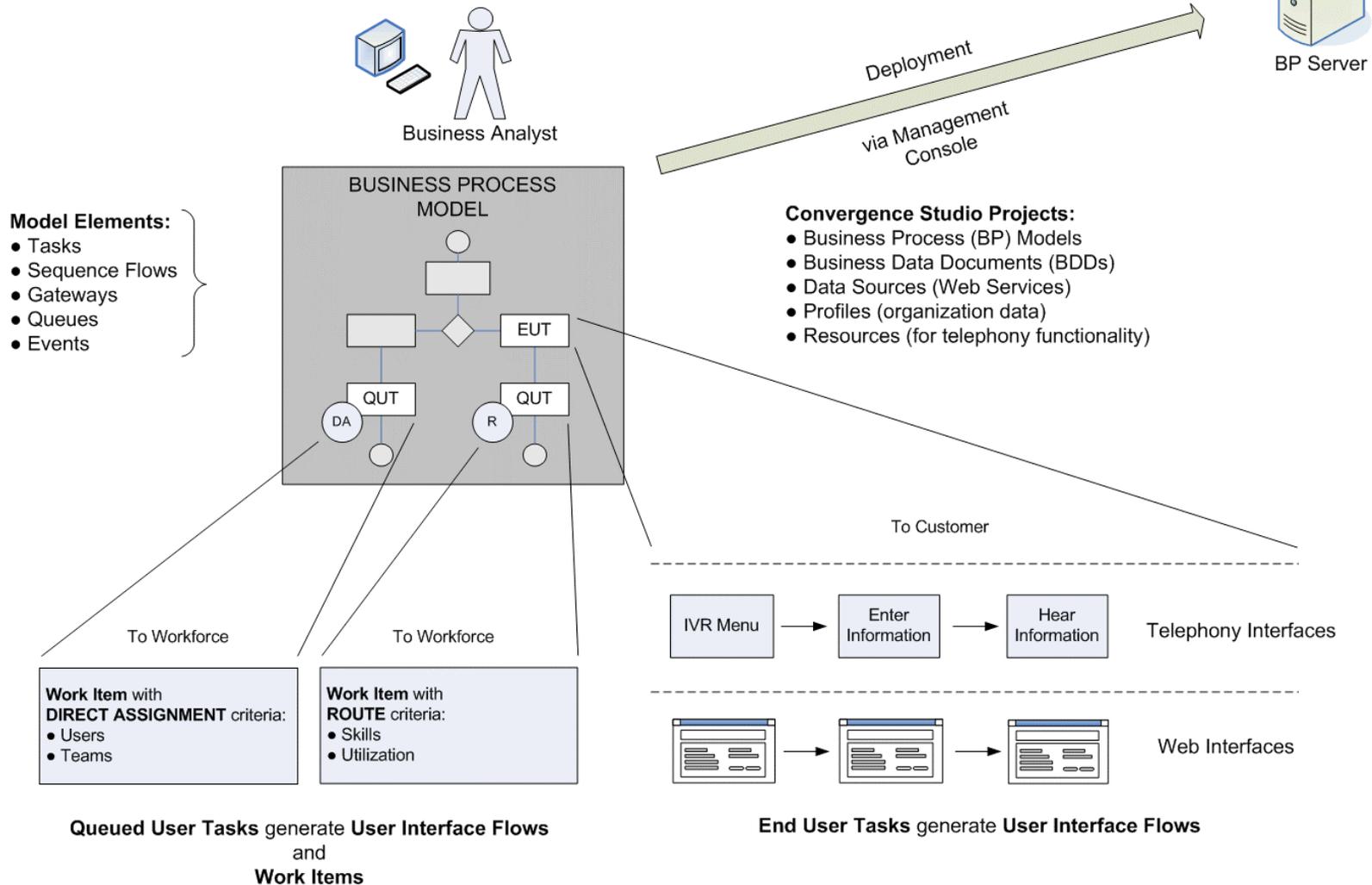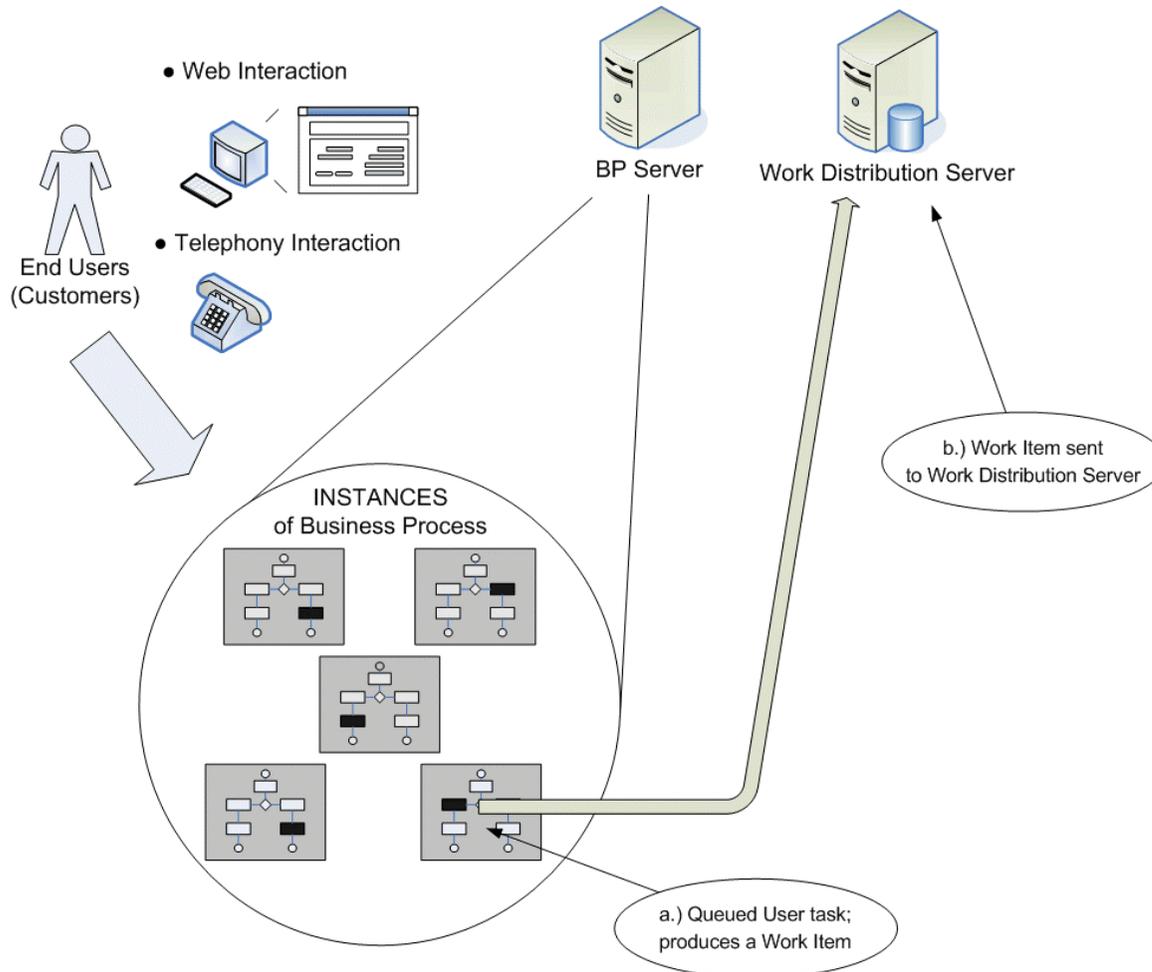BUSINESS PROCESS MODEL

Business Analyst

Workforce Interacting with Customer and BP: *Work Portal*

Support Personnel

Bilingual Support Personnel

Support Supervisor
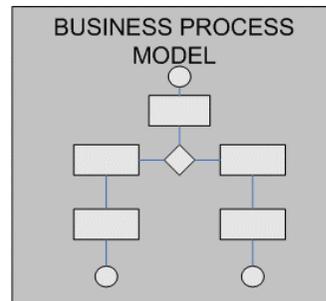
Business Process Modeling with BCS

Modeler Using Convergence Studio

Business Analyst

BP Server

Deployment
via Management Console

BUSINESS PROCESS MODEL

Model Elements:
- Tasks
- Sequence Flows
- Gateways
- Queues
- Events

EUT

QUT

DA

QUT

R

Convergence Studio Projects:
- Business Process (BP) Models
- Business Data Documents (BDDs)
- Data Sources (Web Services)
- Profiles (organization data)
- Resources (for telephony functionality)

To Customer

To Workforce

To Workforce

Work Item with
DIRECT ASSIGNMENT criteria:
- Users
- Teams

Work Item with
ROUTE criteria:
- Skills
- Utilization

IVR Menu → Enter Information → Hear Information   Telephony Interfaces

Web Interfaces

Queued User Tasks generate **User Interface Flows**
and
Work Items

End User Tasks generate **User Interface Flows**
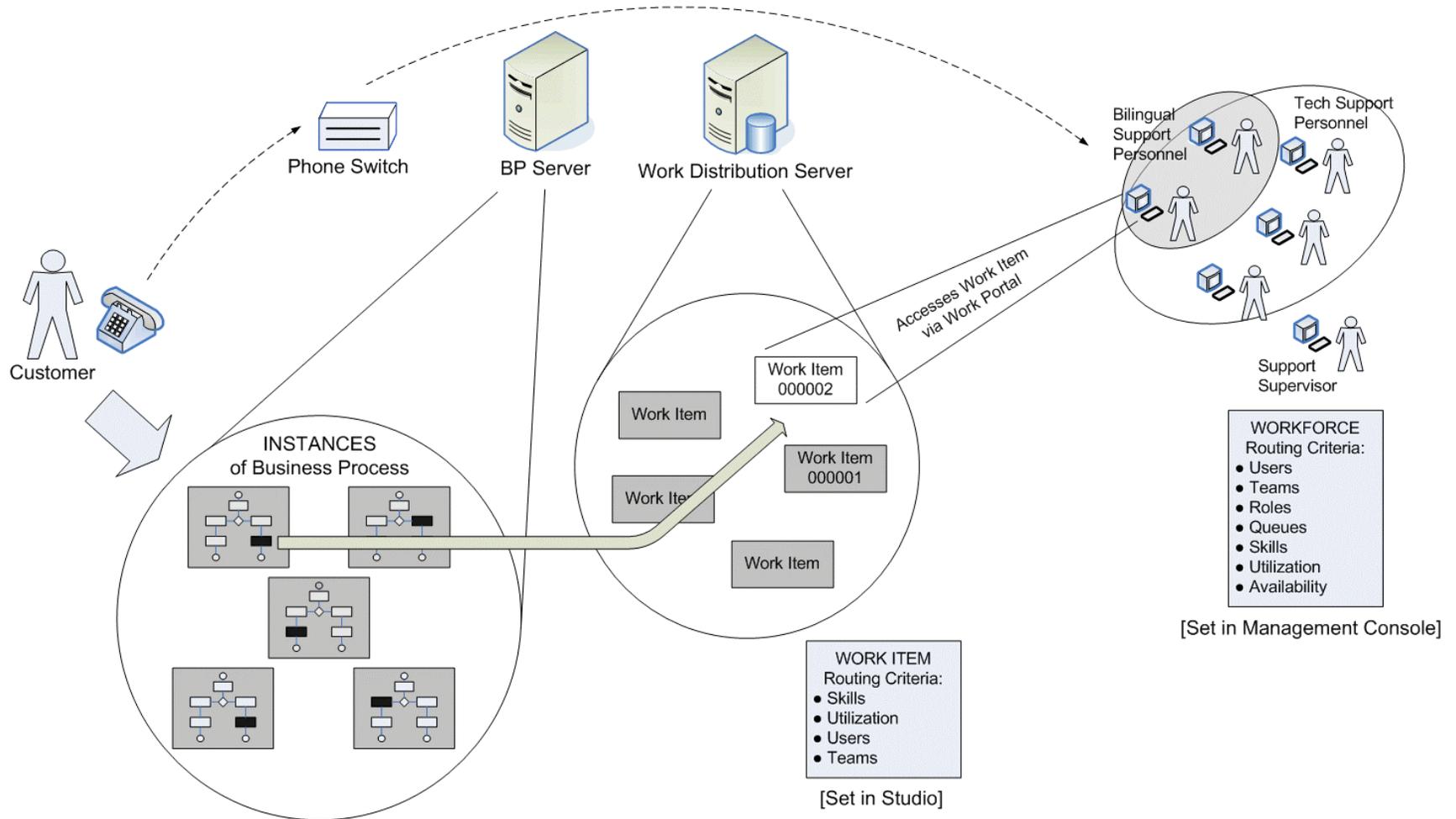
Customer – BP Interaction Overview
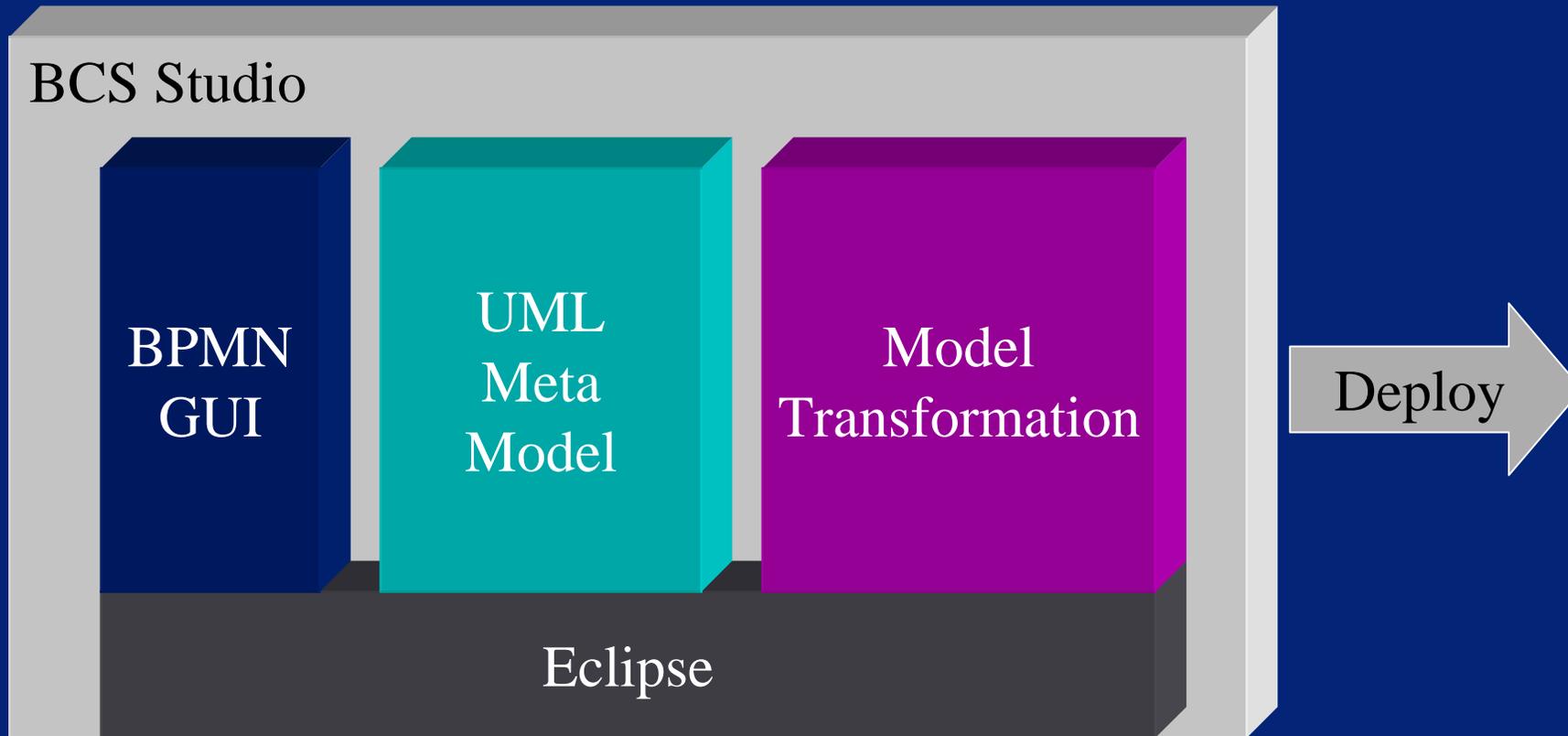
Customer Interacting with a Business Process
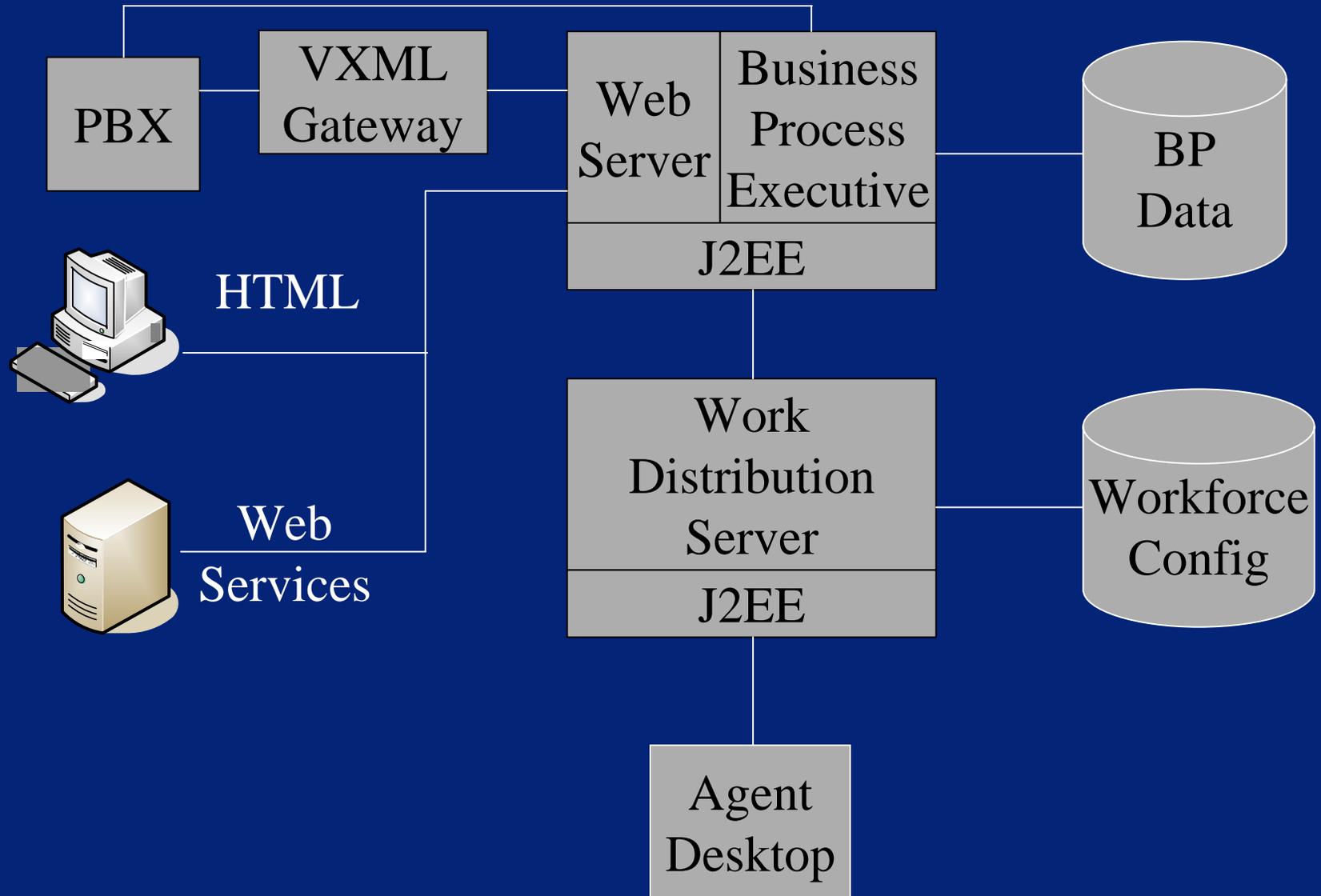
Workforce – BP Interaction Overview

**Workforce Interacting with BP Using the Work Portal (Hot Work Item)**

Customer

Phone Switch

BP Server

Work Distribution Server

Bilingual Support Personnel

Tech Support Personnel

Accesses Work Item via Work Portal

Support Supervisor

INSTANCES of Business Process

Work Item

Work Item

Work Ite...

Work Item 000002

Work Item 000001

Work Item

WORKFORCE
Routing Criteria:
- Users
- Teams
- Roles
- Queues
- Skills
- Utilization
- Availability

[Set in Management Console]

WORK ITEM
Routing Criteria:
- Skills
- Utilization
- Users
- Teams

[Set in Studio]

BCS, BPMN, UML and MDA

BCS Platform

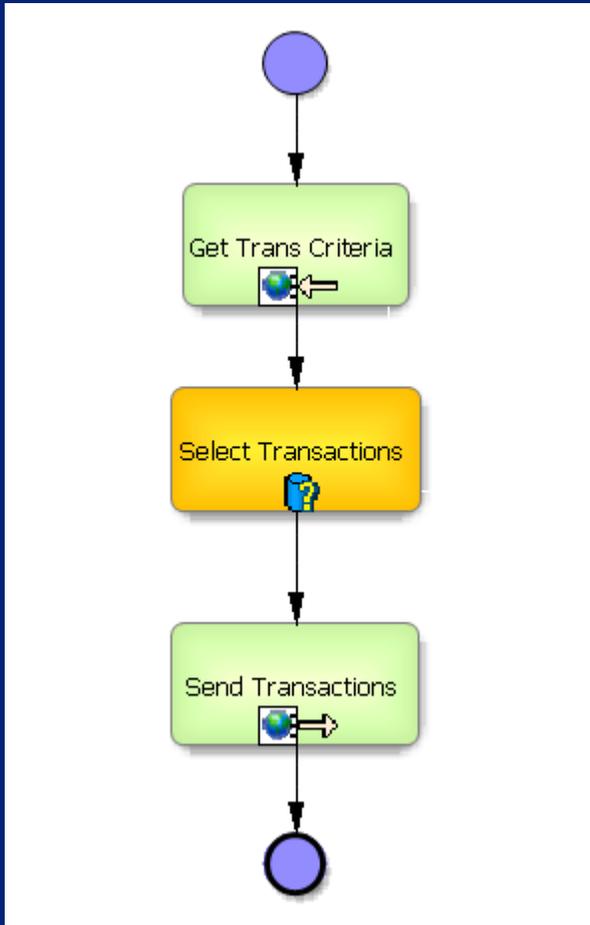# Example Business Processes

- **Multi-channel Web Service Consumer**

- **Web Service Producer**

Multi-channel Web Service Consumer
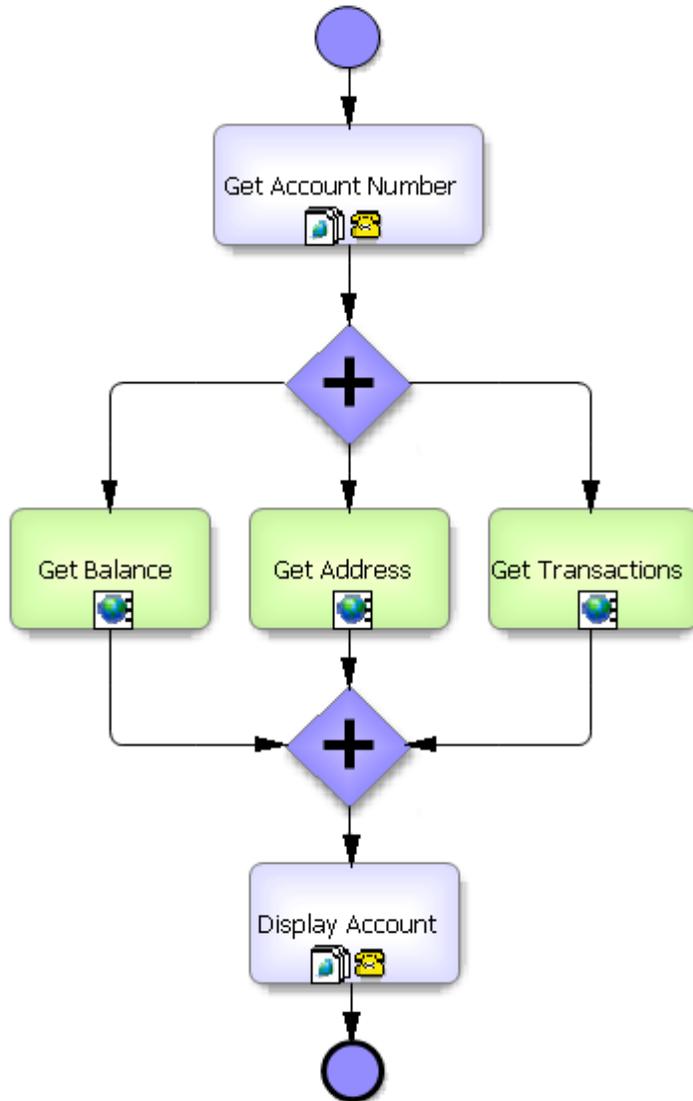
- **Get Account Number**
  - Web UI
  - Voice Self Service

- **Invoke three different web services in parallel**

- **Display Account**
  - Web UI
  - Voice Self Service

Web Service Producer

- Web Service Receive Task acquires transaction criteria

- Select Task retrieves transactions

- Web Service Send Task replies with transactions

Benefits

- **Standardized Architecture**

- **Increased Collaboration**
  - IT and Business
  - Business Process Constituents

- **Increased Productivity**
  - Developer
  - Enterprise

- **Increased Compliance**

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