

Product Datasheet

BUSINESS PROCESS MANAGER

Close the Gap Between Process Design and Adoption with End-to-End Portfolio Management Process Modeling and Management

- Do you need starting points for best practices process modeling?
- Do you need an end-to-end and enterprise-wide view of your business processes?
- Are you looking to increase the process maturity of your organization?
- Are you measuring the effectiveness of your processes?

The importance of adopting good business processes is now widely accepted as essential to improving organizational efficiency. The reality; however, is that it is difficult to have processes adopted and harder still to measure their value. Your organization's business change initiatives are dependent on the design and maturity of your business processes. The Planview Enterprise Business Process Manager is an integrated component of Planview Enterprise®, introduced to help you increase process adoption and accelerate process maturity to improve your organizational performance and enable more innovation.

The Business Process Manager lets you flexibly model business processes based on business objectives and automate routine process tasks to gain efficiencies. The Business Process Manager provides a single user-friendly view of complex business processes which enables greater process visibility and access, and will in turn, accelerate process adoption. Additionally, you can use the Business Process Manager to measure process effectiveness, driving continuous process improvement.

Open Process Platform

Using the open platform of the Business Process Manager, you are able to manage complex business processes with its single end-to-end view. The Business Process Manager allows you to manage a broad range of business processes including custom designed processes and those that leverage industry leading process models such as Planview PRISMS, ITIL, PMBOK, PRINCE2 and CMMI. The Business Process Manager helps you reach process excellence through adoption, compliance and continuous improvement, and helps ensure that your business processes meet your business needs.

The Business Process Manager addresses four primary factors of process excellence to help you achieve process leadership to drive change. Process design, automation, adoption, and measurement are coordinated within the Business Process Manager framework as interrelated components of process management success.

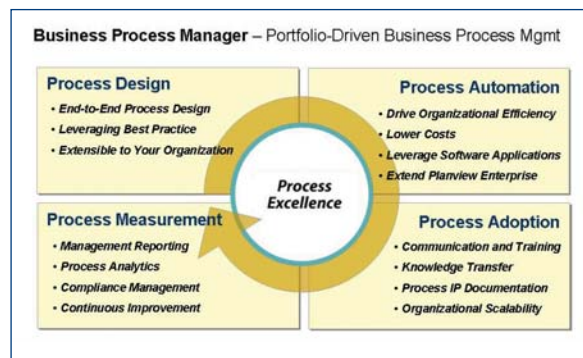


Figure 1. Four Components of Process Excellence

Flexible Process Design

Your processes can be easily defined, modeled, and modified using the extensive configuration tools and easy to use web-based “drag & drop” process editing tools. Planview Enterprise Business Process Manager will be available pre-loaded with the Planview PRISMS Process Library, an industry-leading IT business management process knowledge base and best practices library. Inside of the Business Process Manager framework, PRISMS is an interactive tool for defining, comparing, and maturing process in 7 major areas: strategic planning; capacity management; demand management; funding and budgeting; work and resource management; cost management and benefit realization.

In addition to Planview PRISMS, the Business Process Manager can model and bring visibility and automation to proprietary in-house best practices, or industry standard practices such as ITIL, PMBOK and PRINCE2.

Planview Enterprise

Planview Enterprise® Business Process Manager is an integrated component of Planview Enterprise, a market-leading portfolio management solution. Portfolio management helps you optimize your business by balancing strategy against scarce resources – people and money. Other components of Planview Enterprise include Enterprise Portfolio Management (EPM) for strategic planning, Project Portfolio Management (PPM) for managing projects and resources, Product Portfolio Management (PdPM) for maximizing the market impact of products, Service Portfolio Management (SPM) for managing the total cost of business service delivery, and Insight Analytics, for accelerating informed business decisions. Business Process Manager extends business process management capabilities of the Planview solution enterprise-wide.

Use Planview Enterprise Business Process Manager to:

- Increase portfolio management process user adoption
- Realize operational efficiencies with single view of enterprise-wide business processes
- Improve process maturity and compliance with business process automation
- Measure process performance and adoption to continually improve processes

BUSINESS PROCESS MANAGER OVERVIEW

FUNCTION	DESCRIPTION	BENEFIT
PROCESS DESIGN	Processes can be easily defined, modeled and modified.	Process may be quickly designed and built using the extensive configuration tools provided.
FEATURE	ADVANTAGE	
PROCESS EDITOR	Allows processes to be easily edited using a graphical drag and drop editor.	
COMPONENT EDITOR	Forms, reports and data may be modeled so that organization specific applications can be readily implemented. This allows BPM to be used to build extended applications supporting broad business requirements.	
TEMPLATES	Standard templates can be built to reflect corporate standards. For example standard gate reviews may be defined.	
EVENTS	Users may be notified when certain events occur (e.g. an email may be sent when a review is 5 days overdue or an issue that has not been resolved in a timely manner may be escalated).	
FUNCTION	DESCRIPTION	BENEFIT
PROCESS MODELING	A very wide range of processes may be modeled from existing corporate processes to industry best practice processes.	The fast configuration tools may be employed to implement either familiar corporate processes or industry standard processes.
FEATURE	ADVANTAGE	
PLANVIEW PRISMS PROCESS LIBRARY	Planview best practice processes can be activated using BPM.	
STANDARD PROCESSES AND METHODOLOGIES	Standard processes and methodologies such as PMBOK, PRINCE2, CMMI, ITIL and Six Sigma can be easily modeled and represented. The review and compliance model in BPM is ideal for representing these types of processes.	
CORPORATE PROCESSES	An organization's existing processes may be readily modeled and activated. The flexible stylization allows processes to be represented as they are in the corporate manuals thus enhancing familiarity.	
FUNCTION	DESCRIPTION	BENEFIT
PROCESS ADOPTION	The modeled processes can be made available to all stakeholders. The process is very visible providing a guide to what work needs to be done and to what work has already been done.	Improve business efficiency by facilitating process adoption. Improve process accessibility and visibility. Improve the consistency of outcomes. Reduce process adoption costs.
FEATURE	ADVANTAGE	
VISIBLE PROCESSES	Reduce adoption and training costs by taking the process out of manuals and making them into an active guide to day to day work. Increase the level of adoption and acceptance by making the process readily accessible.	
GUIDES AND PROCEDURES	Improve the understanding of what a particular process is trying to achieve. Provide easy access to the often ignored process documentation.	
REVIEWS	Track through a review process that all work has been appropriately performed. Track decisions using a gate review process. Make sure actions are distributed, don't get forgotten and are acted upon.	
APPLICATION LINKAGE	Link and access pages throughout the rest of Planview Enterprise from the process. Link and access pages from external 3rd party applications from the process.	
LINKED DOCUMENTS	Any document (e.g. Word, Excel, images) can be directly linked to the process for immediate access. Linked documents may be managed (versioned and distributed).	

BUSINESS PROCESS MANAGER OVERVIEW

FUNCTION	DESCRIPTION	BENEFIT
PROCESS MEASUREMENT	Various aspects of the process usage can be measured.	The extent to which a process is being utilized can only be determined if it measured. The value of the process can be determined through quantitative analysis.
FEATURE	ADVANTAGE	
COMPLIANCE	Track the level of process adoption. Increase accountability through tracking the level of process compliance.	
VERSIONING AND HISTORY	A complete history is maintained for analysis, accountability and audit. Any previous version of data held within the system may be viewed as it appeared at any time in the past. A complete history of who made what changes and when is maintained.	
REPORTING	Tabular reports can be used for analysis to gain insight into how the processes are being utilized. This includes data on how long processes remain in what states. Tabular reports may be exported, sorted, reformatted and queried.	
TIME SERIES CHARTING	How process usage changes over time is essential to understanding trends in process adoption. For example, is process adoption increasing or decreasing over time. Because all data is fully versioned any data in the system can be viewed as a time series.	
EMAIL	Information can easily be distributed to others via email. Most pages in BPM can be sent as email. From an email a user may log back into the relevant page in BPM. Email may be integrated through Microsoft Outlook.	
EXPORT	Export any data within the system for further analysis. Data can be exported in HTML or XML. XML data may also be transformed into other formats including csv (comma separated values) for use in other applications such as Excel.	
FUNCTION	DESCRIPTION	BENEFIT
CONTINUOUS PROCESS IMPROVEMENT	Dynamically update processes based on analysis of metrics.	Improve organizational productivity and competitiveness
FEATURE	ADVANTAGE	
UPDATE PROCESSES	As processes are modified all applications using that process may be dynamically updated. Processes, Components, Templates and Events can simply be updated using the same configuration tools as used to initial design and implement the processes.	
AUDITING	A complete audit trail is kept of who changed what and when. This substantially reduces the cost of both internal and external audits. This is particularly valuable in formally certified processes like CMMI and ISO 9000. It substantially reduces the cost of maintaining compliance with these processes.	