



Report Data eXchange | Product Overview

Comprehensive reporting solutions are necessary to complete the cycle of continuous process improvement promised by BPM systems. But Business Intelligence (BI) staff typically have little knowledge of BPM systems and their data models; therefore, understanding, mapping, and reporting on BPM data is difficult for most organizations. Although BPM generates substantial detailed information, it is not in a format that is easily used by BI products. And existing products in the marketplace only address limited reporting requirements. To address these issues, TriTek has created Report Data eXchange (RDX), a comprehensive solution to streamline integration of BPM and BI platforms.

RDX extracts valuable data from IBM FileNet BPM for use in Business Intelligence platforms.

The Full BPM Reporting Spectrum

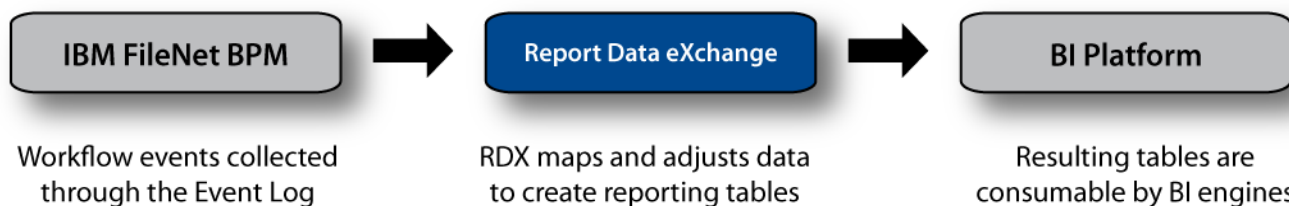
A full BPM reporting solution must address a number of requirements posed by different sets of users:

- **Current Work Status:** First level managers and other operations staff need access to real time snapshots of work pending in the system, current rates of work, where people are working, and calculated measures to help manage the daily workload as efficiently as possible. Often this type of information is displayed in a dashboard or other on-line report.
- **Historical and Summary Reports:** Historical information can be used to determine whether departments, teams, and individuals are meeting expectations, identify staff or groups that need help or training, and provide data for reward and incentive programs. Reports based on historical data will often be summarized, but full detail is required so that users can drill down to identify specific problems and determine proper action.
- **Time Series Data:** The same measures viewed over multiple time periods can identify trends and cycles to better forecast work and staff appropriately. Many BPM operations will see weekly, monthly, or even yearly peaks and valleys. Growth trends can be spotted and addressed before they become problems. Changing workloads can signal the need to reallocate staff on a permanent basis. Detailed analysis of workload trends may also provide strategic information about changes in the business.

- **Productivity Reporting:** The ultimate purpose of BPM is to continuously improve processes in terms of key measures such as worker productivity and cycle times. With detailed data from the actual processes, managers and business analysts can review worker and team productivity, design process changes, and then evaluate the results.
- **Standard Reports:** Most organizations have a need to produce a standard set of reports for distribution on a regular schedule as well as provide dash boards and on-line analysis tools.

What is Report Data eXchange?

TriTek Solutions' Report Data eXchange is a Java background utility that enables IBM FileNet Business Process Manager integration with Business Intelligence platforms by extracting detailed data from BPM for use in BI reports. Data is pulled from the IBM FileNet Process Engine Event Log to populate relational database tables that are directly consumable by BI platforms. To allow comprehensive reporting on this data, TriTek's RDX parses the event log data, calculates information from the recorded events, converts IBM FileNet BPM specific codes to meaningful data, removes errors and redundancies, and creates summary and time series data. RDX organizes and renames the Process Engine event log data, then presents the information in BPM reporting tables which are more readily interpreted by Business Intelligence platforms and understood by BI staff.





Limitations of Existing P8 Tools

IBM FileNet P8 BPM comes with some out of the box tools to support reporting and BI. While excellent for their intended purposes, each of these tools only addresses one aspect of the comprehensive set of BPM reporting requirements. Since these tools weren't designed with an enterprise BI platform in mind, you are limited in your ability to leverage your investment.

P8 Business Activity Monitor (BAM) is designed only to address the issue of real-time reporting. It utilizes an in-memory database to collect real-time statistics and display them in a dashboard. It is unable to meet the needs of historical and highly detailed reporting. **P8 Process Analyzer (PA)** is an OLAP-based tool designed to provide summary level data for ad hoc analysis. In order to support online slicing and dicing of data, OLAP sacrifices the ability to collect the full level of detail needed to provide a complete reporting solution. Only 6 standard data cubes are supported, and only a limited number of dimensions can be defined per cube.

With BAM or PA, additional tools are still needed to provide a comprehensive BI solution. Only RDX provides a source of BPM data to your BI tools that can retain the full level of detail that you need to meet all of your reporting needs. And by providing a complete solution working with your standard BI software, RDX simplifies your BPM environment and allows you to leverage your existing BI staff.

Cognos Integration

While RDX can be used with any BI tools, TriTek has developed additional integration and pre-defined reports specifically for Cognos. Along with the RDX engine itself, TriTek provides sample code that can be used as a starting point or as examples of how to leverage the RDX reporting data tables from Cognos.

- **Framework Manager Configuration:** TriTek has preconfigured Cognos Framework Manager to provide access to the standard data fields in the RDX reporting tables. This allows your Cognos BI staff to begin creating reports immediately without having to create their own data mapping.

- **Pre-built Cognos Reports:** TriTek offers a set of pre-built Cognos reports specific to BPM user requirements. These reports assist managers in monitoring key performance indicators, assessing productivity, identifying areas for improvement and taking corrective action. The package of reports includes summary and time series reports for queues, workflows and users.

Additional RDX Features

- **Database Support:** Stored in standard relational data tables in either Oracle, SQL Server, or DB2. No specialized database software is required.
- **Highly Configurable:** Configured to meet each organization's unique reporting needs while not retaining more data than is necessary.
- **Full Workflow Detail:** Maintains detail down to the level of user interaction with a work item in a queue. Any data fields stored in the Event Log can be copied to the RDX tables.
- **Time Series Tables:** Configured to build time series tables on any intervals desired to provide maximum flexibility as well as simplicity for BI staff.
- **Mapping of Event Log Fields:** Maps any Event Log field and creates new fields at run time by combining Event Log fields based on standard operators or customer written functions.
- **Accumulator Fields:** Defines fields that accumulate either counts or numeric values over a time series interval. This can be used to count incoming or outgoing events over an interval or, for example, accumulate the total dollar value of events processed during an interval.
- **Automated Table Pruning:** Configured to automatically prune tables based on the age of the data and the type of time series, because of the large amount of data that may be generated.
- **Workbaskets:** Configured to record data based on BPF workbaskets as well as the underlying queues to ensure that the data is meaningful to end users.
- **Queue Types:** Define P8 queues as such types as processing queues, pend queues, complete queues, etc. to help automatically identify work item status.