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IRP ProcessIntelligence

IRP ProcessIntelligence – solution to control organization's KPIs

Today's business process efficiency to a greater extent depends on how effectively they are supported. Up-to-date business processes are complicated both in terms of development and maintenance as they can cover several applications and systems and depend on multiple factors.

Besides process states, it is necessary to control states of various organization's performance indicators. In modern organizations, key business information is contained in various IT systems and is available for CEOs in the form of paper or electronic reports. Such practice excludes an opportunity to conduct effective control and can lead to distortion of results of organization's activity (accidental or purposeful). Indicator state can be a basis for various business processes or critical decision-making.

To effectively manage and promptly control risks it is necessary to have reliable information of all critical indicators of organization and customers' activity.

IRP ProcessFrame technology offers a solution to monitor organization's business activity (Business Activity Monitoring or BAM). BAM is a key to Real-time enterprise (RTE), i.e. enterprise, in which all services operate in real time mode.

BAM is based on collection and processing of events. Any application system generates certain events in response to changing business environment: user actions, automatic execution of routine operations, automatic interaction with other systems, etc. The events are: appearance of a file in a directory, change of a record in a database table etc. BAM concept provides collection and processing of such events in real time.

BAM architecture is based on three logical levels: Event Absorption Layer; Event Processing and Filtering Layer; and Event Delivery and Display Layer:

- **Event Absorption Layer.** The layer is responsible for collection of events generated by internal processes and systems that are external to IRP ProcessIntelligence. Types of collected events and collection algorithms are defined in specialized IRP ProcessIntelligence adapters that realize single method repository concept. This layer provides external systems (in other words, the whole range of software used by the customer) with effective and flexible functional for integration in enterprise's common information space.
- **Event Processing and Filtering Layer.** This layer processes events received from Event Absorption Layer on the basis of certain business rules defined in Application Server. New events can be formed on the basis of processed events, with these being collected in Event Absorption Layer. Actions defined by certain business rules can be performed on the basis of an event (for example, generation of a report or transfer of data to the external system).
- **Event Delivery and Display Layer.** After an event has been processed in Event Processing and Filtering Layer, and its actuality has been confirmed, processing result must be transferred to application systems or IRP ProcessIntelligence users. In IRP ProcessFrame it is done by generating HTML code for XML messages generated by the Application Server (all internal data is in XML format and is processed in this format as

well) and delivering data to end-users and systems through IRP ProcessFrame integration bus.

Integration capabilities of IRP ProcessFrame platform allow to implement advantages of BAM technology to effectively monitor and control enterprise's processes in real time in various business areas.

IRP ProcessIntelligence module provides the following capabilities:

- Collection of data about states of any processes, IT infrastructure objects and indicators in real time mode.
- Operational analysis of the situation with immediate notification of employees in charge
- Providing all necessary information of failure reasons and solutions to overcome failure effects
- Automatic graph creation using Microsoft Visio
- Easy and convenient visual control of process graphs and states of infrastructure components
- Flexible mechanism of monitoring rules configuration
- Audit of all events
- Change audit of states of events, objects and indicators
- Collection of information of process states for the Quality Management System
- Flexible mechanism of user rights configuration

No special software is required for operator's workplace; only Internet browser is used to control processes and indicators' states. Process and indicator graphs are represented in the form of plain schemes and tables.

If a failure occurs, an operator can use the graph to obtain problem description and ways of solution.