

Govern through Process

BPM-enabled Microsoft Citizen Service Platform

AgilePoint enables the delivery of strategy and services to Citizens through People-Ready Processes. AgilePoint provides a Process Management Architectural Layer to empower government staff to respond at the appropriate level within their responsibilities: who has to do what, when and how. People means citizens, external businesses, elected officials and local government employees, and AgilePoint connects People, Processes and Systems, at the right point in time with Agility and Control, helping to achieve an Efficient Government.

AgilePoint helps to obliterate the business user - IT divide by enabling the abstraction of complex IT assets into simple-to-use visual shapes. Business users can build powerful Microsoft-based composite applications in minutes by simply drawing the process on a canvas and wiring the shapes together. This model-driven Business Process Management (BPM) leverages the user's existing familiarity with Microsoft products hence eliminating resistance to change. Apart from the extensive collection of components included in AgilePoint, business users can leverage their IT resources to quickly create custom components.



- Business Process Modeling
- Process Governance



- Agility and Responsiveness
- Compliance, Transparency, Auditability and Accountability
- Process Monitorization and Reporting

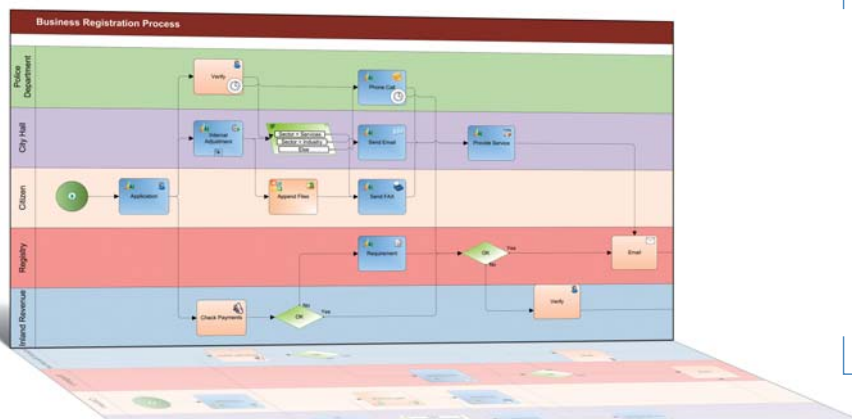
AgilePoint is the BPM platform to describe, automate, manage and improve productivity for the tasks involved in processes.

Manage processes explicitly. Execute them as defined, track the state of any tasks in real time and be able to change the processes in-flight, handling multi-version, ad-hoc routing and migration.

The Model is the Application

With AgilePoint, explicit process models with full meaning to People become the executable, the custom tailored application.

AgilePoint combines a full audit trail with powerful administrative capabilities to adjust business process in-flight to handle: Process Migration, Partial Task Rework, Re-routes, Task Reassignment, Adding Steps, Adding Participants, Changing Process Data, Skipping Steps.



Example case: Xunta de Galicia, Spain:

- 1,600 Government procedures
- 3,000 internal users
- 30K users of the collaboration platform
- 2,7M external users (citizens)
- 1,5M running process instances annually
- Extensive legacy system integration requirements: Tuxedo, SAP, Siebel, Open LDAP and Active Directory
- Program plan ahead of Schedule, surpassing everyone's expectations
- Legacy system decommissioning brought forward by 80%

The benefits of BPM

AgilePoint delivers unprecedented benefits for the Public Sector:

Business Process Modeling

The Model is the common language. Instead of a hand-off of functional requirements to IT, AgilePoint permits that the subject matter experts and IT person to work together on the same canvas and the same model of the process. No more misinterpretation of requirements. Also AgilePoint processes permit fast implementation of change requests which are the main vehicle for continuous improvements. Then at runtime, the users see the same process model in execution.

Process Governance

The process of changing the organization to be oriented around management by process, in itself, needs to be governed. This **Meta-Process** allows getting the buy-in of all the stakeholders, each with different roles and responsibilities, in a managed and collaborative way. An AgilePoint BPM initiative allows the opt-in of the different players so that they become the beneficiaries of the improvements and not just be involved as mere contributors. **Process discovery**, from idea stage to deployment is covered by AgileGovernance.

Agility and Responsiveness

With the different technologies out there, everyone can get from A to B. The question is how long does it take each technology to get there? And

what if B needs to be changed later to C? What is the "cost" for that change? AgilePoint allows creating and deploying new model-driven applications **at the speed that Government requires**, getting there within days rather than months. It allows changing running processes in-flight in minutes. Users can take corrective actions in the processes as and when needed.

Compliance, Transparency, Auditability and Accountability

All the rules, laws and regulations, policies and decisions that govern any particular process are modeled with the process itself. Things like Time Limits, Notifications, Restrictions, Validations and such, are incorporated in the models so that **Compliance becomes implicit** as these end-to-end visual processes models are executed. At runtime, the visual models provide details of what has been done, when and by whom, what is pending or overdue and who is accountable. Managers can track all necessary data by activity such as start time, used time, lag time, reassignments, reworks, deviations, etc.

Process Monitorization and Reporting

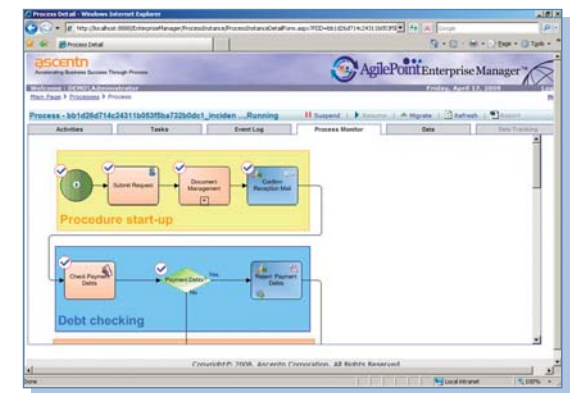
In order to **Manage by Process**, managers need to know what processes are running and what is their status and they need to know where the bottlenecks are. AgilePoint provides all the mechanisms necessary in order to Manage by Process. Business Activity Monitoring (BAM) is available at runtime with filters and alarms to take corrective bulk actions, identify improvement opportunities or to anticipate risks.



Process Monitorization and Reporting

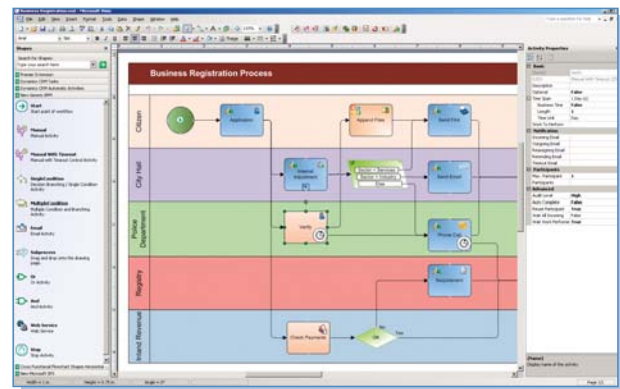
AgilePoint Process Portal is based on SharePoint and permits organizing the processes in logical areas (HR processes, Financial processes etc) restricting access based on the users' security permissions. The portal shows running instances of processes, the user's tasks and historic process information as well as Reporting. It is fully configurable to adapt to any organizations requirements.

AgilePoint Enterprise Manager is a Web-based interface that allows System Administrators to set up, manage, control, and monitor cross-application BPM activities according to a configurable, role-based access policy. Audit the AgilePoint BPMS and its runtime activities and processes.



Business Process Engine

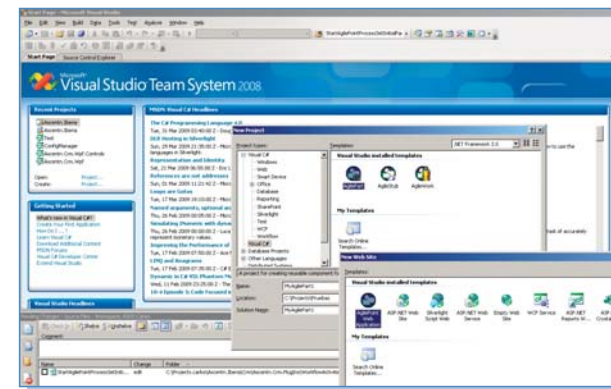
AgilePoint Server is a Microsoft .NET based Model-Driven engine that is capable of directly executing the XML composite process models produced by AgilePoint Envision. The fact that AgilePoint Server directly executes these WfMC compliant XPDL constructs, is integral to being "Agile" in AgilePoint. The engine also contains a complete set of Server side interfaces that allow processes to be monitored and even changed on the fly. AgilePoint Server employs a highly efficient event-driven architecture and activity-based swapping and is built upon the latest Microsoft application server technology. AgilePoint Server fully supports network load balancing (NLB) and clustering.



Business Process Modeling

AgilePoint Envision is a Visio-based tool that enables users to build a visual representation of a process that is actually an executable XML-based model. Envision extends Visio into a **full-lifecycle BPM productivity tool** for the creation, simulation, deployment and improvement of process models. With AgilePoint Envision, business users will be able to create executable process models including business rules, in minutes. AgilePoint Envision saves time and money by enabling businesses to reuse existing Visio knowledge and assets which facilitates buy-in, reduces risk, and streamlines rollout.

AgilePoint BPMS ships with over 100+ out of the box process enabled services called AgileShapes. These services represent **process-enabled IT assets** for a wide range of Microsoft Products and Technologies and can be organized and managed in different categories as different stencils in Visio.



Extend the bounds of CSP

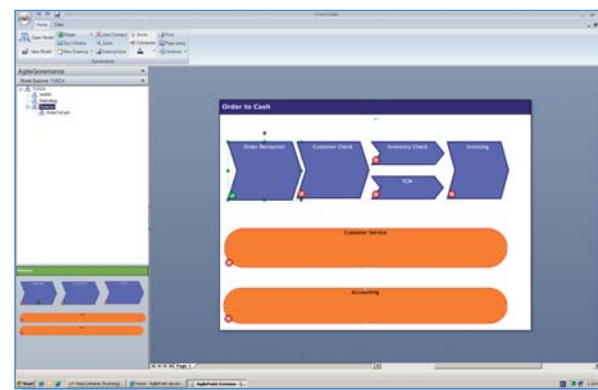
AgilePoint Developer is a Microsoft Visual Studio based program that allows developers to extend the solution via the creation of custom AgileShapes, AgileStub and AgileConnectors. This framework offers the functionality to compile individual IT business application assets into highly configurable AgileShapes that can be included in the process model. The AgileShapes configuration properties further extend the degree of control and flexibility at the process layer. With this advancement, AgilePoint effectively brings **visual SOA** to reality by enabling business users to include and reuse these service-oriented AgileShapes in the process model for direct execution by the BPM engine. The robust and scalable BPM engine supports both human workflow and system processing automation, and provides the extension capability to facilitate easy integration among many different technologies.

Process Governance

How effective is the management of the organization? How efficiently are the responsibilities of the different participants managed when reviewing or making policies? How many info-silos with duplicated activities exist? How good is the Compliance level across the organization? How easy is it to identify who has to do what, when and in what time in tasks that involve different departments? In short: How good is the Governance?

Process Governance is critical in the management function of the Public Administration, be it Education, Health & Social Care, Safety, Security, Environment, Employment, Family, Youth, Elderly, Development, Building, Planning, Transportation, Tourism, Economy, Justice, and so on. The work of the different organizational units is interrelated and are guided and bound by norms, procedures, policies, decrees and processes that are often common to more organizational units in the Government.

AgileGovernance can help to achieve Good Governance bringing a more transparent and responsive framework, informed and organized, facilitating the participation of People and achieving the targeted objectives. AgileGovernance provides the functionality for the management to excel at organizing process. Executives and policy makers can benefit from a collaborative platform that comprehends the responsibility of all participants, manages the definition of all entities and their attributes in the organization, as well as their relationships, providing mechanisms that allow the management to measure Compliance and hence, identify the Risk associated so that corrective actions can be taken. AgileGovernance connects the organization of management with the management of process execution.

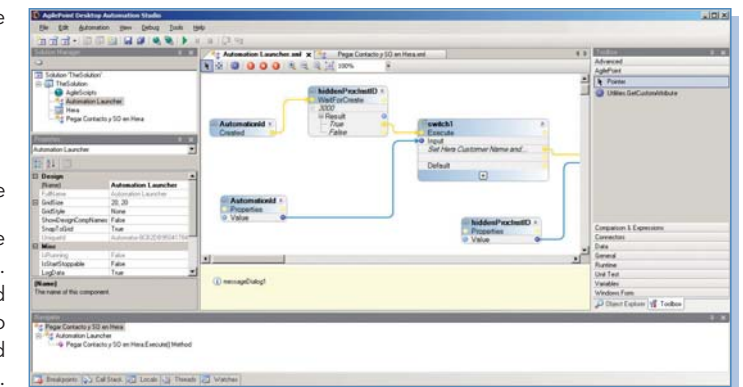


AgilePoint Desktop Automation

Most Business processes include activities that involve other systems. But integrating with those systems in order to automate these activities, is a not always possible, practical or desirable when any of the following conditions apply:

- The time needed to set up all the services needed in order to automate these tasks, is too long
- Some applications are legacy and cannot be easily service-enabled
- Some applications are external and cannot be service-enabled
- Not all types of automations are justifiable because of low usage volume

So these steps in the process stay as manual activities where users become responsible for completing the tasks by interacting with these applications. Consequently, process execution slow down due to human intervention, and most importantly, this introduces human error. With AgilePoint Desktop Automation, interactions in practically any desktop application can be automated in an agile and simple way without requiring changes in those applications.



"AgilePoint is the central piece of a BPM solution for the Spanish Constitutional Court. It is allowing us to integrate several different types of tasks on a single framework. Some examples are: launching an Office Business Applications (OBA) built on top of Microsoft Office Word for elaborating official documents, sending documents for digital signature, filling out Microsoft InfoPath electronic forms or performing day to day tasks from MOSS 2007 intranet. So with AgilePoint, we did not only get to implement a BPM solution in the Court, but also got a unique and single point of interaction between users and their running processes, even if these are distributed on a wide range of different systems.

From the point of view of agility, we initially focused on building a powerful SOA based architecture that is now allowing us to change existing processes or create new ones in days or even hours. It has been very important for our implementation success, being able to change along with our customer's day to day changing needs.

Finally, and from the point of view of efficiency, our customer has realized since day one, how much time their users are saving and headaches being avoided. And even more important, users are now concentrated on performing value-added tasks since AgilePoint is automating and helping with the repetitive ones.

Summarizing, AgilePoint has been shifting our own and our customer's expectations day after day. As a result of this success, Justice works better, faster and safer."

G. Esparducer, Account Manager, Spenta Consulting



Microsoft Integrations

The architecture, inherently based on XML and .NET, AgilePoint integrates with the full stack of MICROSOFT technologies:

- SharePoint Server
- Dynamics CRM
- BizTalk Server
- InfoPath and Form Server
- Exchange Server
- Microsoft Office OpenXML
- Project Server
- Dynamics AX
- Silverlight
- Windows Communication Foundation
- Windows Workflow Foundation
- ... some examples below:

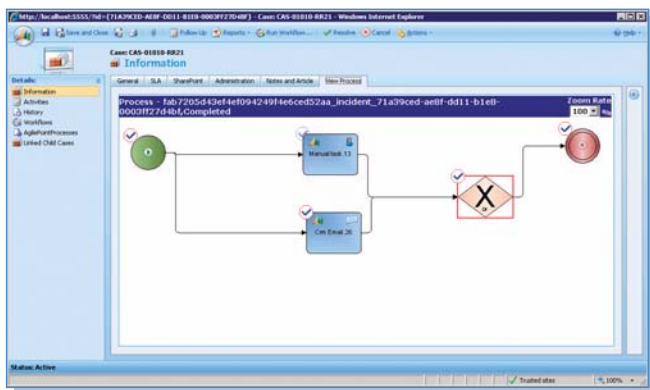
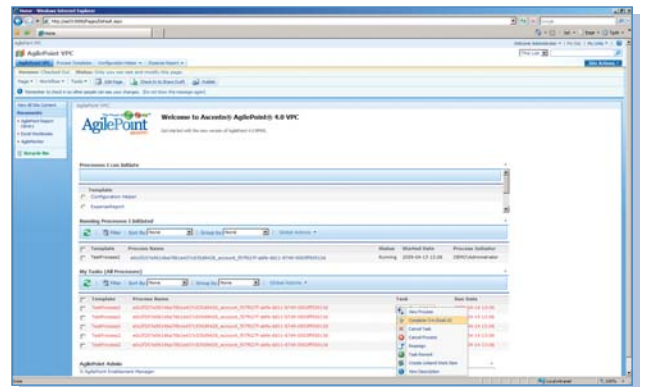
AgilePoint SharePoint Integration

AgilePoint includes a feature rich set of Web Parts for SharePoint and a bundle of +20 pre-packed, common SharePoint related activities that include Windows Workflow Foundation (WF) and SharePoint interaction.

The AgilePoint Web Parts provide functionality such as:

- Individual task lists for completing tasks with a rich set of intelligent manageability capabilities and Form Server integration
- A viewpoint of running AgilePoint process instances
- Process template list for one-click process initiation

Full compliance with the Microsoft Gold-Level SharePoint Customization Policy.



AgilePoint Dynamics CRM 4.0 Integration

- Manage all the entities inside the Process
- Task Forms creation done while modeling Process
- Multiple Task Forms (instead of standard single Form for Task)
- Show all related data necessary to complete the task
- Filtered Lookups in Task Forms
- Allow hierarchical Picklists
- Field validation at UI level



About Ascentn

Ascentn is a leading Business Process Management System (BPMS) provider created by a team of driven people who strive to incorporate the principles of relentless innovation for the benefit of our customers. Our mission is to help companies of any size attain and sustain operational success through process excellence. Ascentn is a Gartner BPM Magic Quadrant Visionary pick, a strong performer in Forrester's Human-centric BPMS report and Charter Member of the Microsoft Business Process Alliance (BPA) program.

Microsoft, Microsoft Visio, Microsoft Visual Studio.NET, Microsoft SharePoint and all other Microsoft products are trademarks of Microsoft Corporation. All other names may be trademarks of their respective owners. Ascentn, Ascentn Envision, AgilePoint Developer, AgilePoint Enterprise Manager, AgilePoint Server, AgilePoint AgilePart are trademarks of Ascentn Corporation. Copyright 2002-2009 Ascentn Corporation. All Rights Reserved.

For more information or a demonstration of the product please contact us:

www.ascentn.com
csp@ascentn.com

Ascentn EMEA
Kalkstraat 5
9700 Oudenaarde, Belgium

Ascentn Headquarters
1916C Old Middlefield Way
Mountain View, CA, 94043, USA



Ascentn US Headquarters
Phone: 1-650-968-6789



Ascentn EMEA
Phone: +32 497 42.76.13



Ascentn Japan
Phone: +81-3-5719-0011