

About BPMspace

BPMspace supports an organization in all stages of the "Business Process Management ":

- process design, test and documentation
- execution and process control
- continuous process improvement

Process design, test and documentation

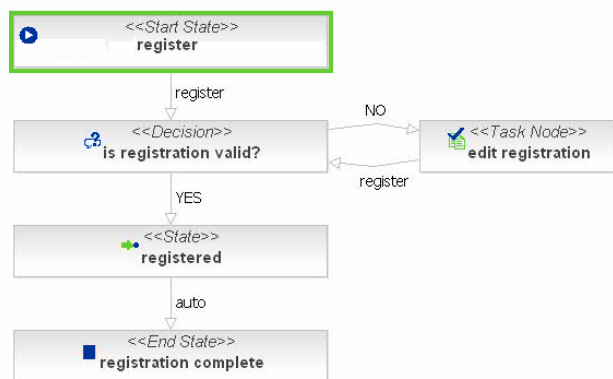
By using BPMspace you can design processes using a graphic user interface. Besides the flowchart you can specify all required parameters for the process definition:

- modeling of the workflow
- define process inputs and outputs
- assign process activities to roles or delegate them to applications
- relate processes and relational process management
- add plausibility checks
- define status changes for each of the individual process steps
- adapt design and layout of forms and Web front-ends
- define roles and assign persons to them
- document processes
- generate reports
- test process workflows

Operation and process control

BPMspace is a ticket tool and data warehouse. After the stage process design, the created process definitions can be deployed to a BPMspace server. Using a Web front-end, individual process instances (tickets) can be initiated, process activities can be executed and workflows can be controlled. The following functions are integrated:

- take-over or delegation of the responsibility of process activities
- interruption and resumption of process activities
- graphic help function: „where am I? "
- full text search in the entire data store
- read out of histories
- display of a personal task list
- implementation of pre-defined reports
- draw up of own reports
- display of the last tasks worked on
- help function to the individual form fields
- data export for further processing by other programs



Continuous process improvement

BPMspace expressly supports dynamic process improvement. Once modeled, processes can be adapted at any time to new requirements. Furthermore, an automatic versioning of the process definition takes place. A process instance (ticket) „remembers“ the version under which it is created and will be further processed in this context, if not differently intended, even if a newer process version is available. By this mechanism annoying import and export operations will be avoided during process adjustments.

Advantages obtained by using BPMspace

- BPMspace is open SOURCE – no license costs
- BPMspace is a design and ticket tool in one – short duration of the process implementation
- BPMspace is agile – investment protection, since processes are applicable
- BPMspace is open –import and export of data is possible at any time
- BPMspace is communicative - interaction with other applications is easy to realize

Roadmap BPMspace

The release of the first version of BPMspace and „BPMspace for ITIL“ is announced for October 2006. At the end of June 2006 the homepage of BPMspace will be online. Among other things, it will contain a demo of the incident, change and configuration management processes. Besides, we plan further presentations; those dates will likewise be published on the homepage. Apart from BPMspace we will present some other products and services:

- BPMspace hosting
- BPMspace support
- BPMspace training courses for
 - users
 - administrators
 - process designers
 - consulting services
 - development achievement

BPMspace Background

BPMspace has been developed by Continental software GmbH in co-operation with mITSM. The mental fathers are Boran Gögetap and Robert Kuhlig. BPMspace is based on the open source products MySQL, JBoss and jBPM and is written in „pure Java“. Therefore it is applicable in Unix, Linux, Microsoft or heterogeneous environments.

BPMspace for ITIL

„BPMspace for ITIL“ contains already fully operational (nevertheless adaptable) definitions of the 5 ITIL core processes:

- Incident Management
- Problem Management
- Change Management
- Configuration Management and
- Service Level Management

Furthermore, a Configuration Management Data Base (CMDB) will be published. The structure of the CMDB is flexible, too, so new CI and relationship types can be defined as required.

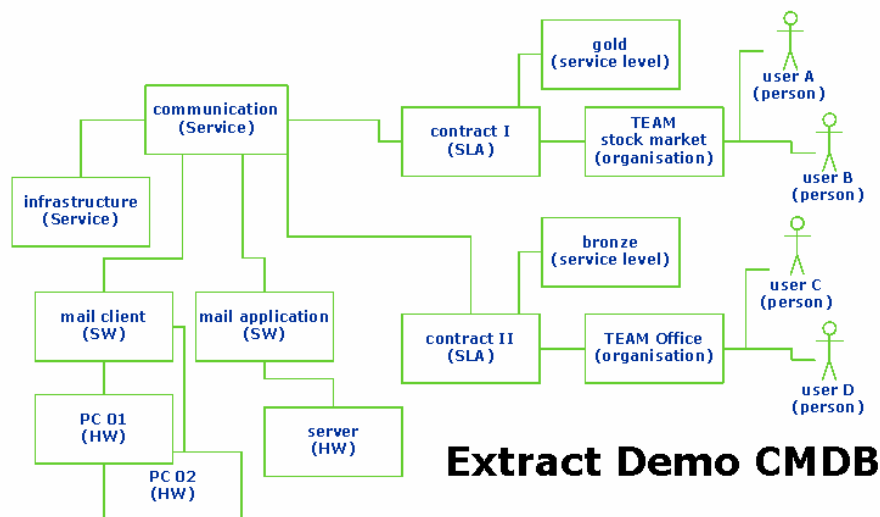
Within the Service Level Management the illustration of the various SLA structures (service based, customer based or multi-level) is being supported. Moreover, the compilation of a service catalogue is possible.

The definition of the ITIL base processes is completed step by step by defining the remaining ITIL processes:

- Release Management
- Availability Management
- Security Management
- Capacity Management
- It Service Continuity Management
- Financial Management for IT Services

Furthermore, a definition of the additional processes demanded by the ISO 20000 standard is planned:

- Service Reporting
- Supplier Management
- Business Relationship Management



Together with the company plan42 GmbH we will develop an interface between the open source system management application „Nagios“ and BPMspace.