

#### **CEP and Decision Management**

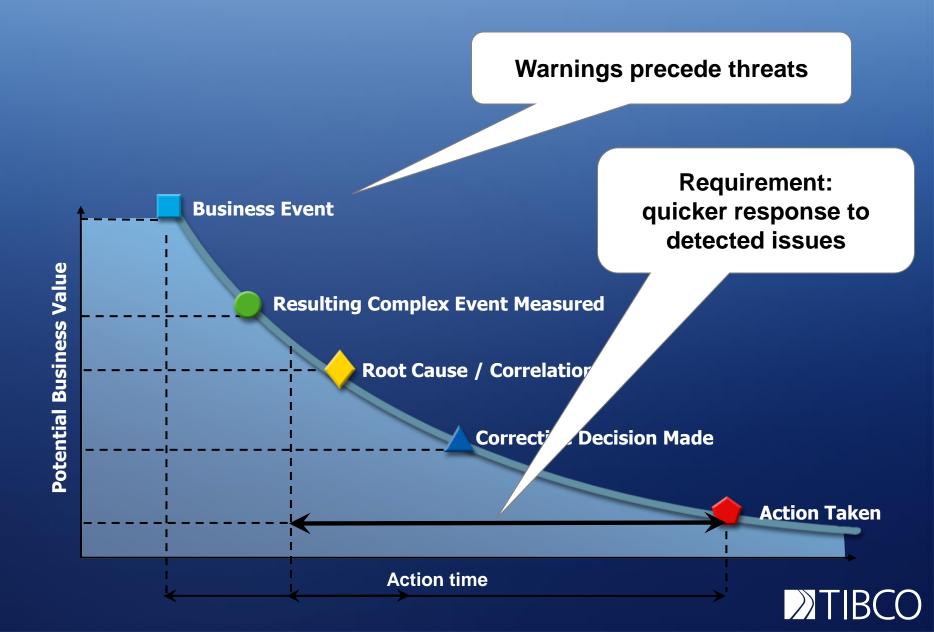
Paul Vincent, CTO Business Rules and CEP

#### More Decisions...

#### **Process Cycle-Time Improvements** 30 minutes **Perform Trading Analytics** 5 seconds **Airline Operations** 20 minutes 30 seconds **Handle Call Center Inquiries** 8 hours 10 seconds **Track Financial/Risk Position** 5 minutes 1 day **Supply Chain Updates** 1 day 15 minutes Mail... express... fax... e-mail **Document Transfer** 3 days 20 seconds **Phone/Service Activation** 3 days 1 hour **Refresh Data Warehouse** 1 month 1 hour Settle Trade/Transaction 5 days 1 day **Build-to-Order Product** 6 weeks 1 day Source: Gartner



#### Faster Decisions...

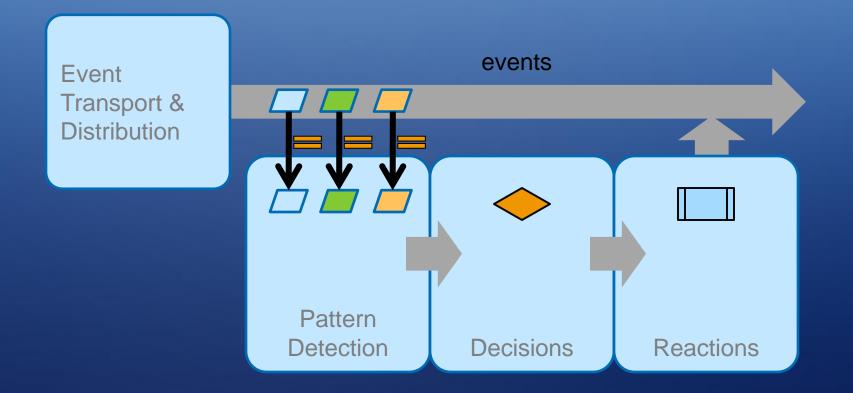


Also...

- We don't always know when we will need to make a decision in advance (i.e. In a BPM flow)
- Decisions are driven by some event (i.e. When do I need to decide this?)
- Decisions depend on context like time, status, etc

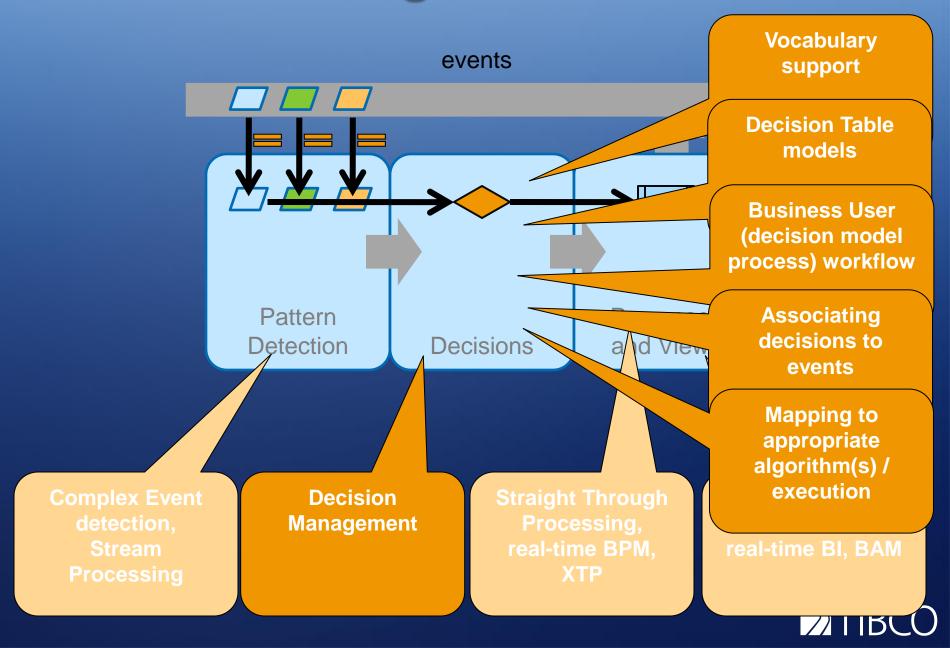


What is "CEP"?



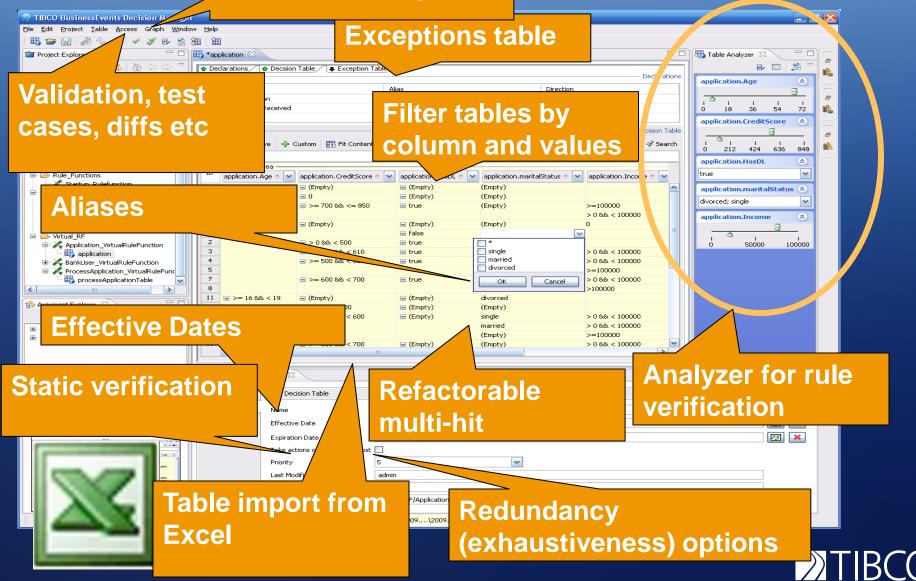


#### **CEP Coverage of Decisions**



### **Decision Tables TIBCO-style**

#### **Decision Tree option**



## Decision Manager: validation and test cases

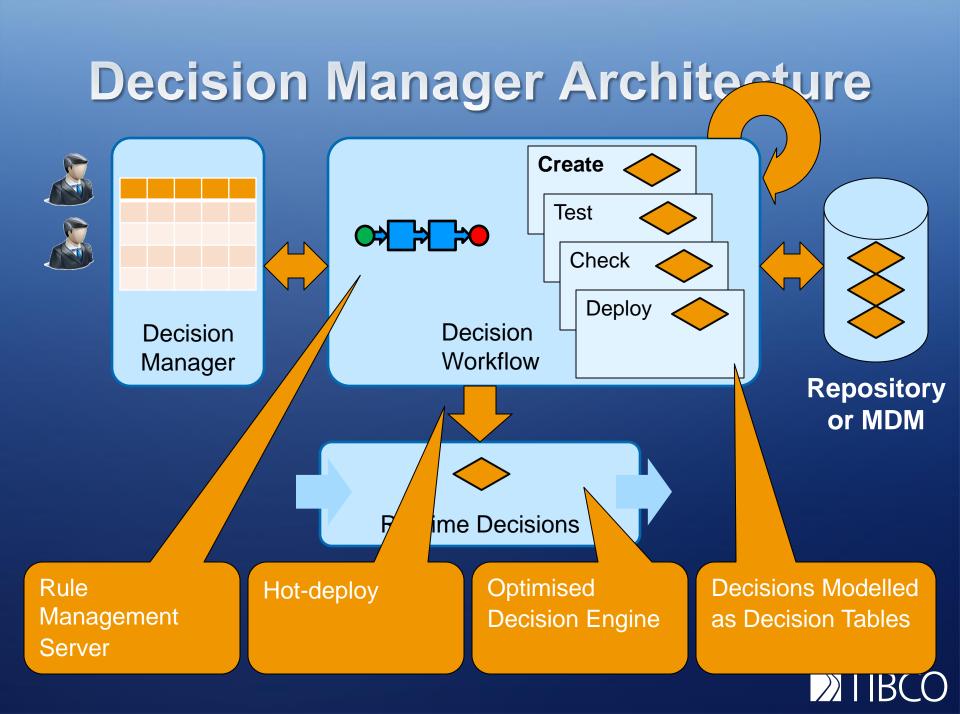
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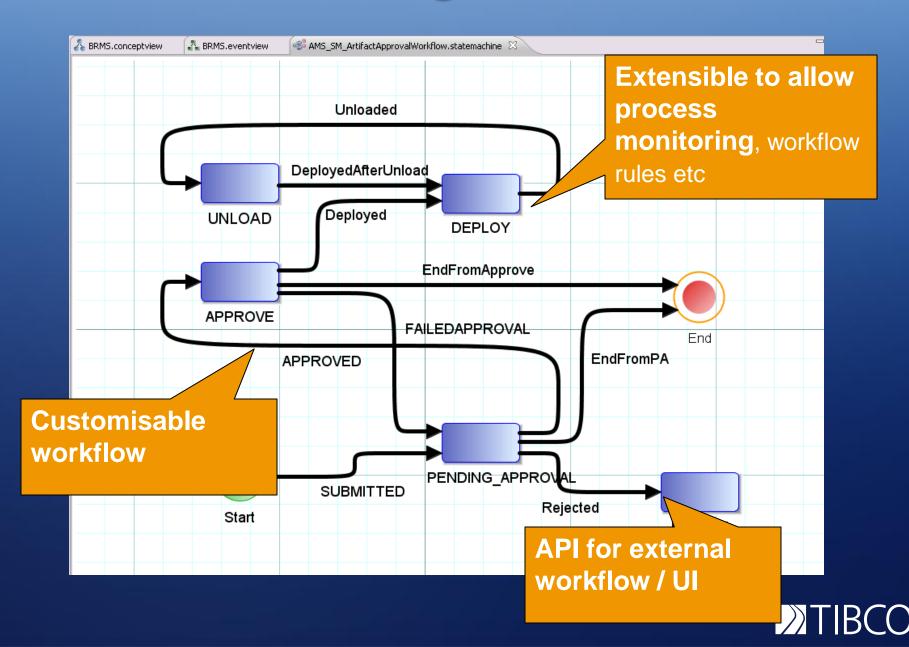
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#### **Decision Manager: Workflow**



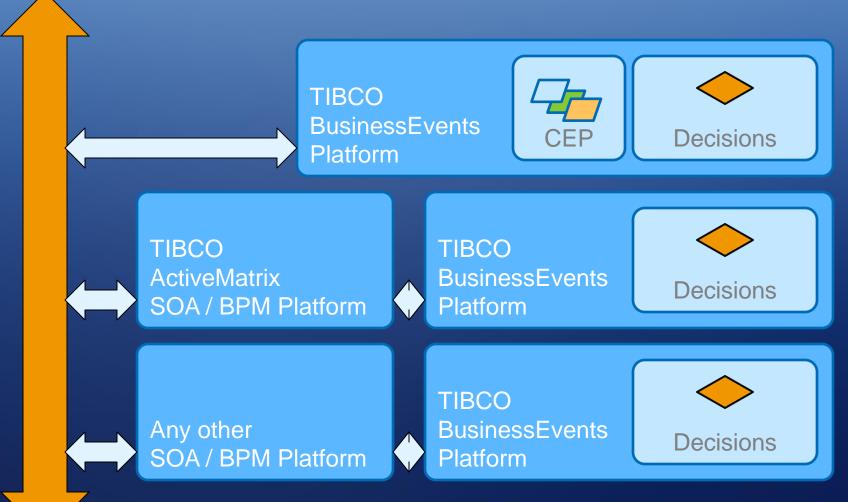
# BUT... Decisions are Context Driven

#### The Decisions I need to make depend on the context:

- If I buy a plane ticket, should I be offered travel insurance?
  - Have I previously purchased travel insurance?
    - And if so is it still valid?
    - Did it cover the type of journey specified by the ticket?
    - Has my status changed that might invalidate the previous insurance?
      - Etc etc
- Context includes data and time...
  OR
  "Where am I in my process"



# Options



Event bus / middleware



## Context-based Decision Modelling

- What are my goals and end-states?
- What models best support the construction of such decisions
- What about the management, metadata, etc etc?



#### Models we use in CEP

**Event Model and Concept Model** for static relationships

> State Model for dynamic, time-based concept lifecycles

Query Model for sets of concepts + windows of events

> Inference Rule Model for business knowledge

> > **Decision Model** for managed decisions



#### **Stateful Decisions?**

State Transition = Event Rule or Event-Decision

State 1 Where am I?

> State 2 Where will I be?



#### **Concluding Remarks**

- Decision Modelling part of Decision Management
- Decision Modelling <> Decision Maintenance
- Decision Modelling \*is\* a process
  - supported by methods / methodologies
  - should use common/standard notations
    & underlying principles/metamodel
- Base artifacts (eg tables) commonly supported
- Business analysis artifacts (eg goal networks) "less commonly supported" eg only via process or state

