



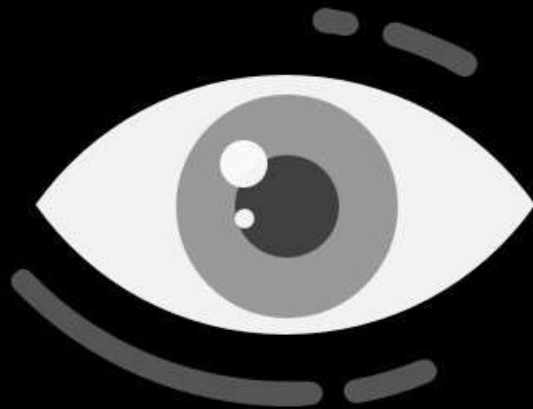
Process Mining NOREA Young Professionals Innovation lab

Agenda

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- 1 What is Process Mining? (20 minutes)
 - 2 How does Process Mining work? (10 minutes)
 - 3 Seeing is Believing - Workshop! (90 minutes)

What is Process Mining?

If you think, that you just have got only
LIMITED INSIGHT into the as-is
processes and their weaknesses.



PROCESS MINING can SWITCH ON THE
LIGHTS and empower you to see
EVERYTHING in the real processes

In principle, Process Mining has been around for a long time

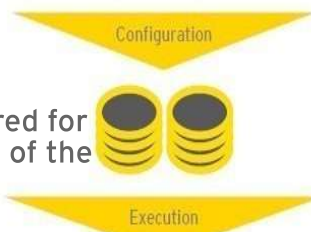
1 Process design

High-level model for the business process is designed



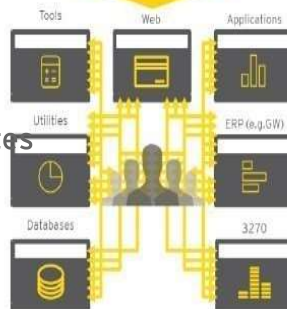
2 IT systems

IT systems are configured for enabling and managing of the business process



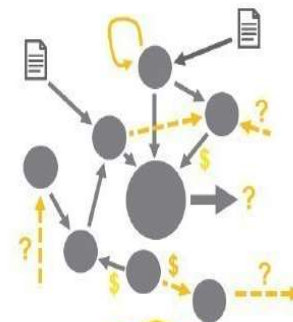
3 People & work

The IT system coordinates the work of human resources in the enterprise



Classical BPM

Process Mining

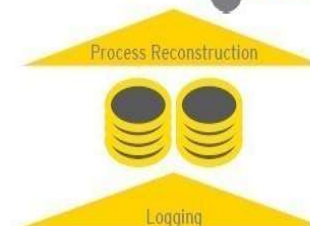


3 Process mining

As-is business process is **reconstructed** (process discovery). Process conformance and enhancement follow

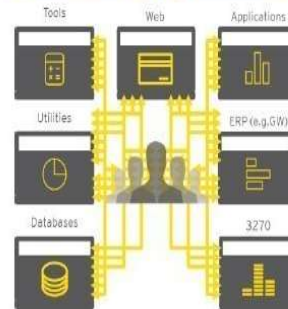
2 IT Systems

Activities are reflected in the IT systems by **log-data**



1 People & work

Through their work, employees generate information on those activities they perform

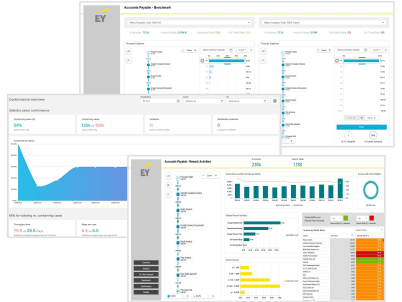
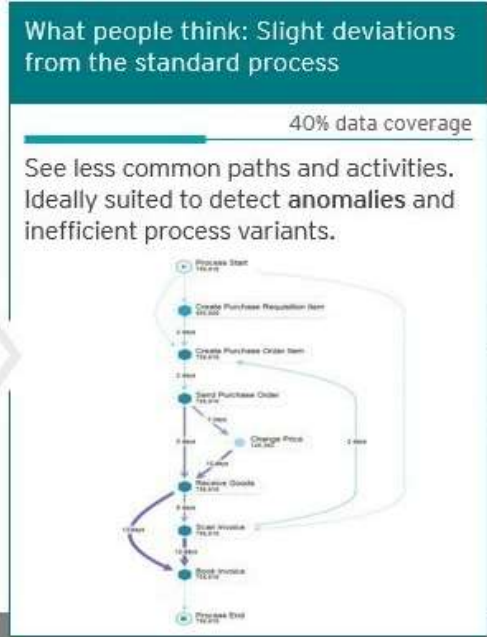


Process Mining is the science to exploit the value of real log-events stored in most of enterprise information systems

Using Process Mining technology, actual process flows can be visualized and the quality and effectiveness of processes and internal controls can be measured

Use cases

- Process Transparency
- Comparison of Processes
- Cost reduction
- Elimination of redundancies
- Identification of bottlenecks
- Continuous monitoring



- BENEFITS**
- 100% transparency by visualizing all actual processes
 - Identification of the most efficient process path
 - Reduced time for process experts on the customer site, as time-consuming interviews are obsolete
 - Intelligent, sustainable and repeatable way to use existing data to monitor process flows and track process changes
 - Detecting weaknesses and deviations from the intended process flow and why they occur
 - Measure the automation rate in a process to increase efficiency and quality through the use of "robotics"

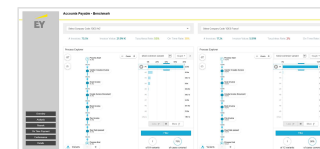
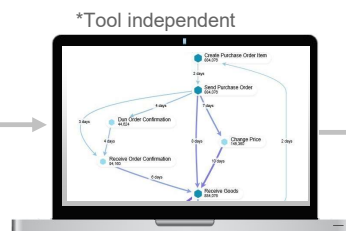
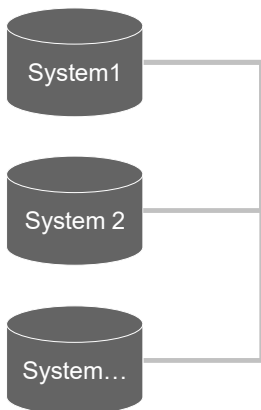
Agenda

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How does Process Mining work?



Generally each IT system containing **DIGITAL FOOTPRINTS** can be connected to Process Mining



- Event logs**
- **Timestamp**
(28/05/2015 14:35)
- **Case ID**
(Mortgage file number, Incident ID etc.)
- **Activity**
(Scan Invoice, Create Order Requisition etc.)
- **Metadata**
(Vendor, Material etc.)

Agenda



1 What is Process Mining all about?

2 How does Process Mining work?

3 Seeing is Believing - Workshop!



Workshop

A Disco tour: Introduction & activation license codes

B Learning by Doing:
Exercises with Purchase-to-Pay process

C Use case Process Mining & IT Auditing:
How can we use PM to analyze the Change Management process?

Workshop



A Disco tour: Introduction

B Learning by Doing:
Exercises with Purchase-to-Pay process

C Use case Process Mining & IT Auditing:
How can we use PM to analyze the Change Management process?

Voordat jullie met de volgende casus
aan de slag gaan.....



Wat hebben we gezien en gedaan

Wat hebben we gezien en gedaan:

1. Hoe ziet de data er uit?
2. Importeren van data (demo door Michiel/Angelique)
3. 'Process discovery', sliders, wat viel op?
4. Statistics, voorbeeld lange doorlooptijden
5. Cases bekijken
6. Filters
7. Bottlenecks vinden, performance view
8. Animatie process, 'bolletjes overzicht'
9. 'Compliance checking'
10. Social network analysis

En nu????



A person wearing athletic gear, including a backpack and running shoes, stands on a paved path at sunrise. The scene is bathed in warm, golden light, and a blue backpack lies on the ground nearby. The text "Ready For a Challenge?" is overlaid in a bold, blue font.

**Ready For
a
Challenge?**

Workshop



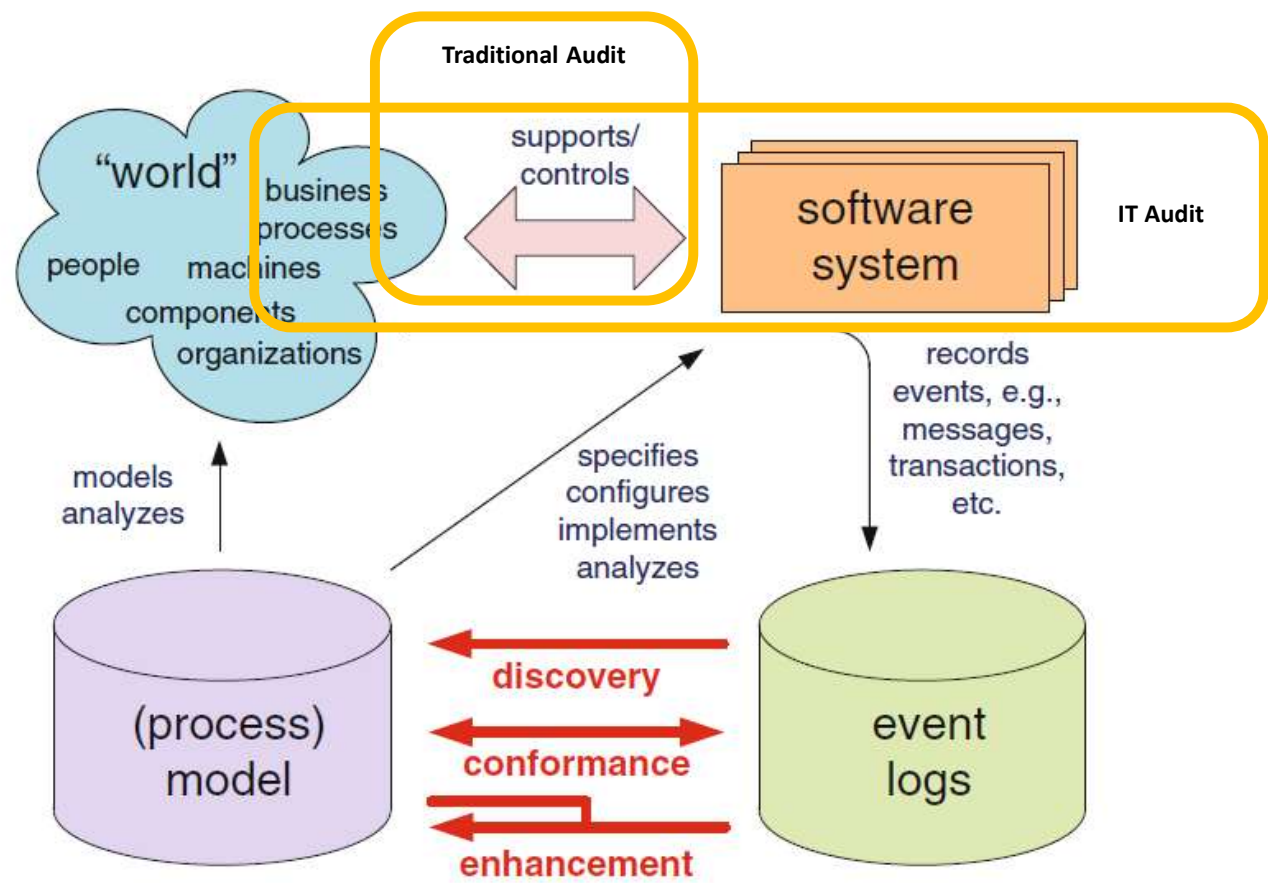
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How can we use PM to analyze the Change Management process?



Types of Process Mining





Casus change management proces

Wat zijn de inzichten die je uit de data haalt over het proces?

- Welke processen identificeer je?
- Wat zijn de aantallen wijzigingen per proces?
- Welke actoren identificeer je?
- Welke prestatie-indicatoren zijn er interessant?
- ...etc

Wat zou de impact hiervan op de controleaanpak kunnen zijn?

- Hoe zou je deze inzichten gebruiken bij het bepalen van de controleaanpak van het change management proces?
- Wat zou de impact hiervan zijn op de effectiviteit en efficiency van de werkzaamheden in vergelijking met een aanpak zonder process mining?

Hoe Process Mining gebruiken bij het evalueren van beheersmaatregelen?

- Wat zijn de keuzes die je op basis van de nieuwe inzichten zou maken tijdens een controle van het change management proces?
 - Bijv.: zijn er wijzigingen die zonder go-no-go decision / user acceptance test / ... zijn gereleased?
 - Wat zijn de vervolgstappen op basis van deze constatering?
-

Bedankt voor jullie aandacht!



Contactgegevens



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