BUSINESS PROCESS MINING AGENDA

15 hours over 10 days

Day 1

Module 1 - Introduction to Business Process Management (BPM)
- BPM principles, main concepts and value proposition
- Overview of the BPM lifecycle
- Shortfalls of traditional BPM

Day 2

Module 2 - Introduction to Process Mining
- Process mining value proposition
- Overview of process mining capabilities
- Process mining uptake & market analysis
- Case study (finance)

Day 3

Module 3 – Event logs & Process maps
- Anatomy of an event log
- Ingredients of a process map
- Abstraction and filtering
- Visual analytics and results interpretation
- Practical exercises
Day 4

Module 4 – Automated process discovery (Part 1)
• From process maps to BPMN models
• Quality of automated discovery
• Intermezzo: core BPMN language
• Visual analytics and results interpretation
• Practical exercises

Day 5

Module 5 – Automated process discovery (Part 2) & Performance mining (Part 1)
• Alternative discovery views (social networks, object lifecycle models)
• Automated process discovery analysis template
• Practical exercises
• Process performance metrics (time, cost, quality and flexibility)
• Overview of main performance mining techniques

Day 6

Module 6 – Guest lecture: Case studies
• Case studies from manufacturing, finance and tertiary education
• Settings, data collection, analysis, results
• ROI estimation
• Organisational challenges and lessons learnt
Day 7

Module 7 – Performance mining (Part 2) & Conformance Checking

- Visual analytics and results interpretation
- Performance mining analysis template
- Practical exercises
- Rule-based conformance checking: compliance checking
- Visual analytics and results interpretation
- Compliance checking analysis template
- Practical exercises
- Model-based conformance checking

Day 8

Module 8 – Variant analysis

- Drivers for variant analysis and overview of techniques
- Visual analytics and results interpretation
- Variant analysis template
- Practical exercises

Day 9

Module 9 – How to run a process mining project

- Types of process mining project
- Phases of a question-driven project approach and role of stakeholders
- Data acquisition and preparation
- Use-cases analysis templates
- ROI estimation
- Common pitfalls of process mining projects
Day 10

Module 10 – Course recap & Guest lecture: The future of process mining

- Predictive and prescriptive process monitoring
- Data-driven simulation
- Robotic process mining
- Causal process mining