

### Workshop Agenda 9am – 5pm

#### Day 1

##### Module 1 – Introduction to Business Process Management (BPM)

- BPM principles, main concepts and value proposition
- Overview of the BPM lifecycle
- Process monitoring and dashboarding (operational, tactical, strategic)

Morning tea

##### Module 2 – Introduction to Process Mining

- History of process mining
- Role in the BPM lifecycle
- Value proposition
- Overview of categories of process mining techniques (automated discovery, performance mining, conformance checking, variants analysis, predictive monitoring)
- Process mining vs Business Activity Monitoring and Business Intelligence

Lunch break

##### Module 3 – Case studies

- Process mining uptake in practice
- Case studies in different application areas (finance, healthcare, IT service provider, etc.)
- Results achieved and lessons learned

Afternoon tea

##### Module 4 – Automated process discovery

- Anatomy of an event log
- Ingredients of a process map
- Overview of main discovery algorithms (Inductive Miner, Split Miner)
- Alternative discovery views (social networks, object lifecycle models)
- Visual analytics and results interpretation
- Practical exercises

## Day 2

Recap of Day 1

### Module 5 – Performance mining

- Process performance metrics (time, cost, quality and flexibility dimensions)
- Overview of main performance mining techniques (dotted charts, summary statistics, statistics over process maps/models, stage-based cumulative flow diagrams)
- Visual analytics and results interpretation
- Practical exercises

Morning tea

### Module 6 – Conformance checking

- Conformance checking concepts (play-in, play-out, replay)
- Overview of conformance checking techniques (token replay, alignments, event structures)
- Conformance of process data and resources
- Visual analytics and results interpretation
- Practical exercises

Lunch break

### Module 7 – Variants analysis and Predictive monitoring

- Drivers for variants analysis and overview of techniques
- Visual analytics and results interpretation
- Practical exercises
- Overview of predictive monitoring
- Prediction targets and methods
- Predictive monitoring dashboards

Afternoon tea

### Module 8 – How to run a process mining project

- Types of process mining project (exploratory, question-driven)
- Phases of a question-driven project and role of stakeholders
- Data acquisition and pre-processing
- Common pitfalls of process mining projects
- Overview of process mining tools

Course recap and closing remarks