



THE UNIVERSITY OF
MELBOURNE

Business Process Mining

Business Process Management Professional Education

Contacts

For course enquiries, please contact:
Melbourne School of Professional and Continuing Education
E: continuing-education@unimelb.edu.au
T: +61 3 8344 0149

Lead Academic contact:
Professor Marcello La Rosa
E: marcello.larosa@unimelb.edu.au
T: +61 3 8344 9887

The workshop will cover:

- Introduction to business process management (BPM)
- Introduction to process mining and its role in the BPM lifecycle
- Process mining value proposition
- Case studies
- Process mining techniques:
 - automated discovery
 - performance mining
 - conformance checking
 - variants analysis
 - predictive monitoring
- How to set up a process mining project
- Process mining tools

March 14-15, 2019



Get the keys to your business data and start making strategic, data-driven business decisions with this practical two-day workshop on Business Process Mining.

The Workshop

Data abounds in modern organisations, but data without meaning is useless. This 2-day course provides a hands-on introduction to the fascinating area of business process mining. Process mining is an innovative approach to extract business process insights from transactional data commonly recorded by IT systems.

The idea is to use this data to analyse and improve organisational productivity along performance dimensions such as efficiency, quality, compliance and risk. By using data rather than perceptions gained from interviews and workshops, process mining shifts the way of thinking from “confidence-based” to “evidence-based” business process management.

This course will illustrate the main techniques and tools for process mining, discuss what analytics can be extracted, and how these can be visualised and interpreted to gain better insights on how an organisation actually works. Concepts and techniques are put into practice through a range of examples, compelling case studies and supervised exercises deriving from various industry domains. Armed with this knowledge, you will be able to run your first process mining project and gain the required buy-in to put up a case for process improvement based on your process mining results.

The Audience

This course addresses the needs of professionals involved in organisational improvement and operational excellence projects, such as business analysts and process analysts, as well as IT staff such as solution architects. The course is particularly suitable for those who have an analytical mindset to understand, interpret and gain insights from data analytics.

"Great use of examples and exercises are very helpful."- July 2018

"The presenter was helpful and approachable and introduced the material in an interesting and easy-to-follow manner." – July 2018

The Delivery Team

The workshop will be delivered by Professor Marcello La Rosa from the School of Computing and Information Systems.

Professor Marcello La Rosa leads the Information Systems group within the School of Computing and Information Systems at the University of Melbourne and serves as the Director of Engagement for his School. He has taught BPM and provided consultancy services, executive training and strategic advice to numerous organisations, both nationally and overseas, for over ten years. Based on this experience, Marcello co-authored "Fundamentals of Business Process Management" (Springer, 2nd edition), which has been adopted by over 200 universities in the world. Using this textbook, he co-developed a series of MOOCs on the subject, attracting over 25,000 participants to date.

Enrolment information

The course is offered as a 2-day workshop at The University of Melbourne's Parkville campus. The fee of **\$1,600 + GST** per person includes catering, course material, additional readings, comprehensive feedback, and preparation for the certification exam.

Discounts Available:

- A 25% early bird discount applies for enrolments up until 1-month prior to delivery – use promotion code 'EARLYBIRD'
- A 25% discount applies to University of Melbourne employees and students – use promotion code 'UoM' when booking
- A 15% discount applies to University of Melbourne alumni – use promotion code 'ALUMNI' when booking

Discounts are not cumulative.

Participant enrolment is via **TryBooking**:



Participants with general enquiries, please contact Melbourne School of Professional and Continuing Education:

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A Certificate of Participation is issued upon completion of the course.

Invoice payments are available to all participants.

Get in touch



www.bpmeducation.com



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