Process Mining

The new “hot stuff” in the process industry

Roland Woldt – December 13, 2021

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With You Today

The hosts of the What's Your Baseline podcast are experienced consultants in the EA and BPM space.

Roland Woldt

Roland is a well-rounded executive with 20+ years of Business / Digital Transformation consulting and software development/system implementation experience, in addition to leadership positions within the German Armed Forces (11 years).

He has worked as a Team Lead, Engagement/ Program Manager, and Enterprise/Solution Architect on many projects. Within these projects, he was responsible for the full project life cycle from shaping a solution and selling it, to setting up a methodological approach through design, implementation, and test, up to the roll-out of solutions.

In addition to this Roland has managed consulting offerings during their life-cycle from the definition, delivery to update, and had revenue responsibility for them. This also included the stand-up and development of consulting teams, and their day-to-day management.

The vast majority of Roland's experiences were leading service groups at Accenture, Software AG, and KPMG. For additional, more detailed information please head over to his personal site at www.woldt.de.

J-M Erlendson

J-M is a Business Process Architect, Methodology Specialist, Conference Speaker, and Transformation Engineering Lead with over 15 years of experience in Business Process Management (BPM), Enterprise Architecture, Supply Chain Management and Project Management, helping clients develop and implement business process frameworks, hone process-centric strategies, and execute process improvement and architecture modernization projects.

He is a leader in business, founding and running multiple highly-successful independent arts companies and charities. He is a process and EA tools expert and high-level trainer with years of experience in documentation, simulation, analysis, improvement and as a vehicle for change management.

J-M combines this technical skill with strong leadership and relationship management skills, having run multiple BPM and EA-focused projects with cross-functional supporting teams.

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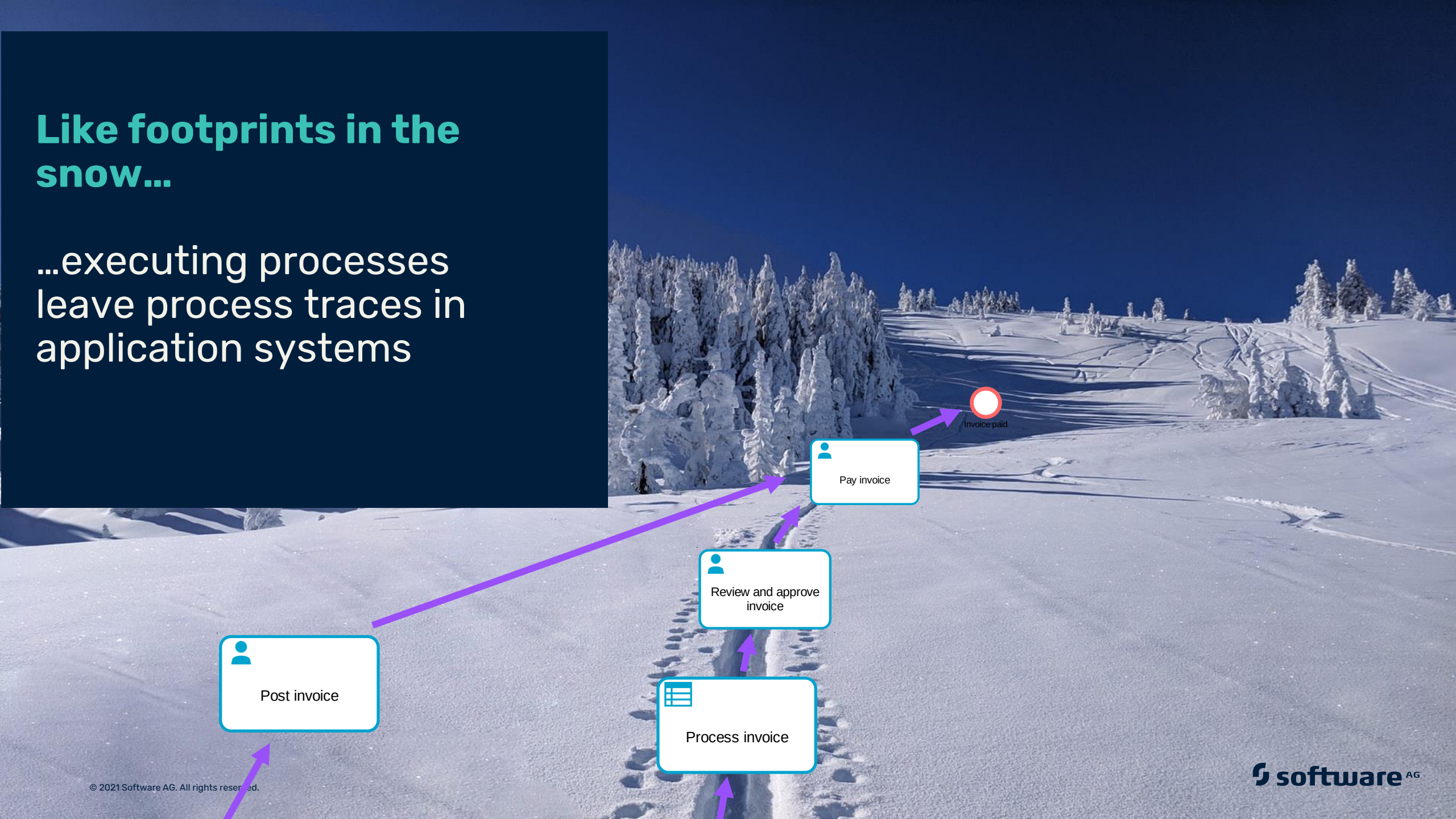
Like footprints in the snow…

…executing processes leave process traces in application systems



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How Does Process Mining Work?

Data traces representing process executions.

PROCESS EXECUTION

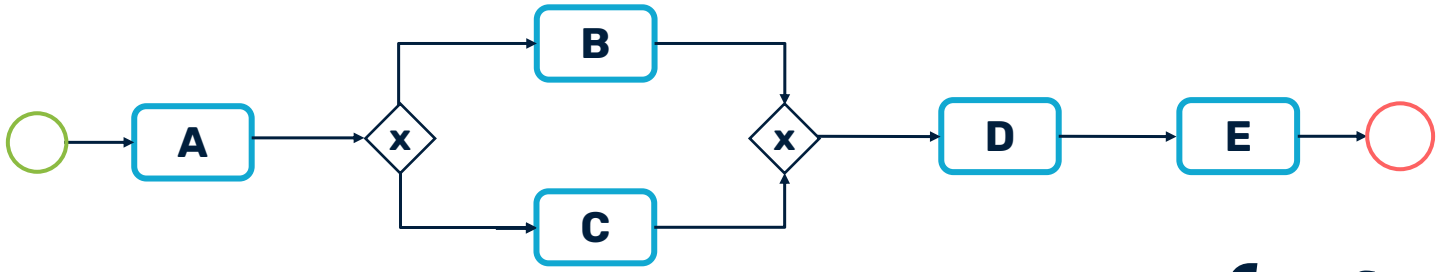
Case ID 4711
(e.g., order number)

Case ID 4712
(e.g., order number)

PROCESS TRACES AND DATA STRUCTURE

CASE ID	ACTIVITY NAME	ACTIVITY TIMESTAMP
4711	A	Jan 1, 2020
4711	B	Jan 2, 2020
4711	D	Jan 3, 2020
...	...	...
4712	A	Jan 4, 2020
4712	C	Jan 5, 2020
4712	D	Jan 6, 2020
...	...	...

PROCESS DISCOVERY



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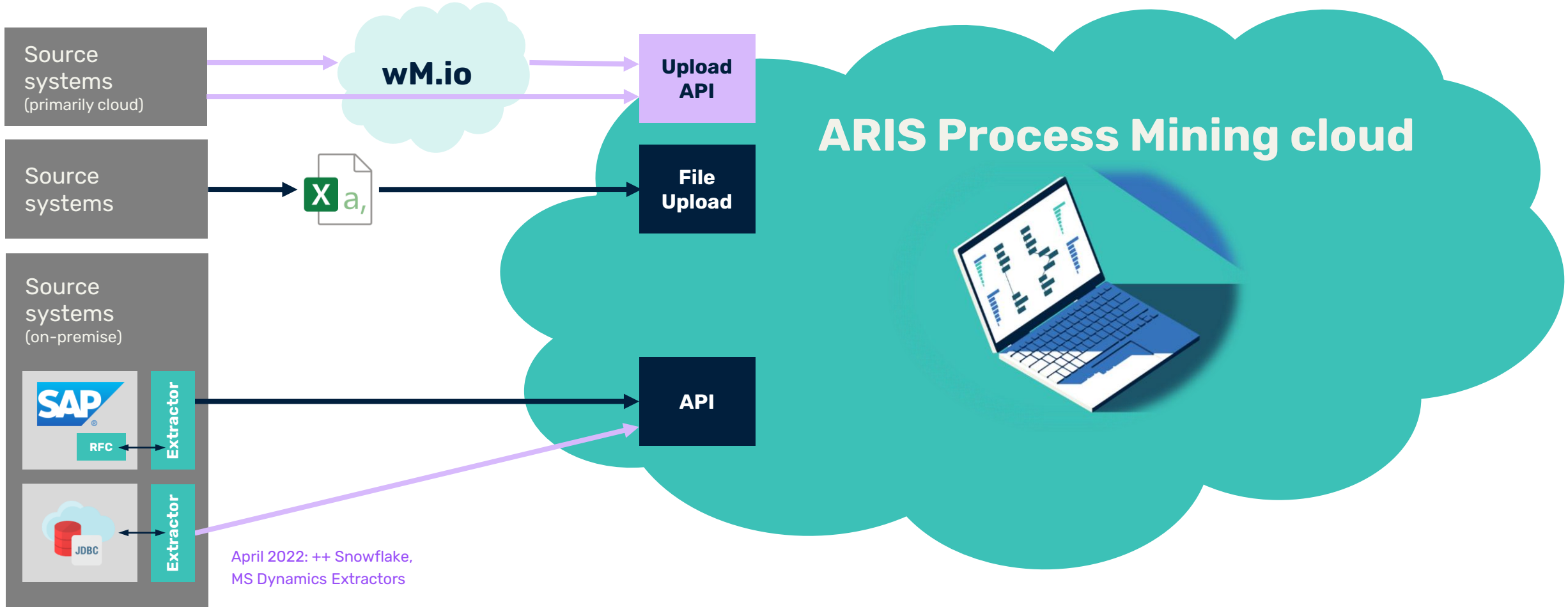
ARIS Process Mining SaaS Technical Setup

High-level data connectivity architecture.



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High-Level Use Cases

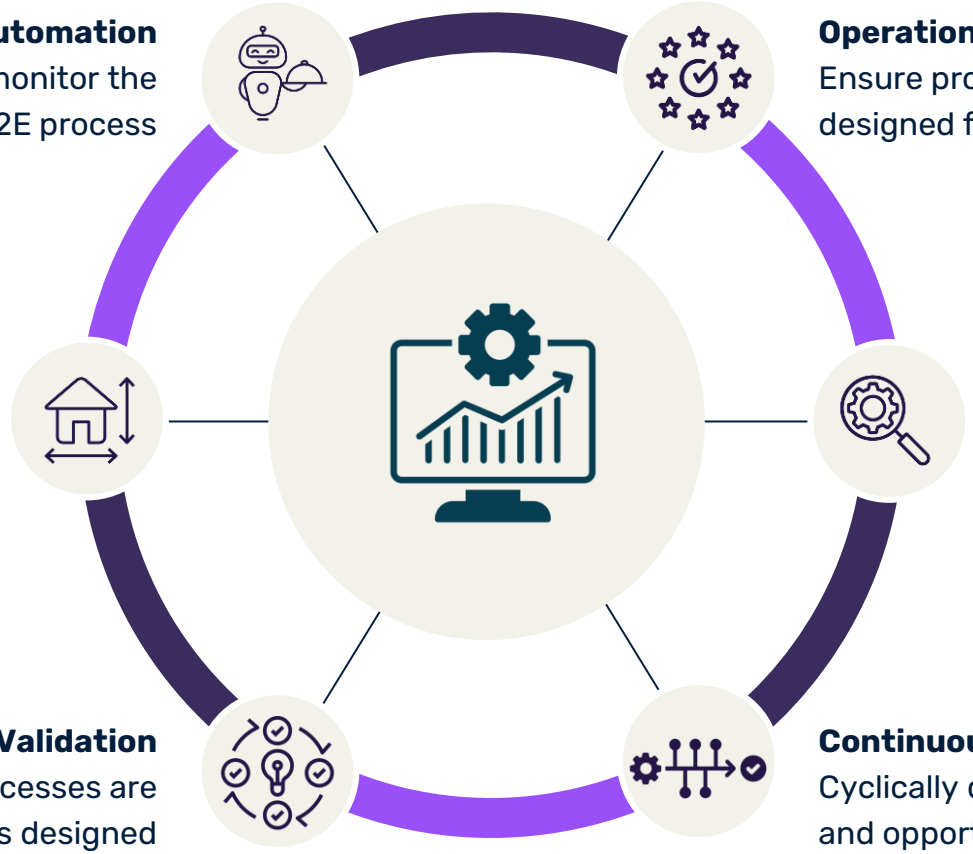
Process Mining covers these main use cases, serving different audiences.

Business Process Owner

Robotic Process Automation
Identify RPA candidates and monitor the effect of the automation on the E2E process

Operational Compliance
Ensure processes are executed as designed following internal policies

Business Process Owner



Business Process Owner

Change Manager

Blueprinting ('measure first')
Discover as-is processes for redesign or transitioning

Process Risk & Control Monitoring
Ensure processes are executed in accordance with relevant regulations

Compliance Officer

Project Delivery Manager

Deployment Validation
Ensure that deployed processes are used as designed

Continuous Process Improvement
Cyclically detect and act on issues and opportunities for improvement

Business Process Owner

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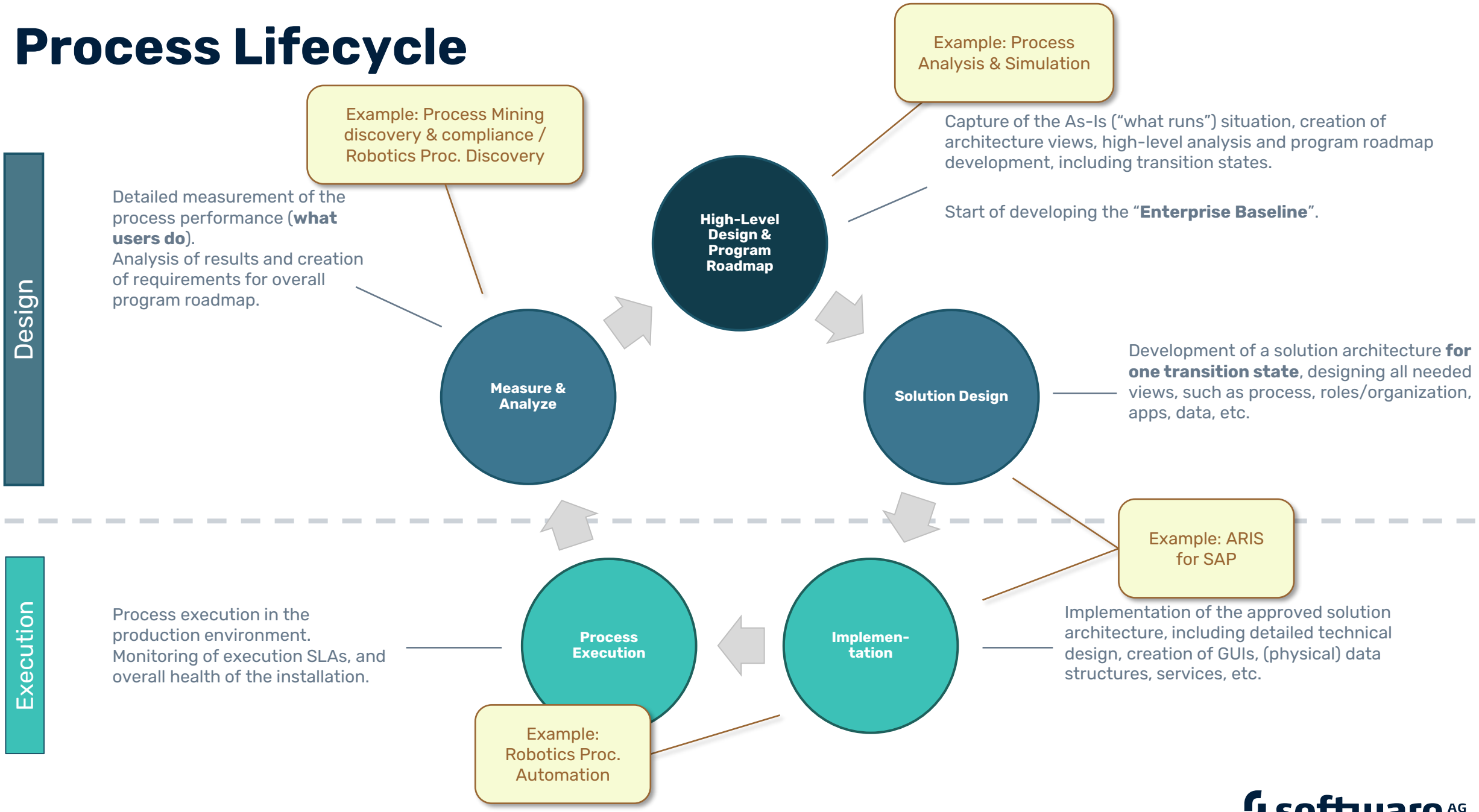
Process Lifecycle



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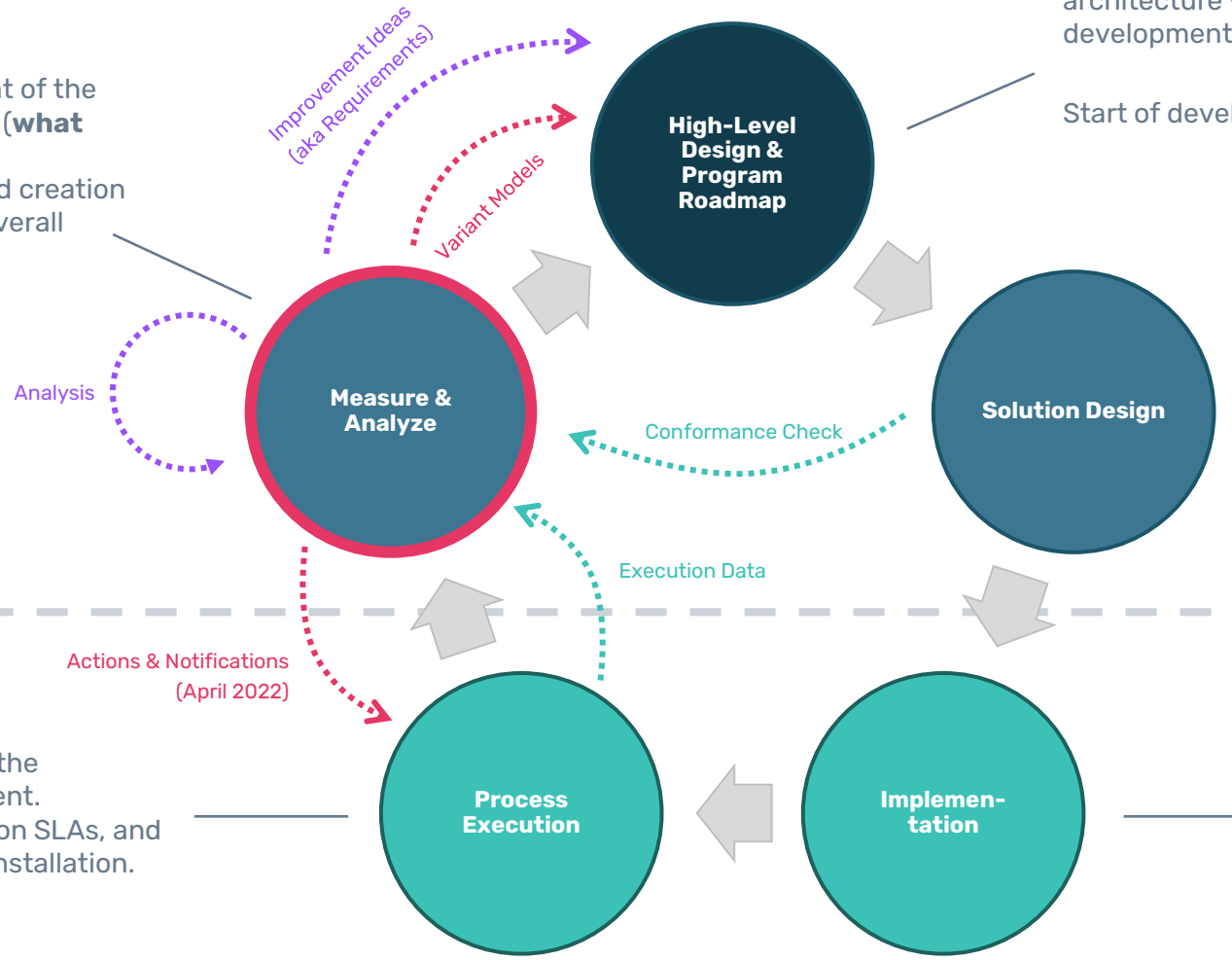
Process Lifecycle

Design

Execution



Capture of the As-Is ("what runs") situation, creation of architecture views, high-level analysis and program roadmap development, including transition states.

Start of developing the "**Enterprise Baseline**".

Detailed measurement of the process performance (**what users do**).
Analysis of results and creation of requirements for overall program roadmap.

Development of a solution architecture **for one transition state**, designing all needed views, such as process, roles/organization, apps, data, etc.

Process execution in the production environment.
Monitoring of execution SLAs, and overall health of the installation.

Implementation of the approved solution architecture, including detailed technical design, creation of GUIs, (physical) data structures, services, etc.

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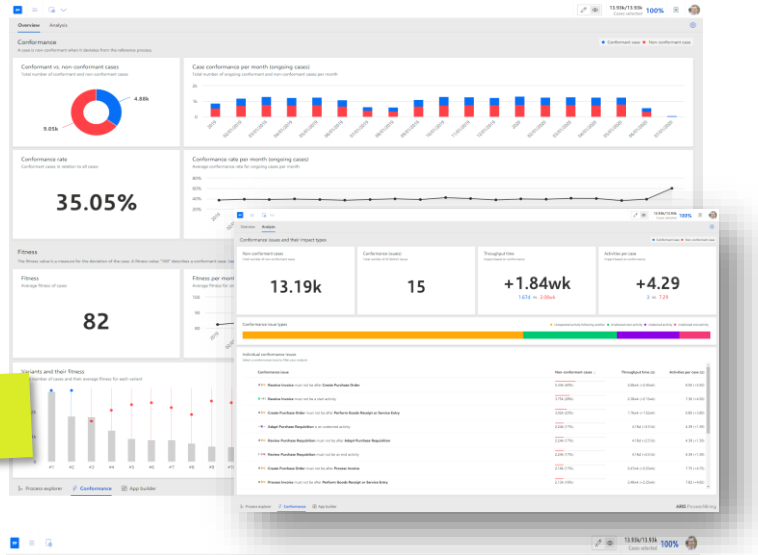
Process Mining Analysis

Various apps dashboards (OOB and custom) meet the analysis needs of clients.

Process Explorer and variant analysis

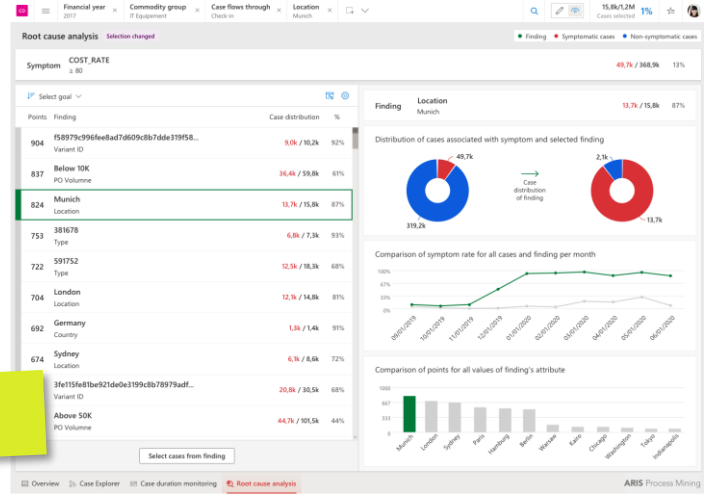
Out of the Box

Conformance analysis



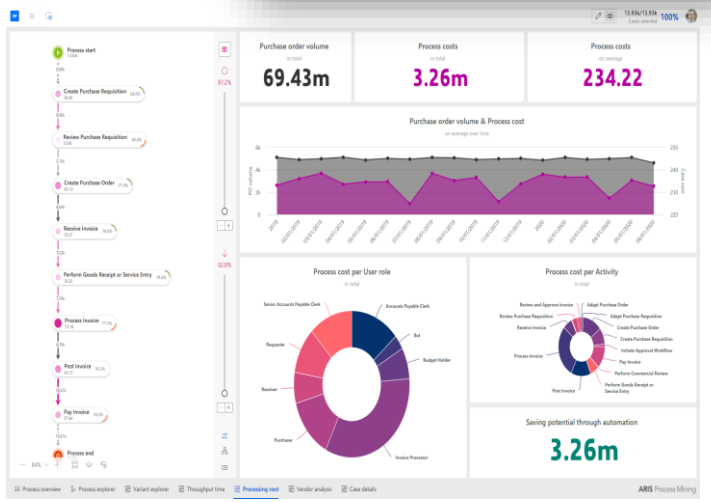
Out of the Box

Root-Cause analysis



Out of the Box

Custom analysis



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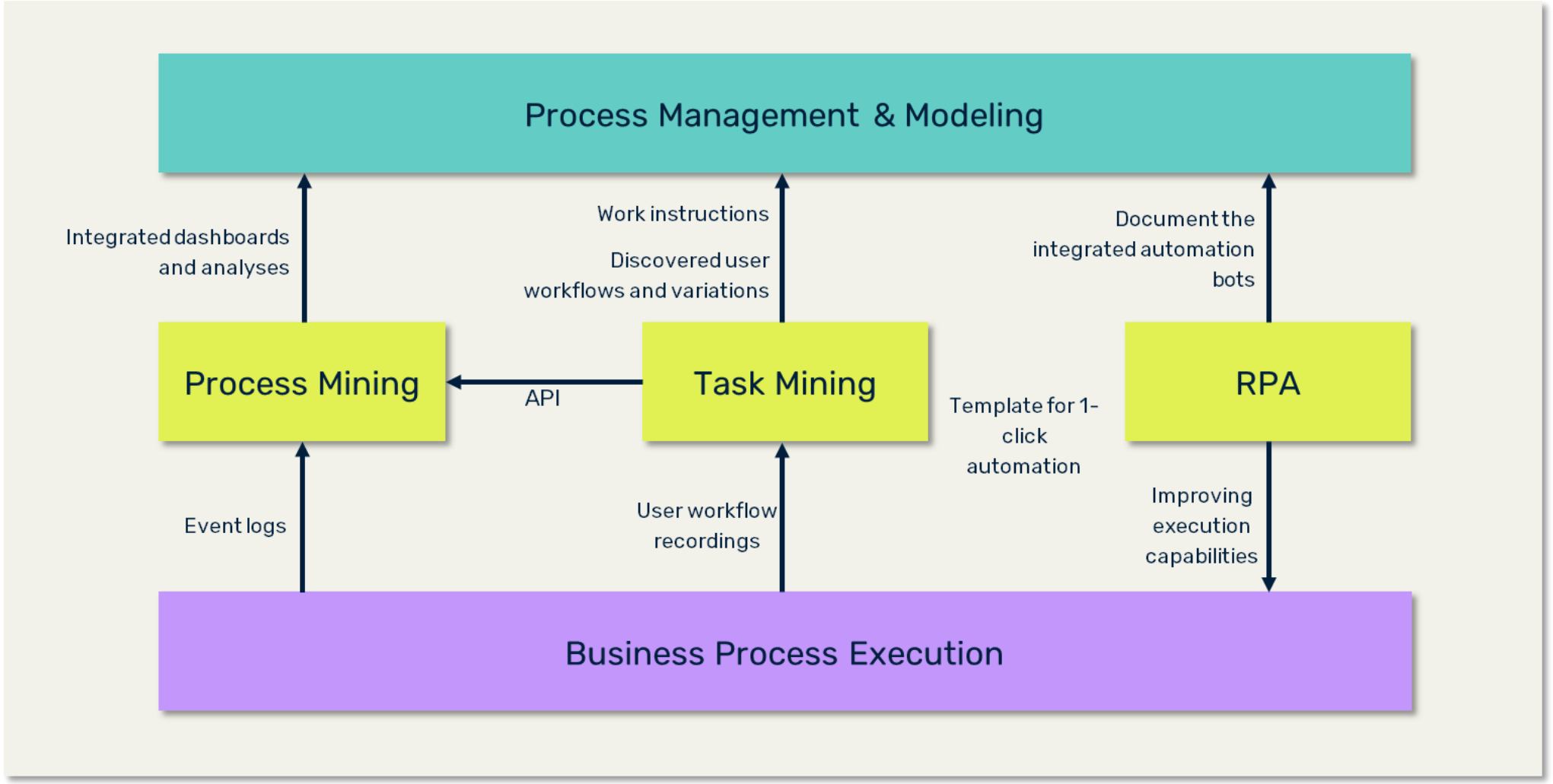
Process Mining, RPD & RPA

Mining technologies can be integrated to accelerate Robotics Process Automation.



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Example process for today

The process for today's demo is a Procure to Pay process.

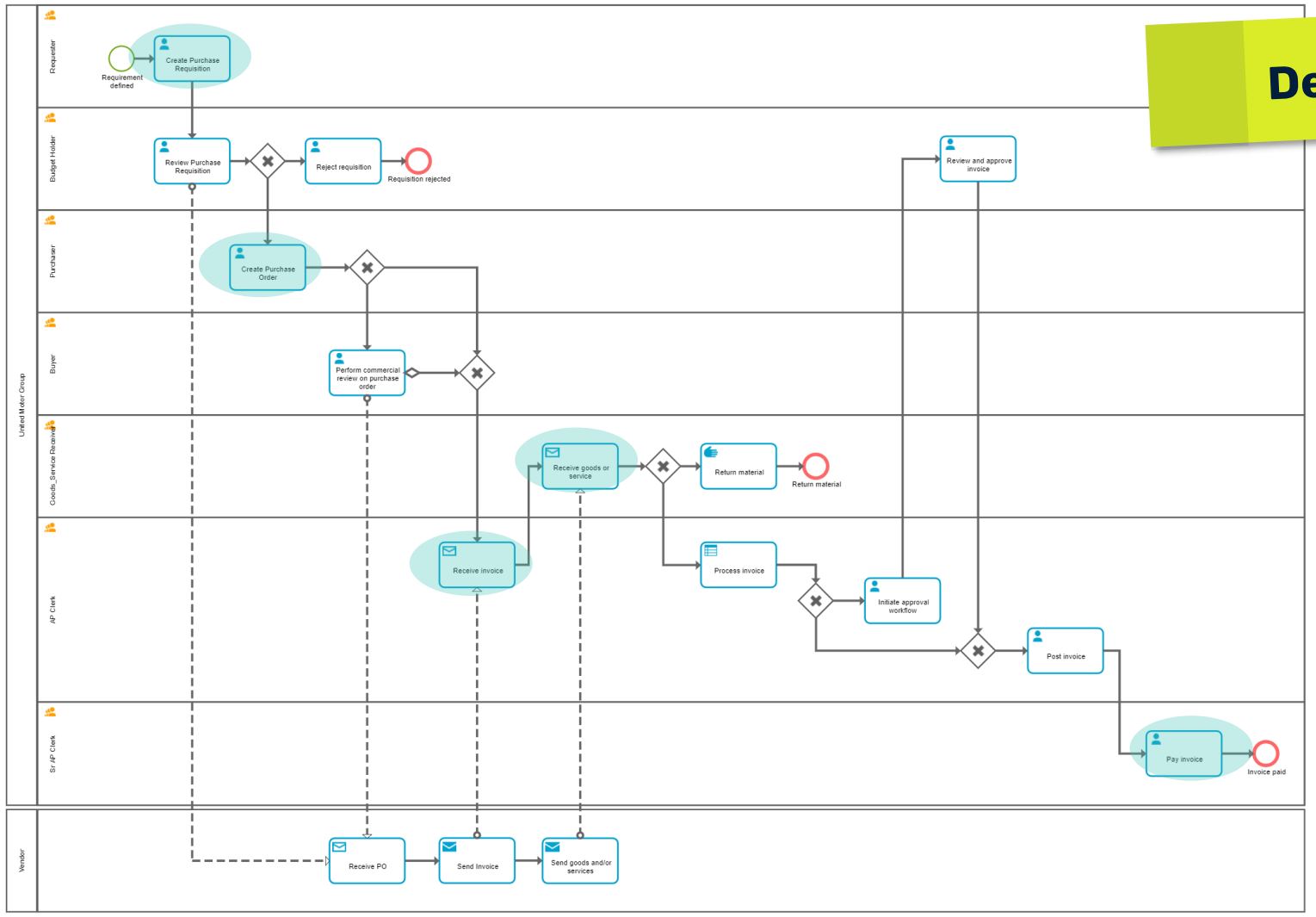
Purchase Requisition

Purchase Order

Goods Receipt

Receive Invoice

Pay Invoice



Demo

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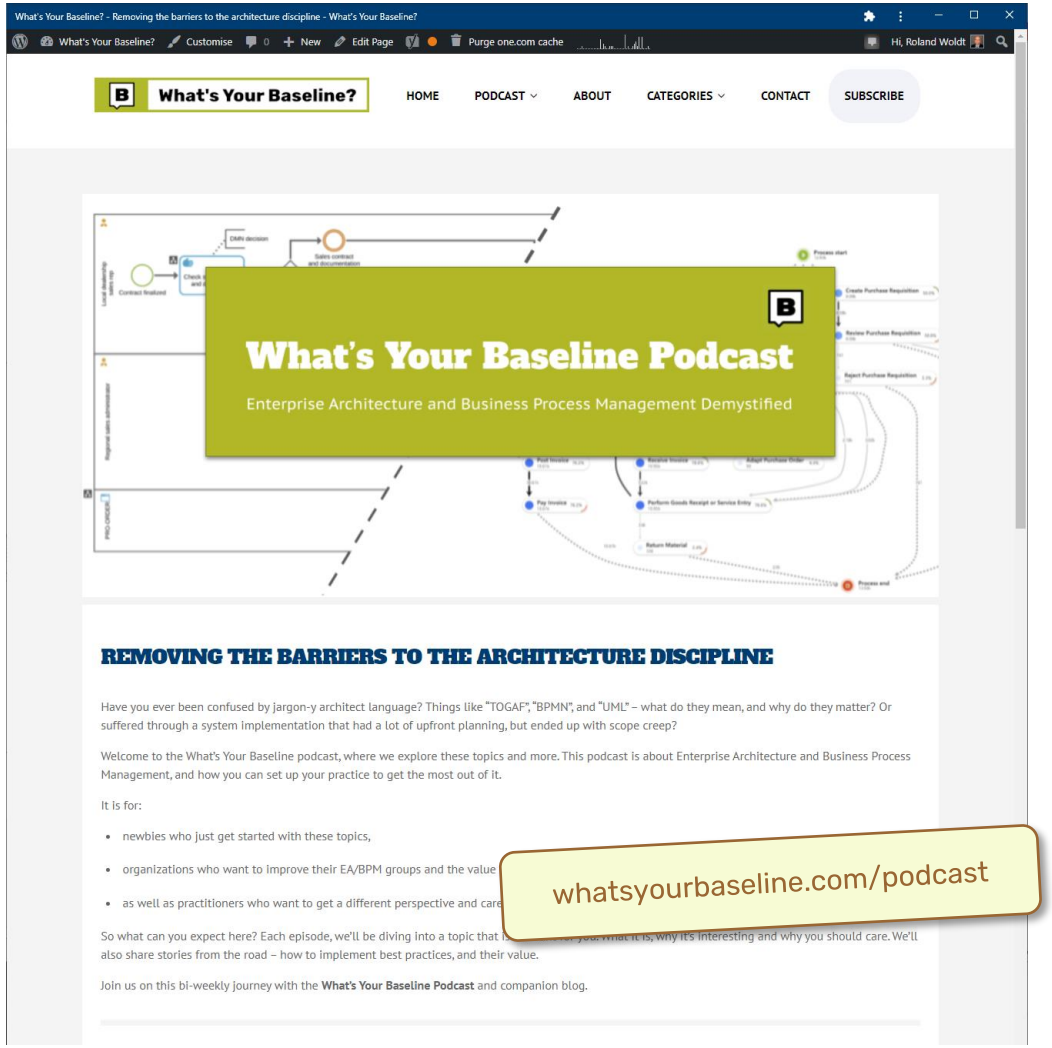
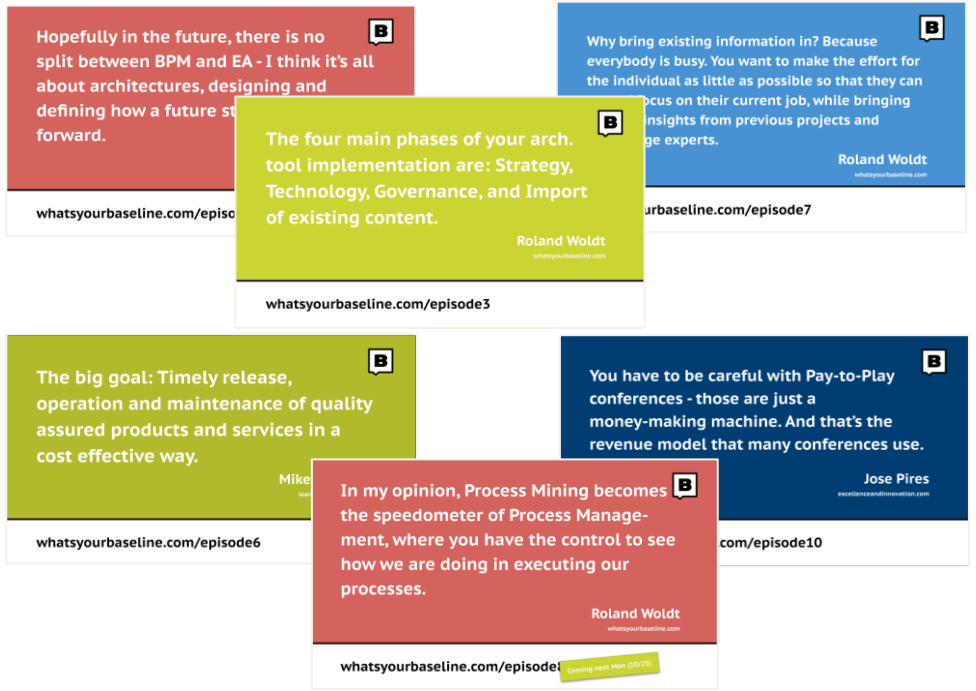
Where to Learn More

The What's Your Baseline podcast is available on all major podcast directories.





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