

IBM Cloud Pak for Business Automation

Demos and Labs

IBM Process Mining

Use Process Mining to Create and Explore Process Models

V 1.12.0.5 (Release 1)

Paul Pacholski

pacholsk@ca.ibm.com

NOTICES

This information was developed for products and services offered in the USA.

IBM may not offer the products, services, or features discussed in this document in other countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-IBM product, program, or service.

IBM may have patents or pending patent applications covering subject matter described in this document. The furnishing of this document does not grant you any license to these patents. You can send license inquiries, in writing, to:

IBM Director of Licensing
IBM Corporation
North Castle Drive, MD-NC119
Armonk, NY 10504-1785
United States of America

The following paragraph does not apply to the United Kingdom or any other country where such provisions are inconsistent with local law: INTERNATIONAL BUSINESS MACHINES CORPORATION PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions, therefore, this statement may not apply to you.

This information could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in new editions of the publication. IBM may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time without notice.

Any references in this information to non-IBM websites are provided for convenience only and do not in any manner serve as an endorsement of those websites. The materials at those websites are not part of the materials for this IBM product and use of those websites is at your own risk.

IBM may use or distribute any of the information you supply in any way it believes appropriate without incurring any obligation to you.

Information concerning non-IBM products was obtained from the suppliers of those products, their published announcements or other publicly available sources. IBM has not tested those products and cannot confirm the accuracy of performance, compatibility or any other claims related to non-IBM products. Questions on the capabilities of non-IBM products should be addressed to the suppliers of those products.

This information contains examples of data and reports used in daily business operations. To illustrate them as completely as possible, the examples include the names of individuals, companies, brands, and products. All of these names are fictitious and any similarity to the names and addresses used by an actual business enterprise is entirely coincidental.

TRADEMARKS

IBM, the IBM logo, and ibm.com are trademarks or registered trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the web at "Copyright and trademark information" at www.ibm.com/legal/copytrade.shtml.

Adobe, the Adobe logo, PostScript, and the PostScript logo are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States, and/or other countries.

Cell Broadband Engine is a trademark of Sony Computer Entertainment, Inc. in the United States, other countries, or both and is used under license therefrom.

Intel, Intel logo, Intel Inside, Intel Inside logo, Intel Centrino, Intel Centrino logo, Celeron, Intel Xeon, Intel SpeedStep, Itanium, and Pentium are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries.

IT Infrastructure Library is a Registered Trade Mark of AXELOS Limited.

ITIL is a Registered Trade Mark of AXELOS Limited.

Java and all Java-based trademarks and logos are trademarks or registered trademarks of Oracle and/or its affiliates.

Linear Tape-Open, LTO, the LTO Logo, Ultrium, and the Ultrium logo are trademarks of HP, IBM Corp. and Quantum in the U.S. and other countries.

Linux is a registered trademark of Linus Torvalds in the United States, other countries, or both.

Microsoft, Windows, Windows NT, and the Windows logo are trademarks of Microsoft Corporation in the United States, other countries, or both.

UNIX is a registered trademark of The Open Group in the United States and other countries.

© Copyright International Business Machines Corporation 2020.

This document may not be reproduced in whole or in part without the prior written permission of IBM.

US Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.

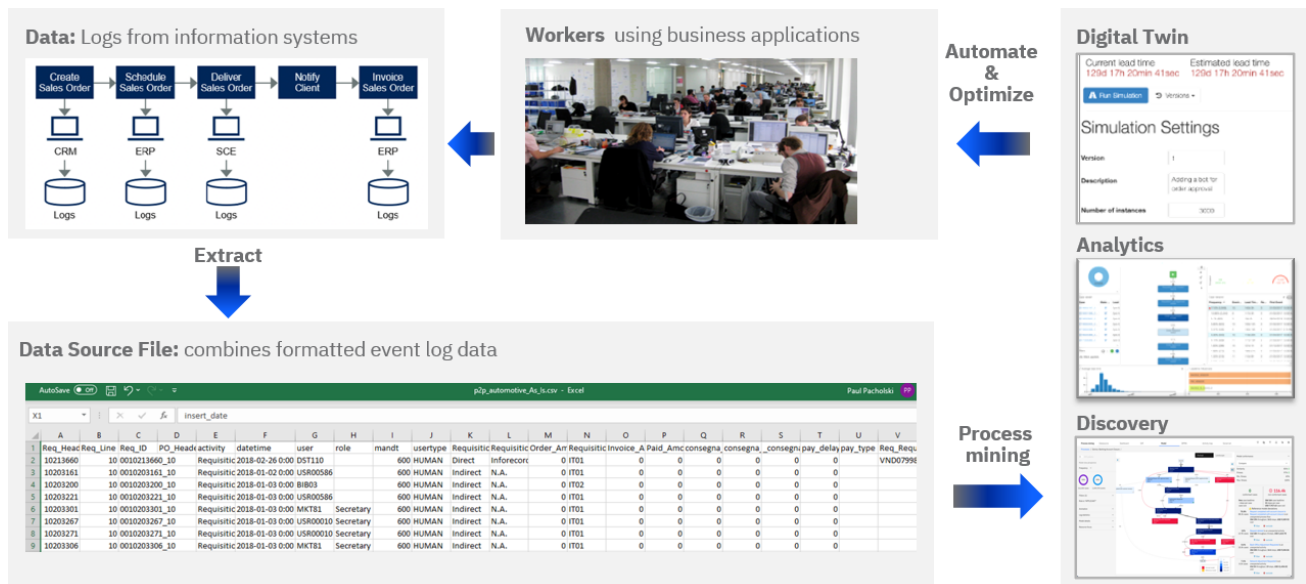
Table of Contents

1 Introduction.....	4
1.1 Process Mining.....	4
1.2 Lab Objectives	4
2 Lab Setup	5
2.1 Import Lab Files.....	5
2.2 Open IBM Process Mining Application	5
3 Lab Instructions.....	7
3.1 Create a New Process.....	7
3.1.1 Upload Process Data.....	7
3.1.2 Map Data Columns	8
3.1.3 Import Project Settings	10
3.1.4 Create Process Model	11
3.2 Explore the Process Model	12
3.2.1 Explore Model View	12
3.2.2 Explore Dashboard View.....	16
3.2.3 Explore BPMN View	20
3.2.4 Explore Activity Map View	23
3.2.5 Explore Social Net View	25
3.3 Lab Summary	27

1 Introduction

1.1 Process Mining

Process mining is a family of techniques in process management that support the analysis of actual business processes based on event logs. During process mining, specialized data mining algorithms are applied to identify trends, patterns, and details in event logs recorded by an information system. Process mining aims to improve process efficiency and understanding of processes.



1.2 Lab Objectives

You will learn the basics of IBM Process Mining tools in this lab. Specifically, you will:

- learn how to create a process from mined process data,
- get a high-level introduction of key process mining features and their value.

2 Lab Setup

2.1 Import Lab Files

_1. Download the following file, you will use them in this lab:

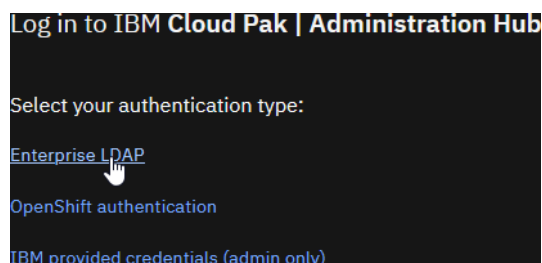
File	Link
Hands_On_tutorial_exercise.zip	https://ibm.box.com/v/PM-LAB-1-DATASET
Order Processing_2021-10-28_112716.idp	https://ibm.box.com/v/PM-LAB-1-IDPFILE

2.2 Open IBM Process Mining Application

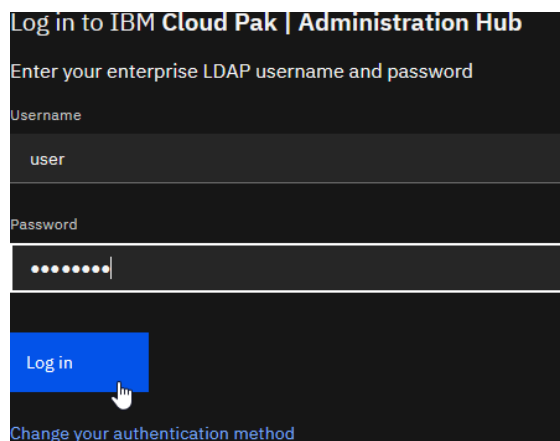
If you are performing this lab as a part of an IBM event, access the document that lists the available systems and URLs along with login instructions. For this lab, you will need to access **IBM Business Automation Studio**.

_1. Start your browser and use the **IBM Business Automation Studio** link

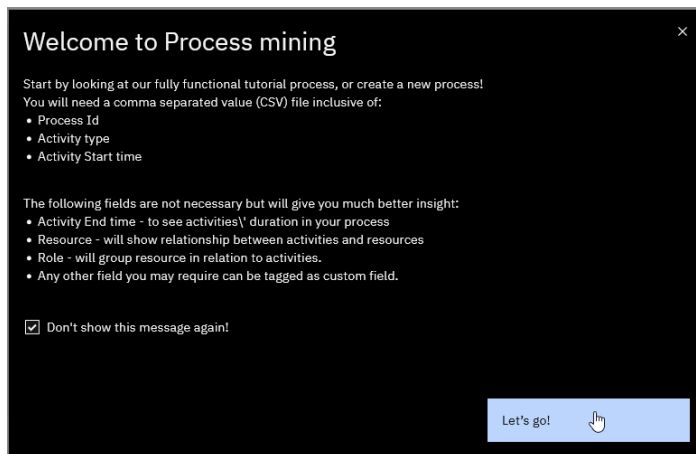
_2. Click **Enterprise LDAP**



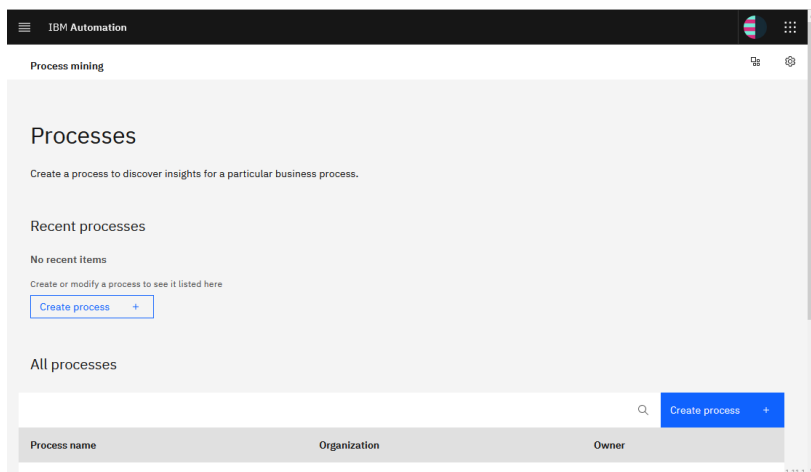
_3. Enter your username and password and then click **Log in**



_4. If you see the Welcome window, check **Don't show this message again** check the box and click **Let's go!**



You should now see IBM Process Mining web UI



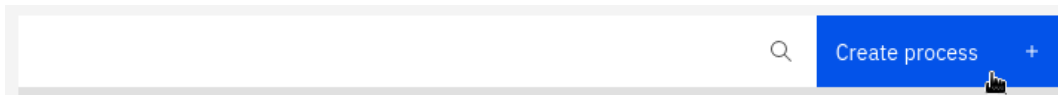
3 Lab Instructions

3.1 Create a New Process

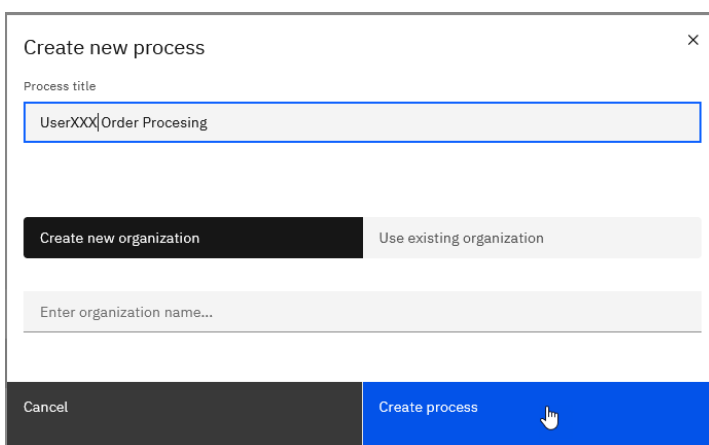
When you open a workspace, you can create a Process and Organization or a New Process in an Existing Organization (in our case, you should see an organization called Tutorials).

Note: if you are using a shared environment, please use your user name prefix in the process name when creating a new process.

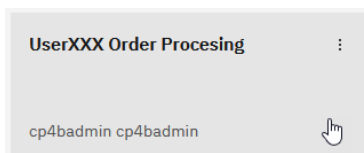
_1. Click in **Create process +**



_2. For *Process Title* enter **<Your User id> Order Processing** and click **Create process**



_3. Click **<Your User id> Order Processing**



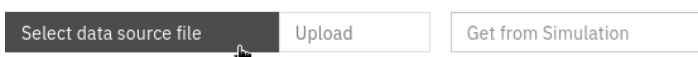
3.1.1 Upload Process Data

You will need to upload a log file (.CSV or .XES) containing mined process data into the Data Source to analyze the process.

_1. Click **Select data source file** to upload a CSV data which was captured from an existing Oder Processing process

1. Upload your data source

Raw or compressed (zip, gz) CSV or XES files, up to 2 GB.
A preview of the uploaded data will be displayed below.



_2. Select **Hands_On_tutorial_excercise.zip** then click **Open**

_3. Click **Upload**

1. Upload your data source

Raw or compressed (zip, gz) CSV or XES files, up to 2 GB.
A preview of the uploaded data will be displayed below.

Select data source file	Upload 	Get from Simulation
-------------------------	--	---------------------

3.1.2 Map Data Columns

After uploading the log file, you will need to identify data columns in your log file and map them to fields used by process mining algorithms:

- System Data: Process ID, Activity, Start time, End Time, Resource, and Role
- Business Data: to map Custom Fields

To be able to visualize your process, it is mandatory to map:




- at least one process id,
- the activity field and
- a datetime field (as start time)


3.1.2.1 Map Columns to Process ID

_1. Select **Req_Line_ID** column




3. Map relevant data columns

First select the column, then assign the corresponding heading.
You can select up to 80 custom fields. Use the clear button to undo.

Process id 	Activity 	Start time 
--	--	--


Req_Line_ID 	Order_Line_ID	Goods_ID	Invoice
---	---------------	----------	---------

_2. Click the **Process ID** button to complete the mapping

Process id 	Activity 	Start time 
--	--	--

Req_Line_ID	Order_Line_ID	Goods_ID	Invoice
0010147361_10			

_3. Note the icon and number 1 appearing on the data column heading to indicate that mapping is now in effect.

Req_Line_ID  1

_4. Repeat the above two steps to map **Order_Line_ID**, **Goods_ID**, and **Invoice_ID** columns to the **Process ID**.

_5. Your columns headings should look like this:

Req_Line_ID  1	Order_Line_ID  2	Goods_ID  3	Invoice_ID  4
---	---	--	--

3.1.2.2 Map Column to Activity

_1. Select **Activity** column

_2. Click the **Activity** button to complete the mapping

_3. You should now see the activity icon on the Activity column

Process id	Activity	Start time	End time	Resource	Role
Req_Line_ID	Order_Line_ID	Goods_ID	Invoice_ID	Activity	
0010147361_10				Requisition Line Created	

3.1.2.3 Map Column to Start time

- _1. Select **DateTime** column
- _2. Click the **Start time** button to complete the mapping
- _3. On Field mapping, click **OK**
- _4. You should now see the right arrow icon on the DateTime column

Start time	End time	Resource	Role	Custom
Goods_ID	Invoice_ID	Activity	DateTime	

3.1.2.4 Map Column to Resource

- _1. Select **Resource** column
- _2. Click the **Resource** button to complete the mapping
- _3. On Field mapping, click **OK**
- _4. You should now see the person icon on the Resource column

Resource	Role	Custom fields 0/80
Activity	DateTime	Resource

3.1.2.5 Map Column to Role

- _1. Select **Role** column
- _2. Click the **Role** button to complete the mapping
- _3. You should now see the people icon on the Role column

Role	Custom fields 0/80	Clear
DateTime	Resource	Role

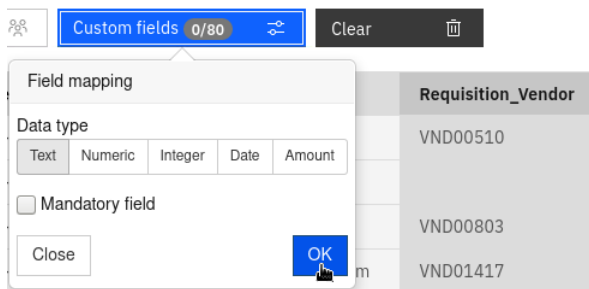
3.1.2.6 Map data columns to custom fields

Custom Fields include additional relevant process data. They are commonly referred to as business data. When you map a Custom field, you must specify the type of data contained in the respective column and whether the field is mandatory for every event (every line of the log file).

3.1.2.7 Map Requisition_Vendor Column to Custom Field

- _1. Select Requisition_Vendor column
- _2. Click the **Custom Fields** button to complete the mapping

_3. On *Filed mapping*, select *Data type* of **Text** and keep *Mandatory field* **un-selected**, then click **OK**



_4. You should now see the *Custom Field* tag icon on the *Requisition_Vendor* column.

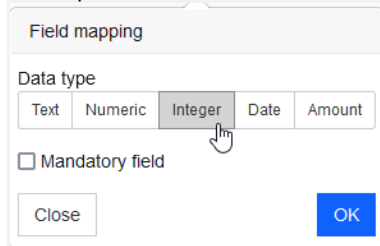


3.1.2.8 Map other columns to Custom Field

_1. Repeat the above steps to map the following columns as Custom Fields:

- Requisition_Type
- Requisition_Header
- UserType

Note: when mapping business data columns as Custom fields, make sure you match the data types. For example, if a custom field contains integers, select the Data type of the Integer

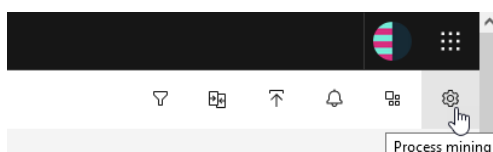


3.1.3 Import Project Settings

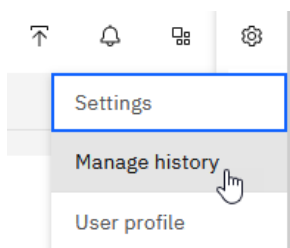
You will now import project settings that include the reference model.

Note: The reference model of a process describes its expected standard behavior in terms of activities and workflow. A process owner usually designs the reference model in BPMN language and can be imported to a Process Mining project.

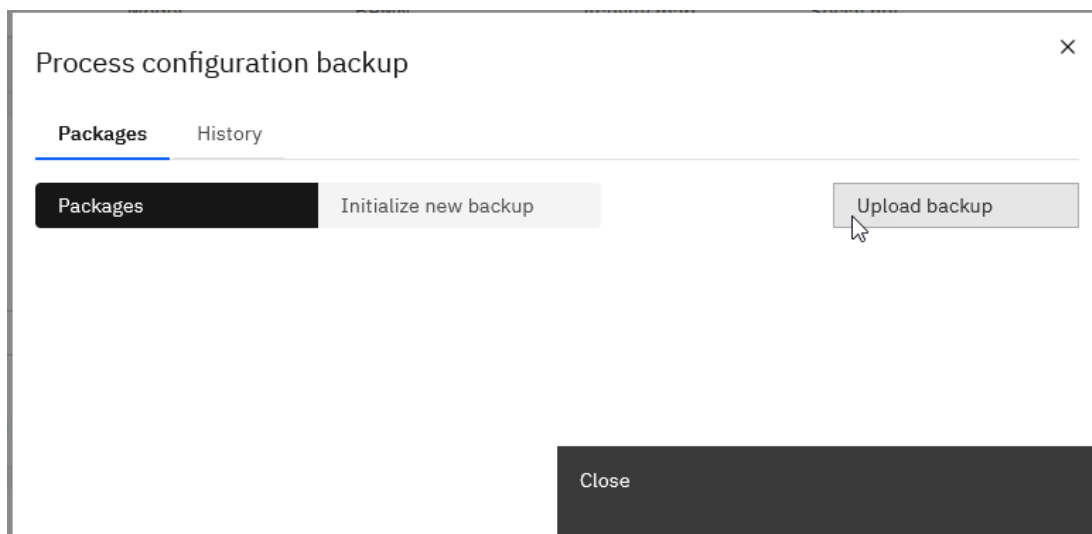
_1. Click the **Process mining** icon on the toolbar



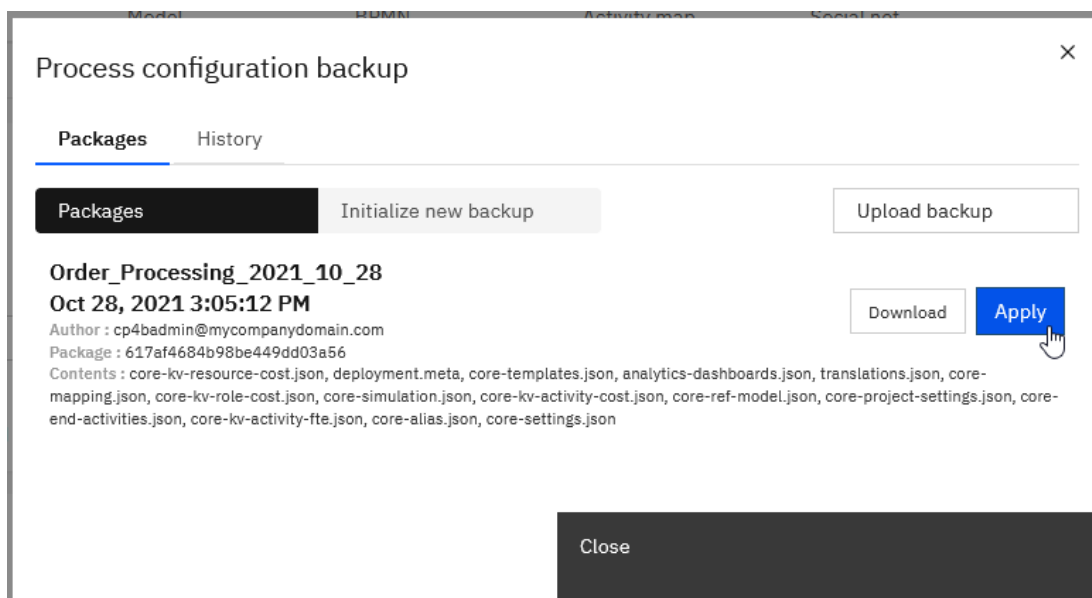
_2. Select **Manage history**



_3. Select **Upload backup**

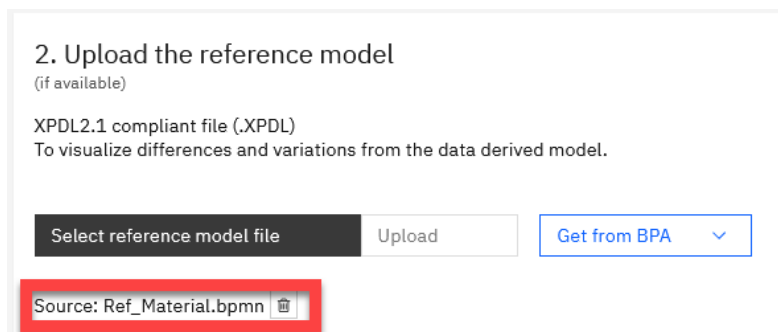


_4. Select **Order Processing_2021-10-28_112716.idp** file and click **Apply**



_5. Click **Close**

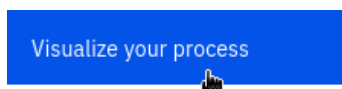
You should now see the reference model



3.1.4 Create Process Model

After mapping the log file, you can visualize the process by creating Process Model. Every time something changes in the Workspace or more data is added, you will need to recreate the process Model.

_1. To create or update your visualization click in **Visualize your process**



You should now see

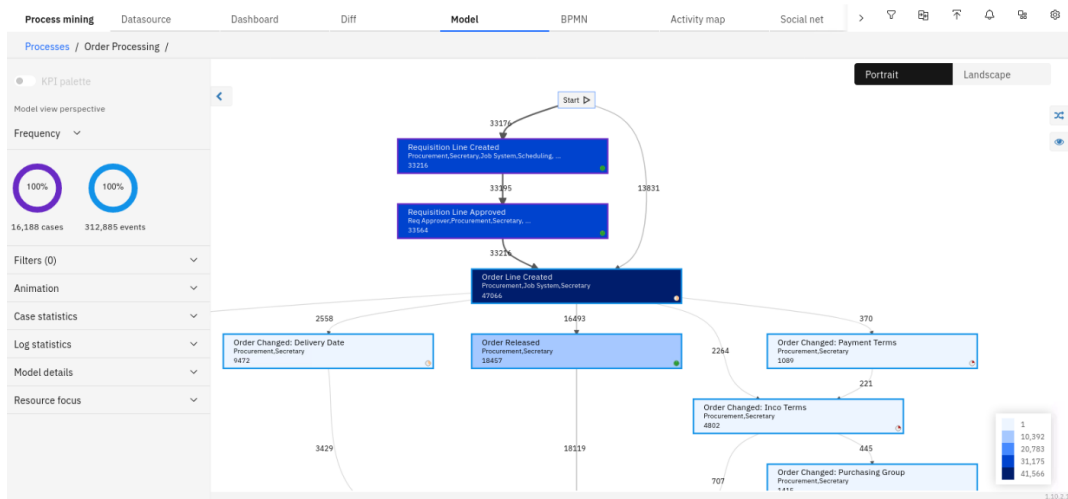


3.2 Explore the Process Model

We will now explore the process mining information derived from the process data: Model, Dashboard, BPMN, Activity map, and Social net.

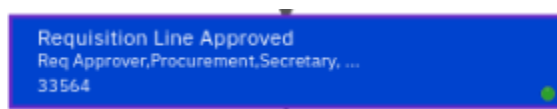
3.2.1 Explore Model View

You should now see the process Model displayed.



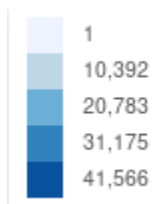
The Model automatically displays the frequency analysis. The dark blue color highlights the most frequent activities, while the bold arrows highlight the most frequent transitions. In this way, the most frequent paths between activities of the process can be identified.

- The numbers next to the lines show how often that specific process flow has been followed.
- The numbers within the rectangles show the number of times that the Activity is performed
- The information in the rectangles includes the name of the Activity and the roles by which the Activity is carried out. They could be more than one role (multiple roles followed by dots are displayed).

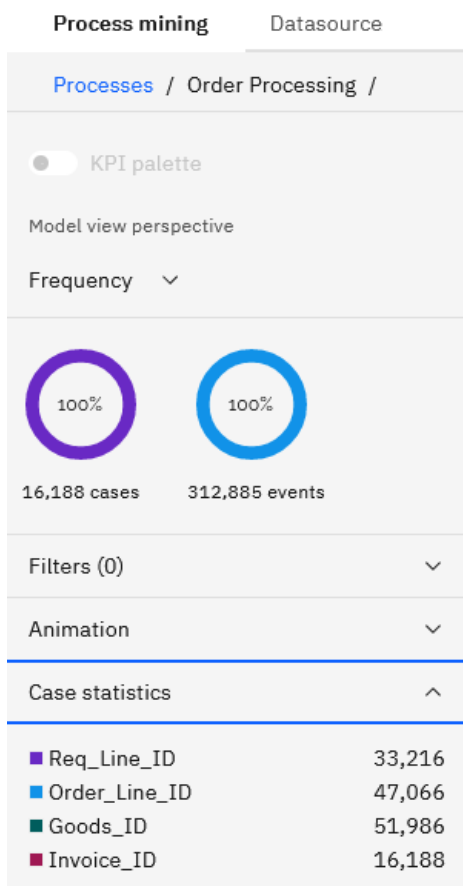


- The green circle at the bottom right corner of the activity rectangle indicates the Model coverage (100% indicates that the Model details cover all the possible relationships of that Activity. The percentage indicates how many possible relationships you are currently visualizing. The level of relations is adjustable)

- The color saturation of Activity reflects how often an activity was invoked (the frequency). The legend gives you the frequency of coloring detail



- The Activity border reflects the multilevel nature of the process. See the *Case statistics* legend to decipher the color schema

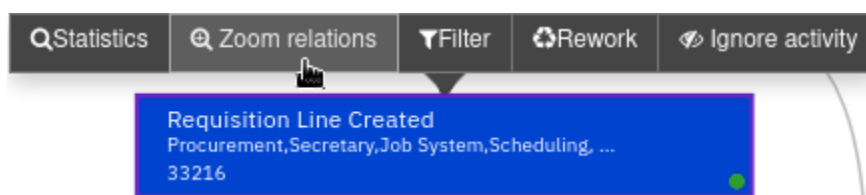


3.2.1.1 Explore Model View – Control View Complexity

You can control how much data is used in the process model

Note that, by default, the visualization does not show all the relationships and activity instances. This reduces unnecessary complexity that can impair visualizing and exploring the process. There are two ways to get a more detailed view: Zoom Relations and Model Details.

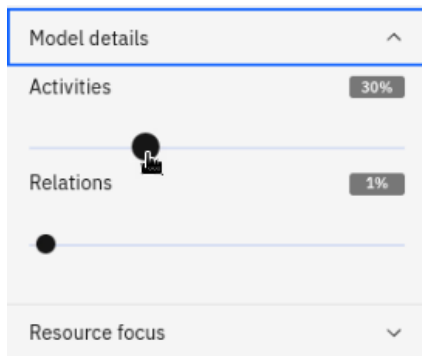
_1. You can select **Zoom relations** after you click on an **Activity**



_2. Click **X** to close Full relationship of Requisition Line Created window.

You can also control % of Activities (occurrences) and % of Relations by expanding the Model details section. Selecting 100% for each setting will result in a "spaghetti" style visualization!

_3. Navigate to **Model details** and change the **Activities** and **Relations** sliders.

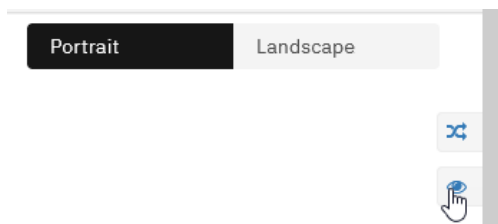


_4. Revert back to **Activities: 30%** and **Relations: 1%**

3.2.1.2 Explore Model View – Model Conformance

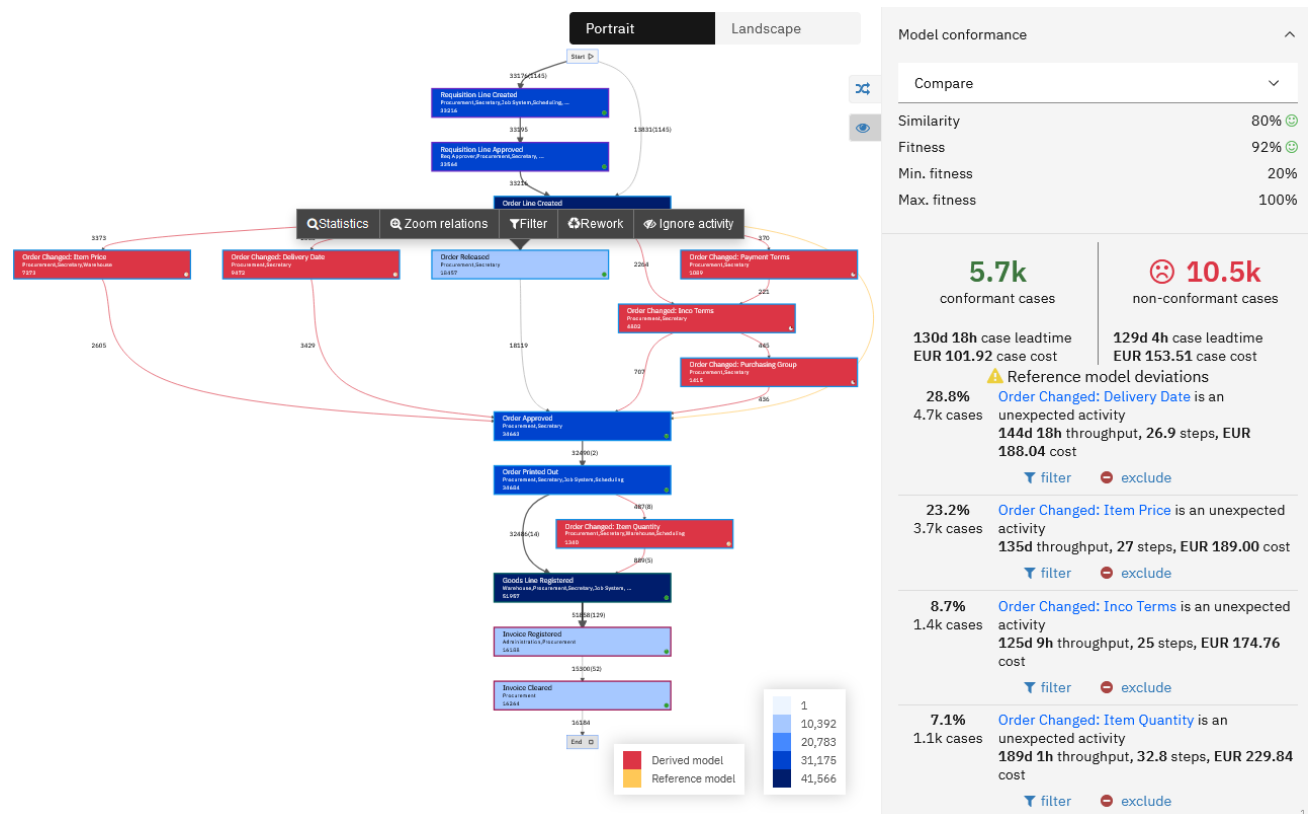
You can evaluate the Model's conformance that was derived from log data to the BPMN reference model you imported.

_1. Click the **eye** icon

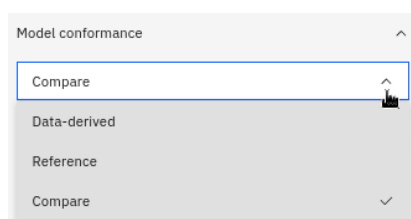


_2. Note that the Model Conformance view. The color coding in this view indicates the degree of divergence between derived and reference models:

- **Red box** or arrow indicates that the Activity or transition is only present in the Derived Model
- **Yellow box** or arrow indicates that the Activity or transition is only present in the Reference model
- **Blue box** (dark or light blue depending on the frequency) indicates that the Activity is present in both models
- **Black arrow** indicates that the transition is present in both models



_3. Click the **dropdown** (but keep Compare selected)



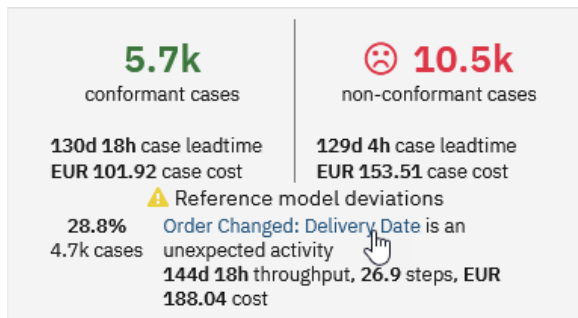
There are three views available:

- Data-derived – IBM Process Mining visualizes the Data-Derived Model only
- Reference - IBM Process Mining visualizes the Reference Model only
- Compare - BPM Process Mining automatically visualizes the resemblance between the two models.

3.2.1.3 Explore Model View – Model Conformance – Root Cause Analysis

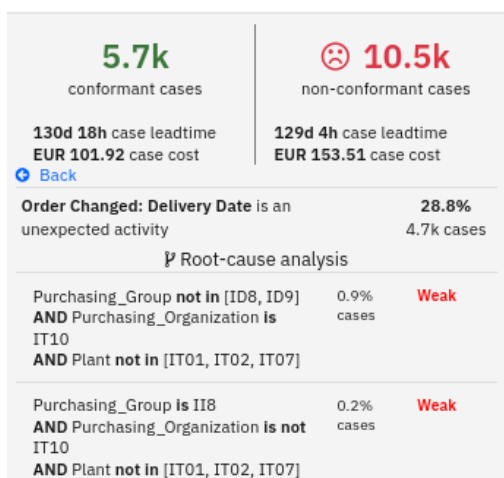
Now let's explore Root Cause Analysis in Model Conformance View. You can also select a specific unexpected activity or process flow, obtaining some information about the root cause. Based on the custom fields entered, you can have information about how many cases (where the deviation is present) involve a particular resource, role, supplier, product, and so on

_1. Click **Order Changed: Delivery Date**



You should now see Machine Learning powered view showing:

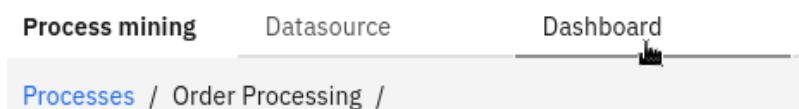
1. What business-specific data has the most significant influence of the deviation
2. Several rules sets
3. The number proportion of cases influenced by the rule set and



There are many other ways to get insights into the processes using the Model view...
We will cover this in other hands-on labs!

3.2.2 Explore Dashboard View

_1. Click **Dashboard** tab



Let's explore each dashboard...

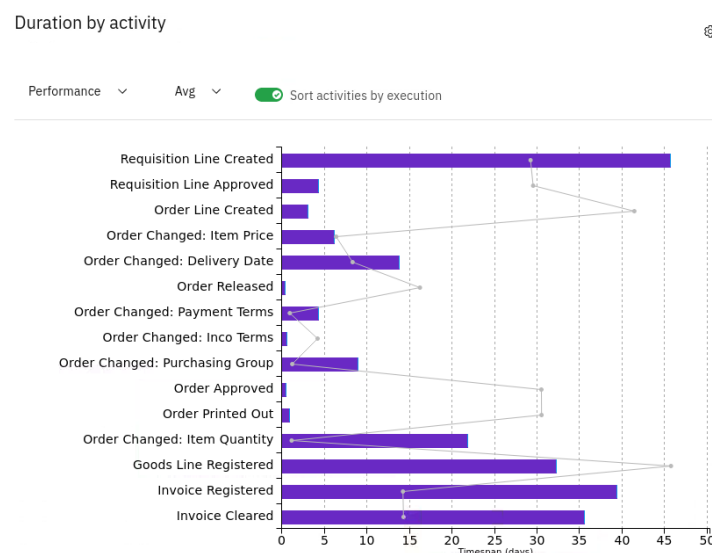
3.2.2.1 Process Details

Process details			
Performance		Conformance	
Case count	16,188 (100%)	Similarity	80% 😊 how the data-derived model compares with the reference model
Arrival rate	78.05 cases/d	Average fitness	92% 😊 how cases compare with the data-derived model
Average case lead time	129d 17h	Minimum fitness	20% least similar case to the data-derived model
Median case lead time	115d 9h	Maximum fitness	100% most similar case to the data-derived model
Minimum case lead time	0ms		
Maximum case lead time	2yrs 60d		
Standard deviation - case lead time	76d		

This dashboard contains process and case statistics as well as high-level performance statistics related to time

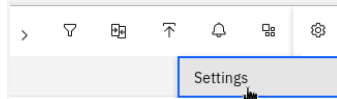
Notice the Conformance column. It contains a summary of conformance with the reference model you imported.

3.2.2.2 Duration by activity



This dashboard displays activity duration (average or median), either absolute or how the durations compare with the KPIs defined in the project settings.

Note to view the KPI, select Settings from the top menu



And select the KPI tab. Note the KPI settings tab. This is where you define the KPI used through the different views in the Model.

A screenshot of a 'Settings' dialog box. The title bar says 'Settings'. There are five tabs: 'KPI settings' (which is selected and underlined in blue), 'Project settings', 'Activity costs', 'Work time', and 'Resource costs'. The 'KPI settings' tab contains the following sections:

- Case duration thresholds:** A row with 'Between' followed by a spinner box containing '1' and a green button labeled 'days', then 'and', then a spinner box containing '8' and a red button labeled 'days'.
- Case cost thresholds:** A row with 'Between' followed by a spinner box containing '0' and a green button labeled '\$', then 'and', then a spinner box containing '0' and a red button labeled '\$'.
- Activity:** A dropdown menu showing 'Default' and a red button labeled 'Reset all to default'.
- Activity throughput thresholds:** A row with 'Between' followed by a spinner box containing '1' and a green button labeled 'days', then 'and', then a spinner box containing '8' and a red button labeled 'days'.
- Activity wait queue thresholds:** A row with 'Between' followed by a spinner box containing '1' and a green button labeled 'days', then 'and', then a spinner box containing '8' and a red button labeled 'days'.

3.2.2.3 Performance Drilldown



You can use the **Performance drilldown** dashboard to identify the most critical activities (in terms of frequency and performance), and most critical resources (resources who are most frequently and are involved with critical activities)

This dashboard lets you drill down on the most critical activities and resources (users performing the tasks).

You can also examine Activity and resource performance over time. For example, you can see an *Activity waiting* queue durations or a *Resource load* variation over time.

The **Timespan** makes you choose a period of time to focus your analysis on.

In Case duration and count, the purple line shows the average/median remaining lead time of cases running on the selected date. And the grey bar shows the number of cases running on the selected date.

Average duration and count represents, for the selected Activity: average/median remaining service time, based on the cases running on the Activity in the selected date (purple line), and number of activities running in the selected date (blue line).

Activity waiting queue represents, for the selected Activity: average/median remaining waiting time, based on the cases waiting for the Activity in the selected date (purple line), and the number of cases waiting for the Activity in the selected date (blue line).

Active load allows understanding what resources are involved in each Activity. By selecting a specific activity from the dropdown menu, you will obtain a dotted chart visualization that shows: the name of the resource that has carried out the Activity in every swim lane and the exact moment (relative to the timespan) in which a specific resource carried out the Activity (represented by the small bullet points identify)

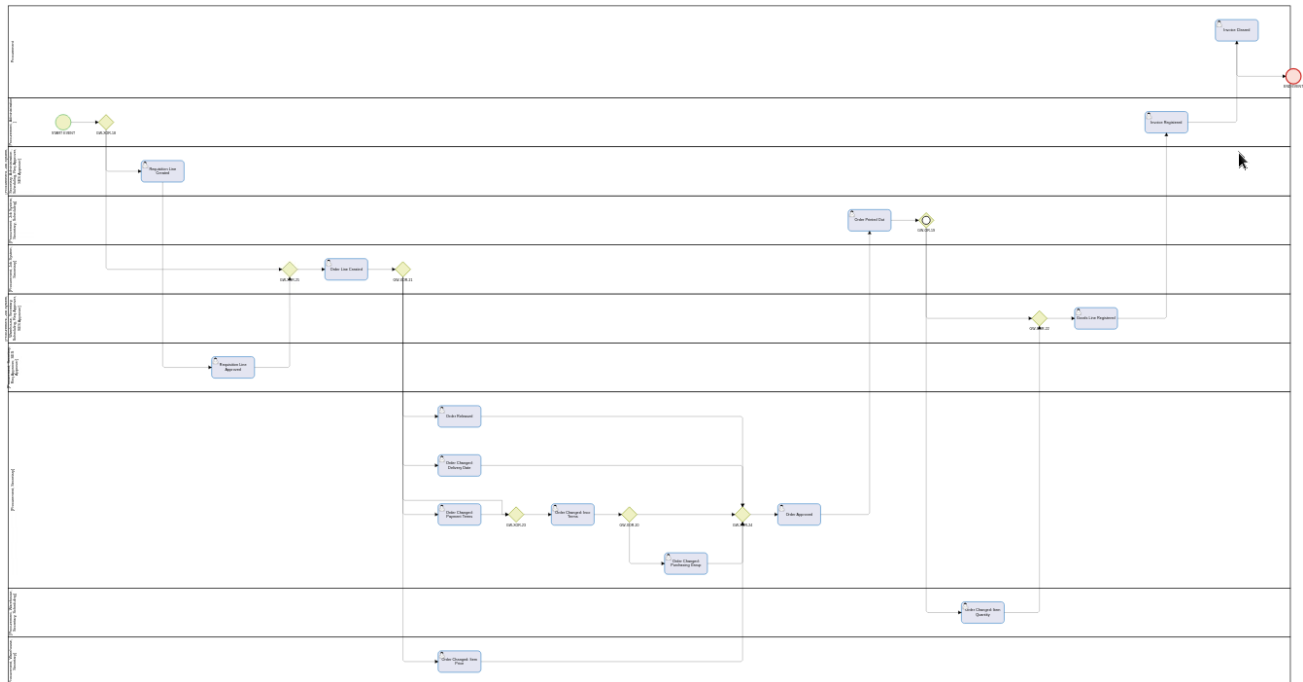
Resource load displays the workload of every resource. By selecting a specific resource from the dropdown menu you will obtain a dotted-chart visualization that shows: the name of the Activity that the resource had carried out in every swim lane and the exact moment (relative to the timespan) in which a specific activity had been carried out by the resource (identified by small the bullet points identify)

3.2.3 Explore BPMN View

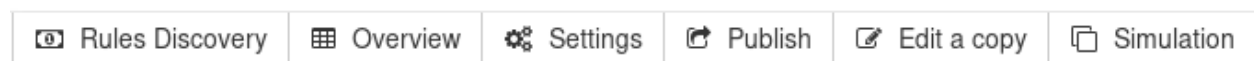
_1. Click **BPMN** tab



_2. You will see the BPMN diagram on the left:



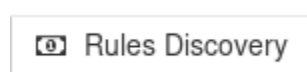
_3. Note the BPMN related features on the right:



- Rules Discovery - The Decision Rules Mining capability can automatically discover the correlations within the data mined data and enables automatic detection of the decision rules governing the process.
- Overview – Provides an overview of the rules discovery results
- Settings – Used to configure and refine the decision rules mining settings
- Publish – Enables to save a snapshot of the current Model in the BPA tool. Snapshots can then be published as BPMN2 files.
- Edit a Copy – Use it to edit a copy of the actual Model. Both the Publish and Edit a Copy commands will load the BPA tool.
- Simulation – Enables creating a simulated scenario based on the current BPMN model, derived from the process data.

3.2.3.1 Rules Discovery

_1. Click the **Rules Discovery** tab



_2. Wait for the "**Discovering decision rules...**" pop up to disappear

_3. Find the **GW-XOR-21** gate on the BPMN diagram and **click** it

Hint: Use the mouse wheel to zoom and the mouse right-button to move the BPMN diagram.



4. Note the decisions generated from the process mining data:

Gateway info: GW-XOR-21

×

Rules overview

Rules overview

Reduce

Elaborate

Order Line Created → Order Changed: Delivery Date



```
Purchasing_Group in ["II6", "IIB", "IID"]
AND Material_Number not in ["Missing", "S150020101", "S150021101"]
AND Order_Header not in ["4500189397", "4500199545", "4500200794"]
OR
Purchasing_Group in ["II3", "II8", "IIE"]
AND attr-resource in ["ACQ01", "USR00600", "USR02069"]
AND Order_Vendor in ["VND05362", "VND05955", "VND06216"]
AND Order_Header in ["4500248874", "4500251352", "4500258513"]
OR
Purchasing_Group in ["II3", "II8", "IIE"]
AND attr-resource not in ["ACQ01", "USR00600", "USR02069"]
AND Order_Vendor in ["VND06322", "VND07617", "VND07995"]
AND Order_Header not in ["4500196291", "4500200761", "4500215864"]
```

Order Line Created → Order Changed: Inco Terms



```
Purchasing_Group in ["II3", "II8", "IIE"]
AND attr-resource not in ["ACQ01", "USR00600", "USR02069"]
AND Order_Vendor in ["VND04890", "VND06230", "VND06922"]
OR
Purchasing_Group in ["II3", "II8", "IIE"]
AND attr-resource in ["ACQ01", "USR00600", "USR02069"]
AND Order_Vendor not in ["VND05362", "VND05955", "VND06216", "VND06546", "VND06863", "VND07704"]
```

The target transition is indicated (in the form "Gateway activity → Target activity"), and the rule's conditions are shown underneath. Note that the business data is used on the conditions!

The green circle indicates the Coverage of the decision rule: the percentage of events in which the rule's condition was the specified one, out of the total number of occurrences of that transition.

The Coverage decreases when the transition occurs in the cases, but the rule's condition is not specified. These transitions are called "immigrants".

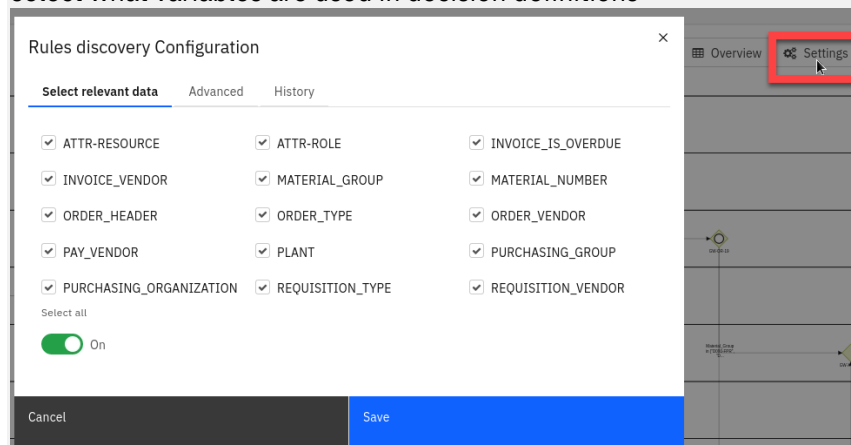
The orange circle indicates the Precision of the decision rule: the percentage of events in which the rule's condition was met, out of the total number of events in which the rule's condition was specified.

The Precision decreases if the condition was specified in the cases but instead of the expected transition, another transition occurs. These transitions are called "emigrants".

The Reduce / Elaborate button allows you to reduce/increase the rule complexity. Use the depth reduction when you want a more concise and summarized view of the gateway's rules.

5. Click x to close the *Gateway info: GW-XOR-21* window

Note that you can use the Setting button to launch Rules discovery Configuration, which you can use to select what variables are used in decision definitions



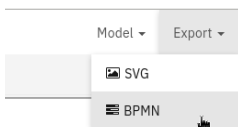
3.2.3.2 Export BPMN File

_1. Click **Publish**



Note that this action takes you away from Process Mining to the BPA (Business Process Analysis) environment.

_2. Click **Export > BPMN**



_3. Change file name to **order_processing_export** and click **Export**

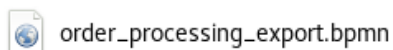
Please insert the name of ^x
the file

order_processing_export bpmn



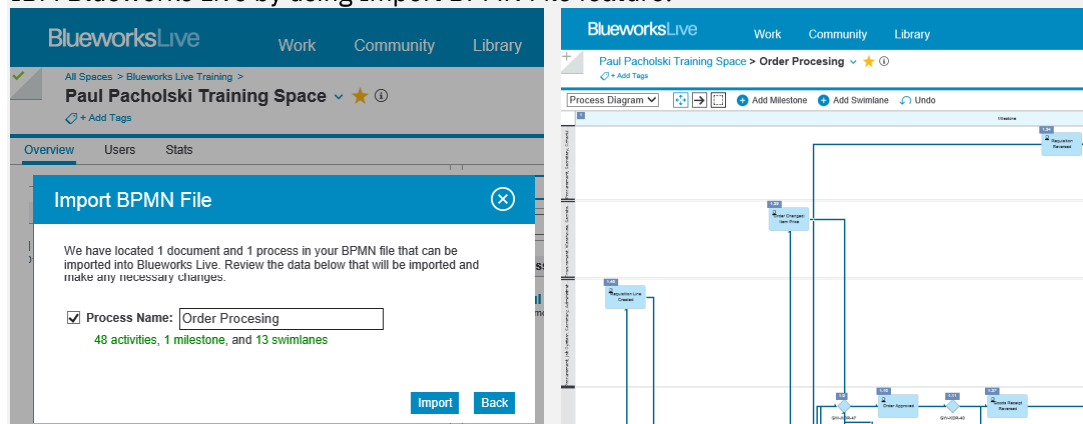
_4. Select a directory of your choice.

_5. Note the generated BPMN file:

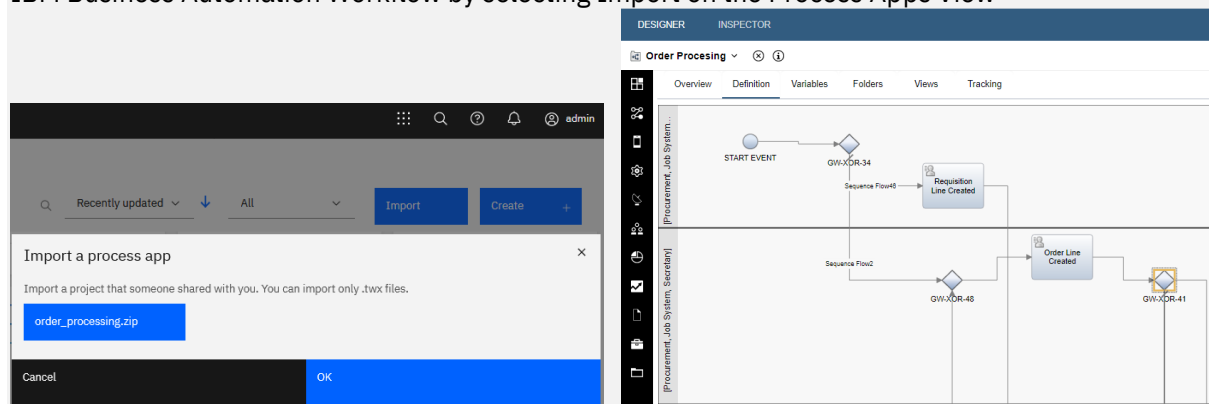


Note that once you create a BPMN file, you can import it to the following Digital Business Automation process tools:

IBM Blueworks Live by using Import BPMN File feature:



IBM Business Automation Workflow by selecting Import on the Process Apps View

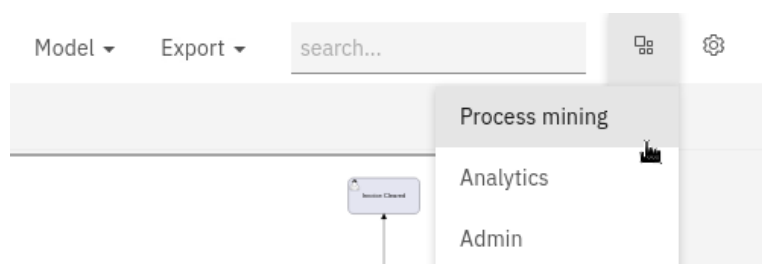


Note Importing these files to the above tools is not part of this lab. You can do this later after completing this lab.

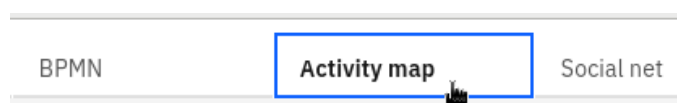
3.2.4 Explore Activity Map View

Activity Map can be used to analyze human resources by name and job title. It highlights if employees are doing what they are supposed to be doing. For example, by using the Activity map, we can discover that the Procurement Team is managing activities not included in their duties.

_1. Click the **chess-board icon** and then **Process mining**



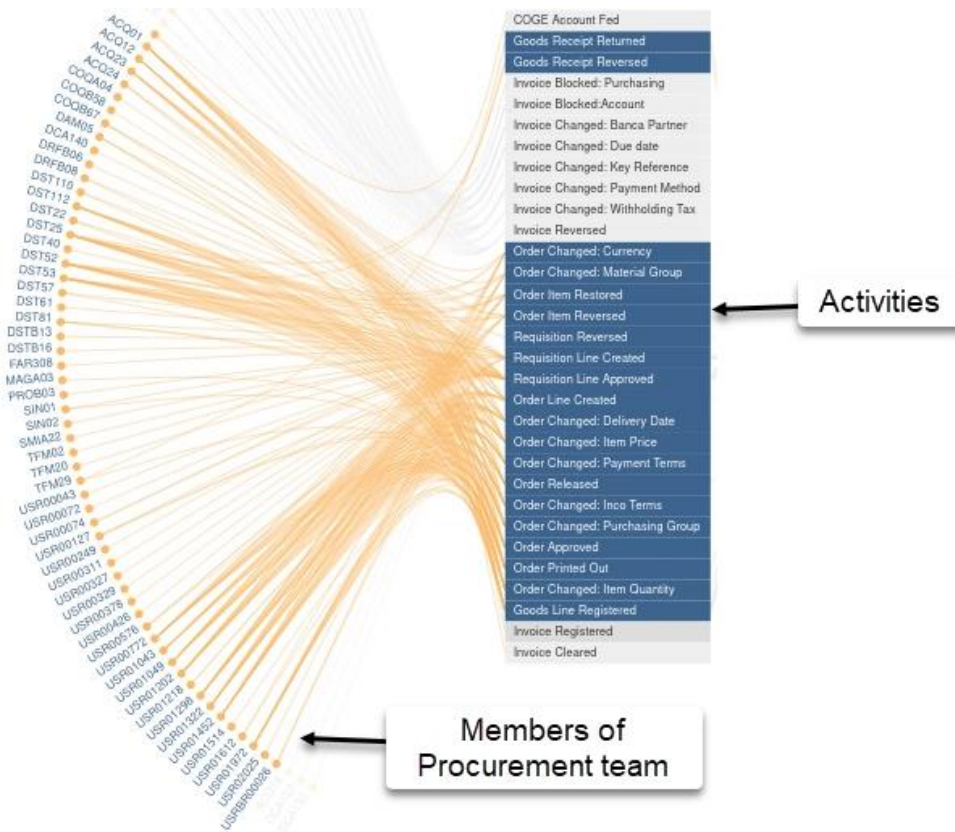
_2. Click **Activity map**



_3. Click **Procurement**

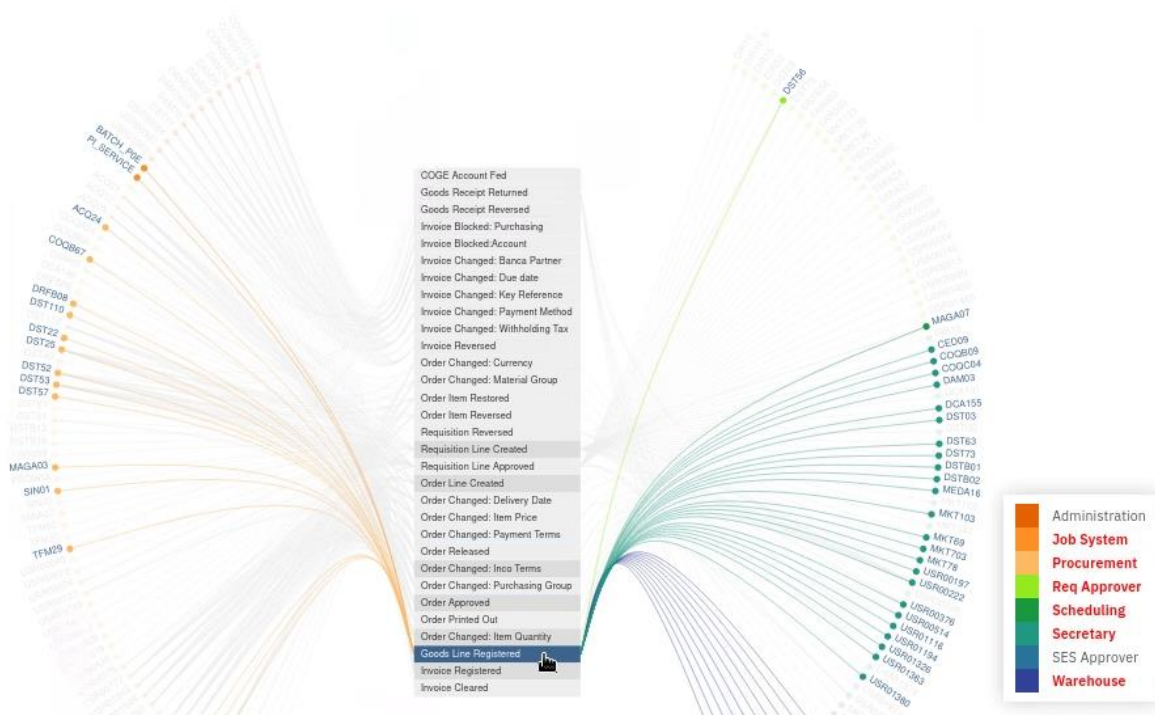


_4. Note all the activities that Procurement Team members are involved in! Also note the large number of users (user ids) that are part of the Procurement team.



_5. **Click Goods Line Registered.** Notice the six Teams (highlighted in red) are involve in completing this task.

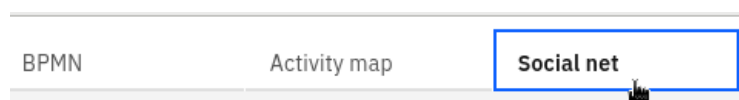
Hint: Use the mouse wheel to zoom and the mouse right-button to move the Activity map diagram.



3.2.5 Explore Social Net View

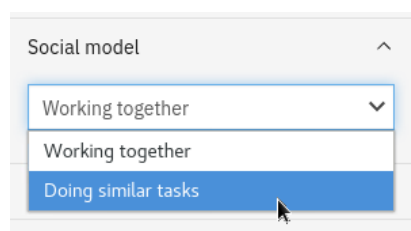
The Social net allows you to discover and analyze the relationships between users and groups that are formed within a process. We can divide these relationships into two social models, selectable from the dropdown menu.

_1. Click **Social net**

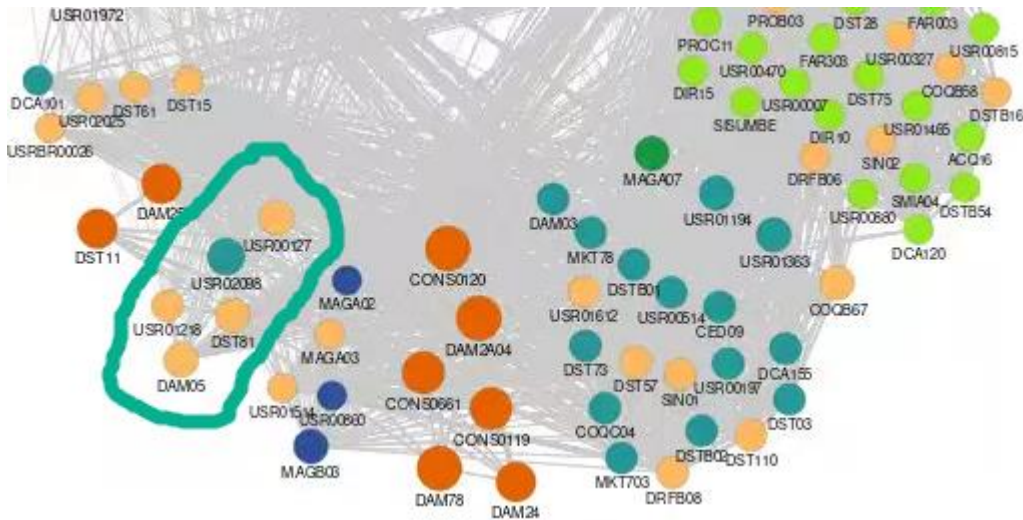


Let's explore *Doing similar tasks* view...

_2. Click **Social model > Doing similar tasks**



_3. Notice a cluster (highlighted in green) discovered by *Doing similar tasks* view

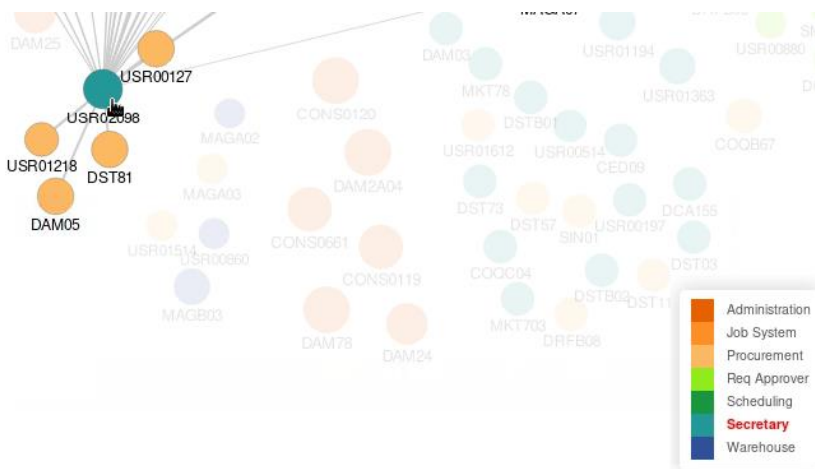


In the *Doing similar tasks* view:

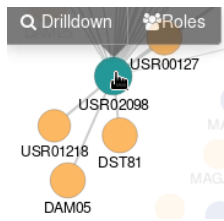
- The bullets represent resources
- Resources are clustered by common activities carried out
- The bullet will be bigger for those resources that are sharing more activities
- Different colors identify different roles

_4. Hover the pointer over the **blue green USR02098** dot.

_5. Notice that the user USR02098 is a Secretary while all the other users performing similar activities belong to the Procurement team



_6. Select *USR02098* dot and click **Drilldown**



Notice that this user is typically performing many *Order Approved* Activities!

USR02098

Req_Line_ID	Order_Line_ID	Goods_ID	Invoice_ID	Activity	DateTime	Resource	Role	Requisition
0010234119_10	4500240631_10			Order Line Created	2018-07-09 17:50:03	USR02098	Secretary	
0010237169_10	4500243295_10			Order Line Created	2018-07-23 17:54:11	USR02098	Secretary	VND02905
	4500240631_10			Order Released	2018-07-09 17:51:04	USR02098	Secretary	
	4500243147_10			Order Approved	2018-07-23 14:47:15	USR02098	Secretary	
	4500243266_10			Order Approved	2018-07-23 16:29:48	USR02098	Secretary	
	4500243266_20			Order Approved	2018-07-23 16:29:48	USR02098	Secretary	
	4500243166_10			Order Approved	2018-07-23 16:30:57	USR02098	Secretary	
	4500243241_10			Order Approved	2018-07-23 16:32:20	USR02098	Secretary	
	4500243177_10			Order Approved	2018-07-23 16:32:39	USR02098	Secretary	

This finding is confirmed by the user's USR0298 dot size, which indicates that the users share many similar activities with other users in the cluster.

3.3 Lab Summary

In this lab you have learned the basics of IBM Process Mining tools. You should now know:

- how to create a process from mined process data,
- be familiar with key process mining features and their value.