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Paper title: Predictive and prescriptive monitoring of business process outcomes

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This text deals with the improvement of business process outcomes and prescriptive monitoring thanks to machine learning. The approach can be considered as innovative. In order to use this approach, it is said that we have to integrate not only structured data but also the unstructured ones. How it works? It is simple, these techniques use a record of past business processes called an event log and machine learning to make predictions. When a process is running, they can predict what will happen next, how long until it's finished, or what will be the outcome, based on what has already been done up to that point. Less events = more accurate prediction. After this prediction we can choose whether or not to intervene to prevent undesirable events. (the ai will tell us where and how to intervene)

Two main AI models are illustrated in this paper. The first one is LSTM neural networks used which has been chosen thanks to the ability to understand and predict taking in mind old information over time.

The second one is XGBoost which is utilized because it is a very efficient model that analyzes structured data and classifies different tasks.

Integrating those two kinds of data can improve the work of those AIs because they can link two things that we, as humans, cannot. (correlation and causation). Thanks to this approach we can have a better understanding of business processes, avoid potential problems and make better choices.

The software application is the support that allows us to implement those ai, for instance we have real world business examples. This text explain also, how we can compare the different models, in fact we can use them in real world business and use the same data

To conclude, we can say that the text deals with AI. We have two AI models that revolutionized business process monitoring.