

CSCI927: Service/process analytics

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1. Introduction

Service/process analytics:

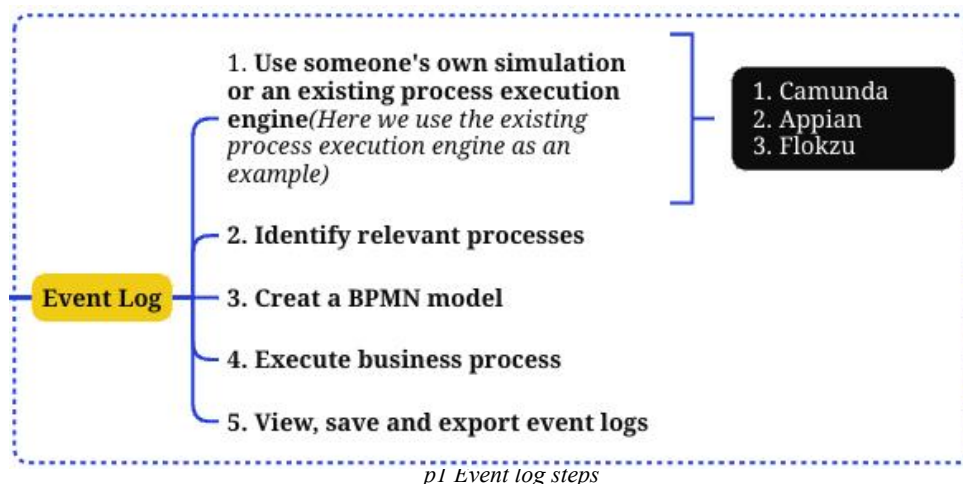
A fundamental element which is used to help ensure process work and collaborative modeling. It can help people analyse and understand its relationship with other elements, such as business goals and strategy, problems, influence, and organization.

Business Process:

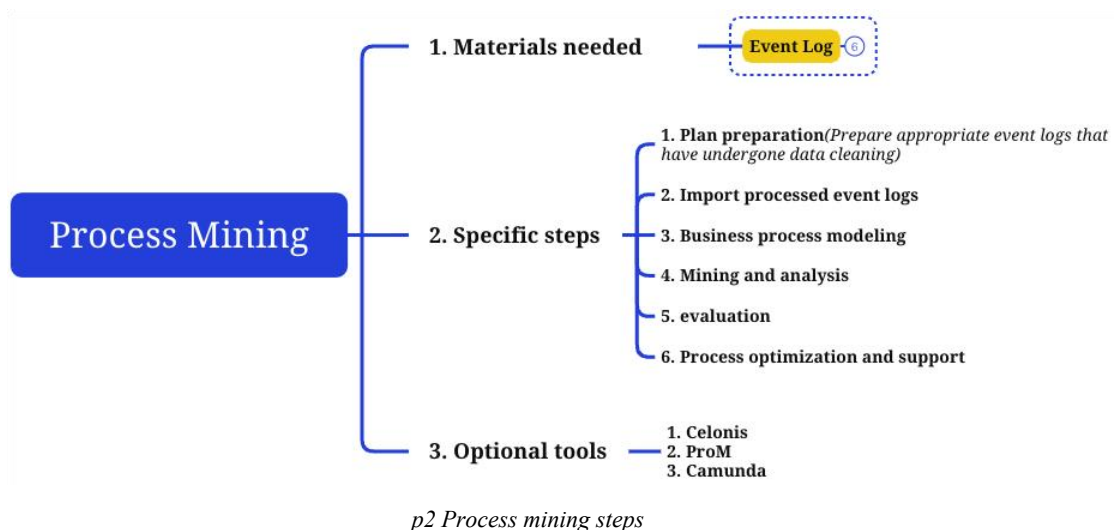
A series of activities which are completed together by different kinds of people who have same goals.

2. detailed steps

2.1. Event log steps



2.2. Process Mining



To sum up, it can be seen from the process that executing the business process and generating event logs are inseparable and can basically be completed in the same operation. I will not go into details here about how to execute the business process. In addition, since the specific operation implementation requires the use of software for model construction, graphics drawing, process data export and other series of operations, we have not yet reached this part, so this report does not conduct operation simulation for this part.

3. References

Process analytics: Beheshti, SMR. et al. (2016). Introduction. In: Process Analytics. Springer, Cham. https://doi-org.ezproxy.uow.edu.au/10.1007/978-3-319-25037-3_1

Process miner : Schimm, G. (2002). Process Miner — A Tool for Mining Process Schemes from Event-Based Data. In: Flesca, S., Greco, S., Ianni, G., Leone, N. (eds) Logics in Artificial Intelligence. JELIA 2002. Lecture Notes in Computer Science(), vol 2424. Springer, Berlin, Heidelberg. https://doi-org.ezproxy.uow.edu.au/10.1007/3-540-45757-7_47

Process mining: Van, Der Aalst, Wil M. P.. Process Mining : Discovery, Conformance and Enhancement of Business Processes, Springer Berlin / Heidelberg, 2011. ProQuest Ebook Central, <https://ebookcentral.proquest.com/lib/uow/detail.action?docID=763874>.