

Question 1

(a)

Import log-flat.xes to ProM. Click the eye symbol to view resource.



This results in the following view:



From it we can read

- the time period (1) covered by the event log, which is from 13.01.2010 to 03.01.2014
- the number of cases, events and activities of the log (2), being 4580, 21348 and 14 respec-

tively (note that activities appear in ProM as event classes)

To gain more information on the activities we click the summary tab in the left which results in the following view:

Log Summary

Event classes defined by Event Name
All events

Total number of classes: 14

Class	Occurrences (absolute)
Take in charge ticket	5060
Resolve ticket	4983
Assign seriousness	4938
Closed	4574
Wait	1463
Require upgrade	119
Insert ticket	118
Create SW anomaly	67
Resolve SW anomaly	13
Schedule intervention	5
VERIFIED	3
INVALID	2
RESOLVED	2
DUPLICATE	1

3

Log Summary

Start events

Total number of classes: 6

Class	Occurrences (absolute)
Assign seriousness	4384
Insert ticket	118
Take in charge ticket	74
Resolve ticket	2
Create SW anomaly	1
Wait	1

4

End events

Total number of classes: 6

Class	Occurrences (absolute)
Closed	4557
Resolve ticket	10
Wait	8
Require upgrade	3
Take in charge ticket	1
VERIFIED	1

5

From (3) we get a table of occurrence frequencies for each activity. From (4) we get a table of occurrence frequencies for each start activity. From (5) we get a table of occurrence frequencies for each end activity.

(b)

(c)

(d)

Question 2

Question 3

Question 4

Question 5

Question 6