

Id	Process/categories	Identifier	CSF/challenges (literature)	Description	Sources	Input (Requirements)	Output	Possible AI-tools
1	Define research question	1.1	Availability of contextual information	Access to contextual information such as process models, technical aids, policy documents, legal and regulatory requirements that can aid process mining [16], [19]	Mars et al., Mamutu et al.	Process knowledge (e.g. Process models, etc.) [3], business rules, policy documents, legal and regulatory requirements, possible project-team-members	selected business process [3], composed project team [3], project goals, defined research questions [3], [4]	manual task, But "random" Process Analyses, like with the Proactive Insights Engine [6-8], may result in (new) research questions.
		1.2	Planning (Process selection)	Identifying questions or project goals), selecting business processes to be mined and composing the project team to execute process mining initiatives [16] It is unclear what process properties are important [22]	Mamutu et al., Griscot et al.			
		1.3	Team configuration	The composition of teams and expert groups involved in process mining projects. Two main configurations namely Established units: An internal team dedicated to co-existing process mining initiatives. E.g., a Centre of Excellence (CoE), Ad-hoc units: A group of experts assembled from different departments within the organization to execute process mining projects as and when required [16] Lack of interdisciplinary and cross-functional teams: PM suffers from a lack of interdisciplinary and cross-functional teams covering sponsors, IT, and data specialists as well as business users and project managers [25]	Mamutu et al., Martin et al.			
2	Data collection	2.1	Event data availability	The extent to which historical event data is available for process mining analysis [16] Constraining data access barriers: Limited data access across departmental and organizational boundaries restricts PM [21] The availability of event data needed for PM is limited [21] Restricting data privacy regulations: Compliance with data privacy and security regulations limits the detail of what can be discovered and analyzed through PM [21] Difficult handling of unstructured data: PM provides limited support for exploring unstructured data that is not available in activity-based semantics or even format [21] There is an asymmetry in terms of the permission to access and use of relevant data [22] Delays can occur due to data access, which is often tied to organizational barriers [22]	Mamutu et al., Martin et al., Griscot et al.	process description [3], isolated systems & databases, database documentation, which historical event data are available	access to the databases, data privacy regulations clarified, raw data exported [3], [4], conceptual data model [4]	Database crawler to find the belonging databases-, tables and entries, Apache OpenNLP [6], Web Scraping Applications [61]
		2.2	Data extraction expertise	The required data analysis expertise for the extraction and integration of event data for process mining [16] Teams who are responsible for data integration often have difficulties to obtain the data since they are not involved in the decision-making [22]	Mamutu et al., Griscot et al.			
		2.3	Extraction	Determining the data extraction scope, extracting event data, and transferring process knowledge between business experts and process analysts [16]	Mamutu et al.			
3	Data pre-processing	3.1	Data preprocessing	Provisions for the extraction and preparation of event data from single or multiple sources for process mining based on lessons learnt [16] Complex data preparation: Substantial effort is required for data extraction and pre-processing [21] There are data fractions when process run on different systems [22]	Mamutu et al., Martin et al.	exported raw data [3]	Filtered event-log based on the research questions [3], [4]	Automated Event-log creation [52], PM4MINE [53]
		3.2	Event-log quality considerations	The data quality considerations and minimum requirements to be met by event logs for process mining [16], [19] Source or event data are often in accurate, noisy, and/or incomplete [21]	Mars et al., Mamutu et al., Martin et al.			
4	Ways & means	General	4.1	Applying process mining techniques to answer questions and gain insights [19] Insufficient technical skills: The lack of sufficient training in technical skills required to implement PM is detrimental to setting up and conducting PM [21] Process managers miss information about how certain variables can inform decision-making [22]	Mars et al., Martin et al., Griscot et al.	Event-Log [3], Process model [3], research questions [4]	required insights with different views [3], based on the research questions also a optimized process model	Proactive Insights Engine: From Process Discovery to Process Intelligence [64], Nidzari: an Advanced Predictive Process Monitoring Toolkit [65]
			4.2	Integration of process mining capabilities with other data analytics capabilities [16] Challenging (real-time) system integration: Insufficient real-time system connectivity or integration into existing IT infrastructure negatively impacts deriving insights through PM [21]	Mamutu et al., Martin et al.			
			4.3	The tool's ability to analyse data for insights into single, multiple and E2E processes [16]	Mamutu et al., Martin et al.			
			4.4	Fragmented solutions: There is a lack of comprehensive PM solutions supporting a wide range of conceivable use cases [21] Non-standard visualisation techniques used in PM may lead to overcomplicated and hardly understandable business process models [21]	Mamutu et al., Martin et al.			
		Discovery	4.5	Incomprehensible outcomes PM lacks advanced features such as automation, simulation, and data annotation [21]	Martin et al.			
			4.6	Automated process model discovery and process visualisation from event data [16] Difficult analysis of process exceptions: PM lacks support for decision models, from process exceptions [20]	Mamutu et al., Martin et al.			
			4.7	Data processing Using process mining tools to create views, aggregate events, enrich or filter logs to generate the required insights from event logs [16]	Mamutu et al., Martin et al.			
			4.8	Conformance Tool capabilities: Conformance checking/Compliance Detection of deviations from process norms using event data [16]	Mamutu et al.			
		Performance	4.9	Using event data for comparison of process behaviour and process performance [16] Insufficient prescriptive capabilities: PM tools are limited regarding their prescriptive capabilities [21]	Mamutu et al., Martin et al.			
			4.10	Social network analysis Competitive analysis	Mamutu et al., Martin et al.			
		4.11	/	No challenges found	/			
		Results	5.1	Relating analysis results to improvement ideas to achieve project goals [16] One of the challenges in process mining projects is often that the process analysts are not domain experts for the process they are analysing [6], [9], [46], which means that they may face difficulties determining the causes of unexpected analysis results	Mamutu et al., Bobkova et al., Sturiale et al.			
			Evaluation					
			Missing involvement from process experts					
		Implementation	5.2	Process improvement and support Using gained insights to modify the actual process execution [16]	Mamutu et al.			



Supports



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6	Stakeholder Support and Involvement	6.1	Management support	Top-Level Management/Steering Executives support [16], [19] Initiating, funding, and conducting PM initiatives requires a strong management commitment [21] Process managers need guidance to convince decision-makers [22]	Mars et al., Mamutu et al., Martin et al., Griscot et al.	Time, money, persuasion and training (workshops)	Informed and educated stakeholders with an understanding of the importance of PM to the business and the PM project being completed.	manual task, PM4MINE [53]
		6.2	External stakeholder support	Engagement with external collaborators or industry partners (such as suppliers) who influence an organization's business processes and how they are executed [16] Transparency may lead to distrust and perceived surveillance [22]	Mamutu and Bandarra, Griscot et al.			
		6.3	Subject matter experts (SMEs)	SMEs of a particular business domain who contribute to process mining efforts [16]	Mamutu and Bandarra			
		6.4	User groups	The contribution of ultimate users (such as first-line personnel) to process mining outcomes [16]	Mamutu and Bandarra			
		6.5	Process mining expertise	The required know-how needed to execute process mining initiatives and interpret outcomes [16]	Mars et al., Mamutu and Bandarra			
		6.6	Process analyst expertise	The required expertise for designing, structuring, and re-engineering business processes [16], [19] Insufficient analytical skills: The lack of fundamental analytical skills, including business process modelling and optimization, impedes deriving value from PM [21] Insufficient domain expertise: The lack of comprehensive domain and business expertise inhibits the ability to customize PM as well as to adequately interpret the results [21]	Mars et al., Mamutu and Bandarra, Martin et al.			
		6.7	Training	The education and socialisation of stakeholders on the appropriate execution of process mining initiatives for the intended results [16] Insufficient technical skills: The lack of sufficient training in technical skills required to implement PM is detrimental to setting up and conducting PM [21]	Mamutu et al., Martin et al.			
7	Organizational and strategic alignment	7.1	Change Management	The series of activities that ensure that the needed change emanating from process mining results is implemented in the organization [16] Unclear organizational anchoring: It is unclear how PM expertise should be anchored within the organization [21] It is important to cope with the increased transparency created through process mining [22]	Mamutu et al., Martin et al., Griscot et al.	These are general challenges and concerns belonging PM. Thus not a concrete phase in the PM-process. For this reason there are no direct Inputs or Outputs.	These are general challenges and concerns belonging PM. Thus not a concrete phase in the PM-process. For this reason there are no direct Inputs or Outputs.	Artificial Intelligence Enabled Project Management [66]
		7.2	Project Management	The management of activities and resources, such as time and cost throughout all phases of the process mining project to obtain the defined project outcomes [16], [19]	Mars et al., Mamutu et al.			
		7.3	Unclear success factors	It is unknown which organizational and properties ensure an efficient and effective use of PM [21]	Martin et al.			
		7.4	Elusive business value	The business value of PM is difficult to determine with regard to the alignment of strategic and operational goals as well as the quantification of costs and benefits [21] Process managers do not know how to calculate the business value of PM activities [22]	Martin et al., Griscot et al.			
		7.5	Missing implementation guidance	There is a lack of comprehensive guidance on the implementation of PM for different organizations, domains, contexts, and strategic goals [21]	Martin et al.			