



Process Mining

By Kourosh Hasani



Kourosh Hasani

Data Scientist at Farabi Brokerage

- کارشناسی ارشد مهندسی صنایع از دانشگاه صنعتی شریف
- کارشناسی مهندسی صنایع از دانشگاه صنعتی خواجه نصیرالدین طوسی
- سه سال سابقه فعالیت در حوزه هوشمندسازی کسب و کار
- برخی از پروژه‌های انجام شده:
 - Analyzing Customer Journey with Process Mining, from Discovery to Recommendation
 - Develop a web application to analyze the textual content of social networks

P.M. Definition

Advanced P.M. with python

Prediction based on P.M.



P.M. Softwares

Object-Centric P.M.



1

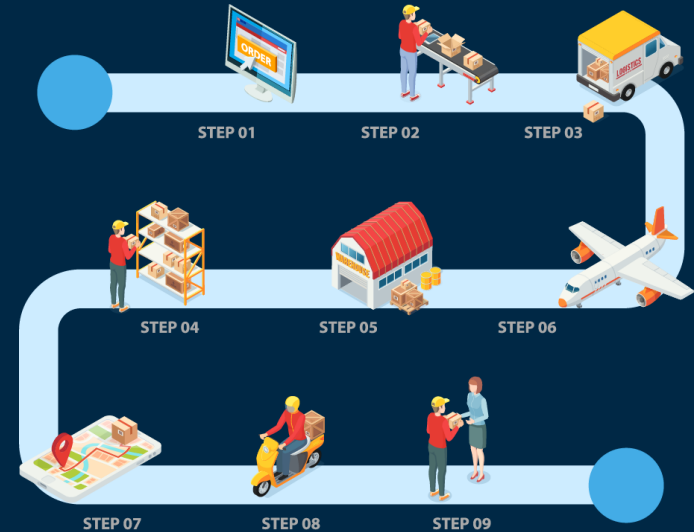
Process Mining Definition



1.1. What is Process?

Definition:

- A *business process* or *business method* is a collection of related, structured activities or tasks that in a specific sequence produces a service or product (serves a particular business goal)



1.1. What is Process?

- *If you can't describe what you are doing as a **process**, you don't know what you're doing*



*W. Edwards Deming
Leading Management Thinker in the
Field of Quality
(1900 1993)*

1.3. What is Process Mining?

- The idea of *process mining* is to *discover, monitor and improve* “*real processes*” (not assumed processes) by extracting *knowledge* from “*event-logs*” readily available in today's (information) systems.



Prof.dr.ir. Wil van der Aalst
Father of Process Mining

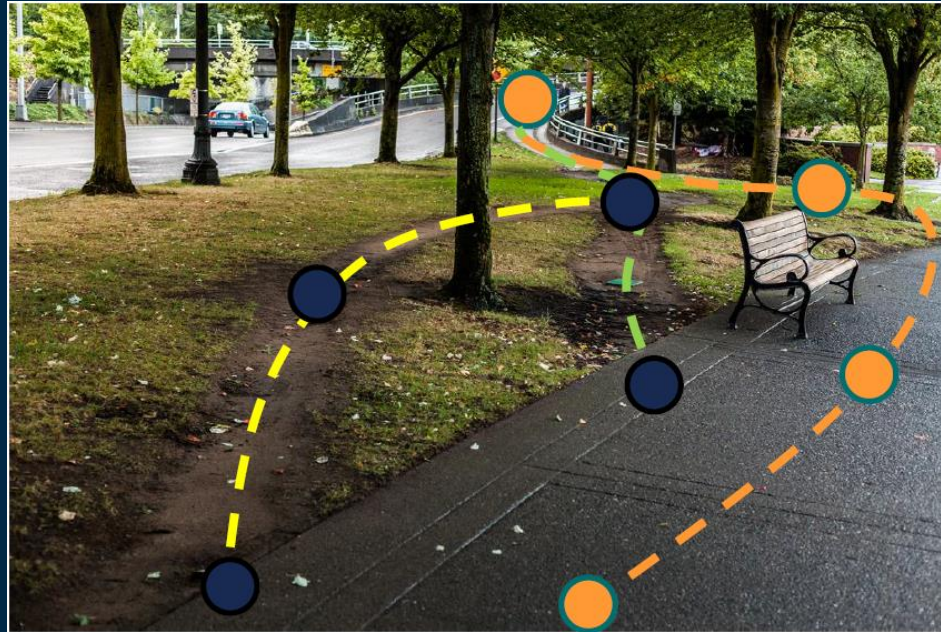
1.4. As-Is VS. To-Be Process



1.4. As-Is VS. To-Be Process

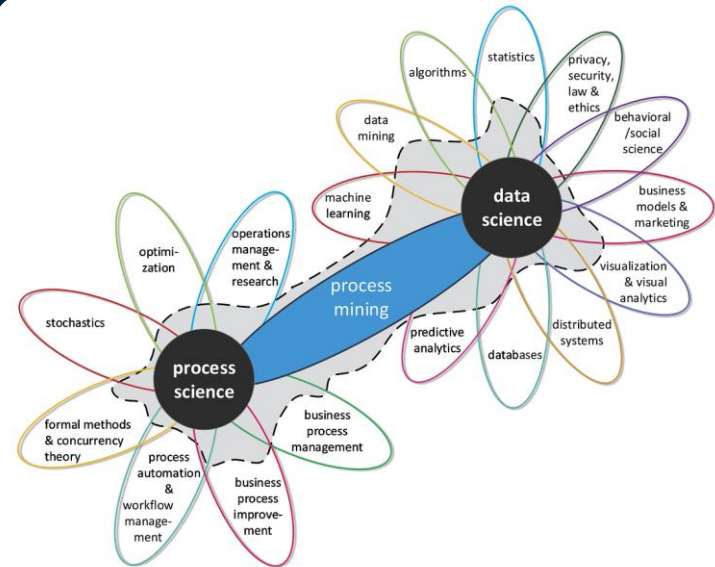


1.4. As-Is VS. To-Be Process



1.5. Process Mining - Data Science

- *Process mining is a type of data analytics that focuses on the discovery, monitoring, and improvement of business processes.*



1.6. Process Mining Applications:

1. Process mining and RPA:

Robotic process automation or RPA is focused on automating repetitive business processes to increase efficiency.



1.6. Process Mining Applications:

2. Process mining and supply chain



1.6. Process Mining Applications:

3. Process mining and finance

Process mining can help in the “Risk management” process.



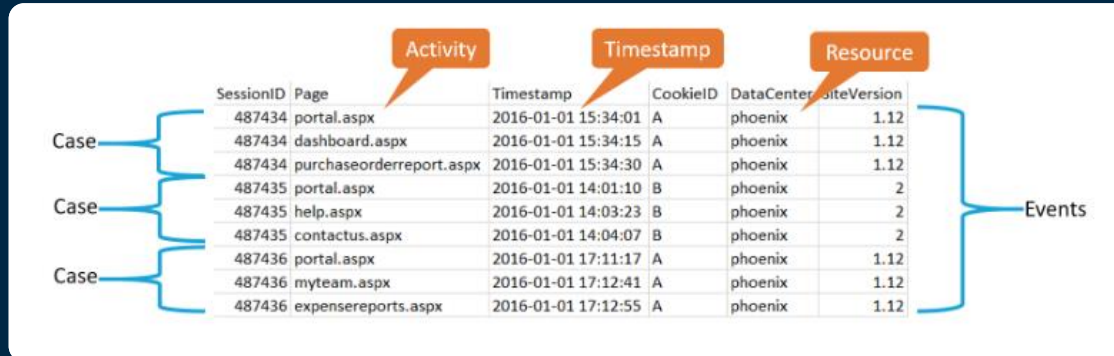
1.7. Event-Log

- *An event-log can be seen as a collection of cases and a case can be seen as a trace/sequence of events.*
- *Attributes that are typically listed in an event-log are:*
 - *Case ID*
 - *Activity or Event Name*
 - *Timestamps of the start and end times*
 - *Other attributes of the case or event*



1.7. Event-Log

- A process consists of **CASES**
- A case consists of **EVENTS**
- Events within a case are **ORDERED**
- Events can have **ATTRIBUTES** (cost, resource, activity)



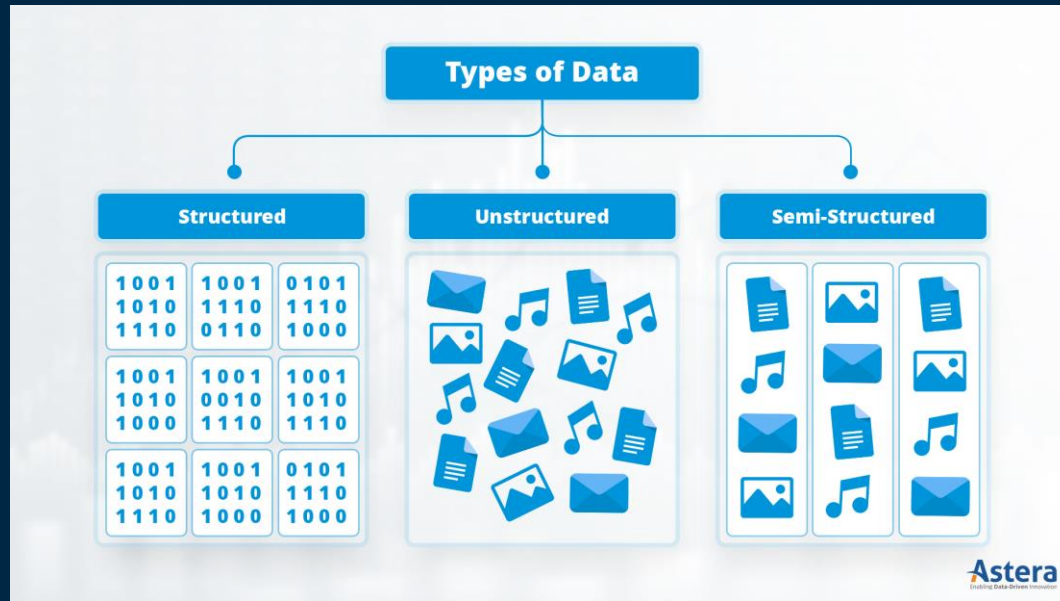
	SessionID	Page	Activity	Timestamp	CookielD	DataCenter	Resource	SiteVersion
Case	487434	portal.aspx		2016-01-01 15:34:01	A	phoenix		1.12
	487434	dashboard.aspx		2016-01-01 15:34:15	A	phoenix		1.12
	487434	purchaseorderreport.aspx		2016-01-01 15:34:30	A	phoenix		1.12
Case	487435	portal.aspx		2016-01-01 14:01:10	B	phoenix		2
	487435	help.aspx		2016-01-01 14:03:23	B	phoenix		2
	487435	contactus.aspx		2016-01-01 14:04:07	B	phoenix		2
Case	487436	portal.aspx		2016-01-01 17:11:17	A	phoenix		1.12
	487436	myteam.aspx		2016-01-01 17:12:41	A	phoenix		1.12
	487436	expensereports.aspx		2016-01-01 17:12:55	A	phoenix		1.12

1.7. Event-Log

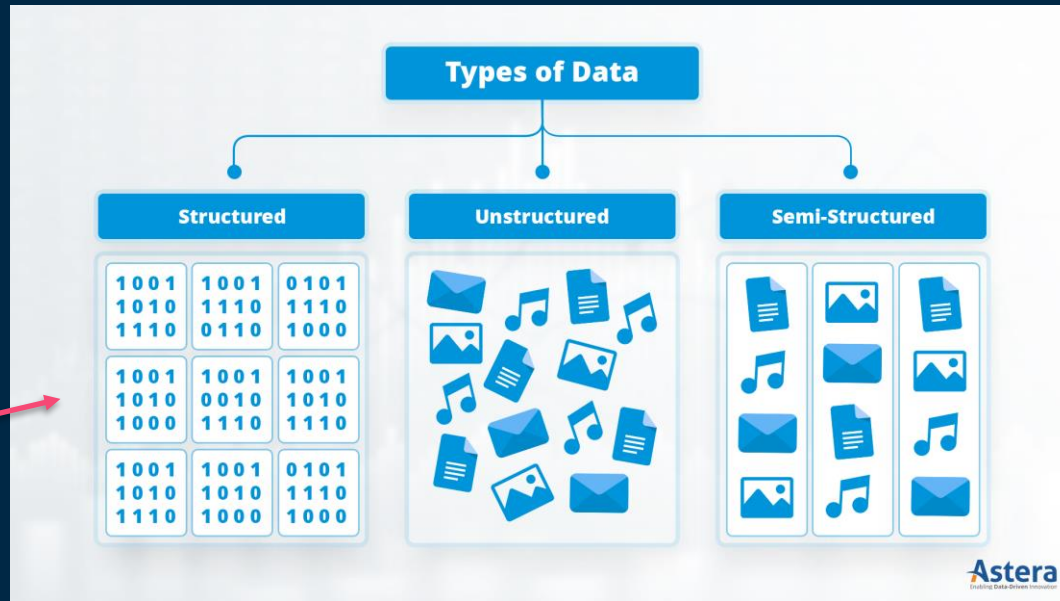
Event log example:

User_ID	CaseStartDate	ActivityStartDate	Browser	OS	Device	Country	Visited_Page	TimeOnPage
hv5xru	12/30/2021 23:58	12/30/2021 23:58	ChromeMobile	Android	Mobile	Iran	learning.emofid.com	168
hv5xru	12/30/2021 23:58	12/31/2021 0:00	ChromeMobile	Android	Mobile	Iran	.../online-issuance-and-cancellation/	153
hv5xru	12/30/2021 23:58	12/31/2021 0:03	ChromeMobile	Android	Mobile	Iran	learning.emofid.com	5
hv5xru	12/30/2021 23:58	12/31/2021 0:04	ChromeMobile	Android	Mobile	Iran	learning.emofid.com	26
92c26h	12/30/2021 23:57	12/30/2021 23:57	Firefox	Windows	PC	Iran	learning.emofid.com	129
92c26h	12/30/2021 23:57	12/30/2021 23:59	Firefox	Windows	PC	Iran	.../bambo/	32
92c26h	12/30/2021 23:57	12/30/2021 23:59	Firefox	Windows	PC	Iran	learning.emofid.com	23
92c26h	12/30/2021 23:57	12/31/2021 0:00	Firefox	Windows	PC	Iran	.../event/rights-issues-strategy-8day/	76

1.7. Event-Log



1.7. Event-Log



1.7. Event-Log

Formats of event log:

- *Comma Separated Values (CSV)*
- *eXtensible Event Stream (XES)*
- *Object Centric Event Logs (OCEL)*



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Case_ID	Activity	Timestamp
OR-E000002	ارسال درخواست	3/30/2019 10:26
OR-E000002	بررسی سفارش توسط انبار	3/30/2019 10:26
OR-E000002	بررسی مدیر انبار	3/31/2019 12:15
OR-E000002	تأیید معاون درخواست کننده	4/1/2019 14:49
OR-E000002	بررسی بودجه تعدادی توسط سرپرست بازرگانی	4/3/2019 8:44
OR-E000002	کنترل ثبت سفارش داخلی	4/7/2019 19:33
OR-E000002	اقدام کارشناس بازرگانی داخلی برای خرید سفارش	4/8/2019 14:51
OR-E000003	ارسال درخواست	3/30/2019 14:02
OR-E000003	تأیید سرپرست یا مدیر	3/30/2019 14:03
OR-E000003	بررسی سفارش توسط انبار	3/31/2019 14:55
OR-E000003	بررسی مدیر انبار	4/1/2019 13:41
OR-E000003	تأیید معاون درخواست کننده	4/1/2019 14:53
OR-E000003	بررسی بودجه تعدادی توسط سرپرست بازرگانی	4/6/2019 8:21
OR-E000003	بررسی بودجه تعدادی توسط سرپرست بازرگانی	4/6/2019 13:31
OR-E000003	تأیید مدیر ارشد بازرگانی	4/6/2019 15:17
OR-E000003	اقدام کارشناس بازرگانی داخلی برای خرید سفارش	4/8/2019 12:49

1.7. Event-Log

Formats of event log:

- *Comma Separated Values (CSV)*
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- *Object Centric Event Logs (OCEL)*

```
<log xes.version="1.0" xes.features="nested-attributes" openxes.version="1.0RC7"
xmlns="http://www.xes-standard.org/">
  <trace>
    <date key="REG_DATE" value="2011-10-01T00:38:44.546+02:00"/>
    <string key="concept:name" value="173688"/>
    <string key="AMOUNT_REQ" value="20000"/>
    <event>
      <string key="org:resource" value="112"/>
      <string key="lifecycle:transition" value="COMPLETE"/>
      <string key="concept:name" value="A_SUBMITTED"/>
      <date key="time:timestamp" value="2011-10-01T00:38:44.546+02:00"/>
    </event>
    <event>
      <string key="org:resource" value="112"/>
      <string key="lifecycle:transition" value="COMPLETE"/>
      <string key="concept:name" value="A_PARTLYSUBMITTED"/>
      <date key="time:timestamp" value="2011-10-01T00:38:44.880+02:00"/>
    </event>
    <event>
      <string key="org:resource" value="112"/>
      <string key="lifecycle:transition" value="COMPLETE"/>
      <string key="concept:name" value="A_PREACCEPTED"/>
      <date key="time:timestamp" value="2011-10-01T00:39:37.906+02:00"/>
    </event>
    <event>
      <string key="org:resource" value="10862"/>
      <string key="lifecycle:transition" value="COMPLETE"/>
      <string key="concept:name" value="A_ACCEPTED"/>
      <date key="time:timestamp" value="2011-10-01T11:42:43.308+02:00"/>
    </event>
  </trace>
</log>
```

1.7. Event-Log

Formats of event log:

- *Comma Separated Values (CSV)*
- *eXtensible Event Stream (XES)*
- *Object Centric Event Logs (OCEL)*

<https://ocel-standard.org/>

```
{
  "ocel:global-Log": {
    "ocel:attribute-names": [
      "age",
      "bankaccount",
      "cost",
      "price",
      "weight"
    ],
    "ocel:version": "1.0",
    "ocel:ordering": "timestamp"
  },
  "ocel:events": {
    "1.0": {
      "ocel:activity": "place order",
      "ocel:timestamp": "2019-05-20T09:07:47",
      "ocel:omap": [
        "880001",
        "Echo Studio",
        "Marco Pegoraro",
        "990001",
        "Fire Stick 4K",
        "Echo"
      ],
      "ocel:vmap": {
        "weight": 3.52,
        "price": 524.96
      }
    }
  },
}
```

1.8. Alpha algorithm

Steps:

1. Define all events
2. Define all possible *start* events
3. Define all possible *End* events
4. Calculate *possible Sets* A and B (All events within A and within B should be *independent* of each other. All events in A should be *causally related* to event in B)
5. Drop redundant sets
6. Draw the Petri Net

Source: Van der Aalst, W., Weijters, T., & Maruster, L. (2004). Workflow mining: Discovering process models from event logs. IEEE transactions on knowledge and data engineering, 16(9), 1128-1142.

1.8. Alpha algorithm

Order relations:

- *Direct successor:* $a > b$
- *Causality:* $a \rightarrow b$
- *Concurrency:* $a \parallel b$
- *Exclusiveness:* $a \# b$

Source: Van der Aalst, W., Weijters, T., & Maruster, L. (2004). Workflow mining: Discovering process models from event logs. *IEEE transactions on knowledge and data engineering*, 16(9), 1128-1142.

1.8. Alpha algorithm

Example:

Event log: $[(a, b, c, d)^3, (a, c, b, d)^2, (a, e, d)]$

1. Define all events: (a, b, c, d, e)
2. Define all possible start events: (a)
3. Define all possible End events: (d)
4. Calculate possible Sets:

$[(\{a\}, \{b\}), (\{a\}, \{c\}), (\{a\}, \{e\}), (\{b\}, \{d\}), (\{c\}, \{d\}), (\{e\}, \{d\}), (\{a\}, \{b, e\}), (\{a\}, \{c, e\}), (\{b, e\}, \{d\}),$
 $(\{c, e\}, \{d\})]$

Source: Van der Aalst, W., Weijters, T., & Maruster, L. (2004). Workflow mining: Discovering process models from event logs. IEEE transactions on knowledge and data engineering, 16(9), 1128-1142.

1.8. Alpha algorithm

Example:

Event log: $[(a, b, c, d)^3, (a, c, b, d)^2, (a, e, d)]$

5. Drop redundant sets:

$[\cancel{(\{a\}, \{b\})}, \cancel{(\{a\}, \{c\})}, \cancel{(\{a\}, \{e\})}, \cancel{(\{b\}, \{d\})}, \cancel{(\{c\}, \{d\})}, \cancel{(\{e\}, \{d\})}, (\{a\}, \{b, e\}), (\{a\}, \{c, e\}), (\{b, e\}, \{d\}),$
 $(\{c, e\}, \{d\})]$

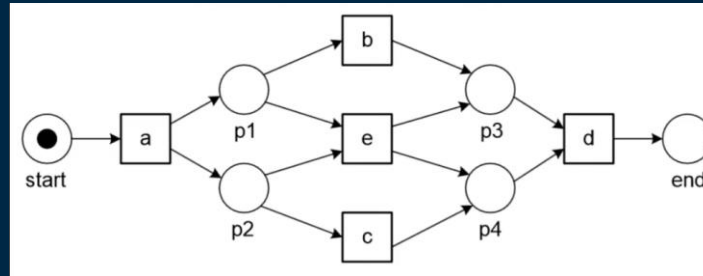
Source: Van der Aalst, W., Weijters, T., & Maruster, L. (2004). Workflow mining: Discovering process models from event logs. *IEEE transactions on knowledge and data engineering*, 16(9), 1128-1142.

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Event log: $[(a, b, c, d)^3, (a, c, b, d)^2, (a, e, d)]$

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Source: Van der Aalst, W., Weijters, T., & Maruster, L. (2004). Workflow mining: Discovering process models from event logs. *IEEE transactions on knowledge and data engineering*, 16(9), 1128-1142.

1.9. P.D. Algorithms:

- **Alpha algorithm:** This is the simplest algorithm. It constructs the Graph by extracting directly follows dependencies from the event log.
- **Heuristic Miner:** This algorithm also constructs the Graph but then applies heuristics to filter out infrequent or noisy behavior. It results in more structured models.
- **Inductive Miner:** This algorithm first constructs the Graph and then reduces it by detecting long-range dependencies and looping structures. It results in more structured models than the Heuristic Miner.
- **Genetic Miner:** This applies genetic algorithms to mine process models that are optimized for a specific criterion, like fitness or simplicity.
- **Region-based Miner:** This discovers local models (regions) and then combines them into an overall model. It works well for "spaghetti-like" processes with a lot of divergent paths.
- **Fodina:** This is based on the Region-based Miner approach but mines regions in a bottom-up fashion instead of top-down.
- **Heuristics Net Miner:** This algorithm mines both control-flow and organizational perspectives and produces Heuristics Net models.



2

Process Mining Softwares

2.1. Process Mining Softwares

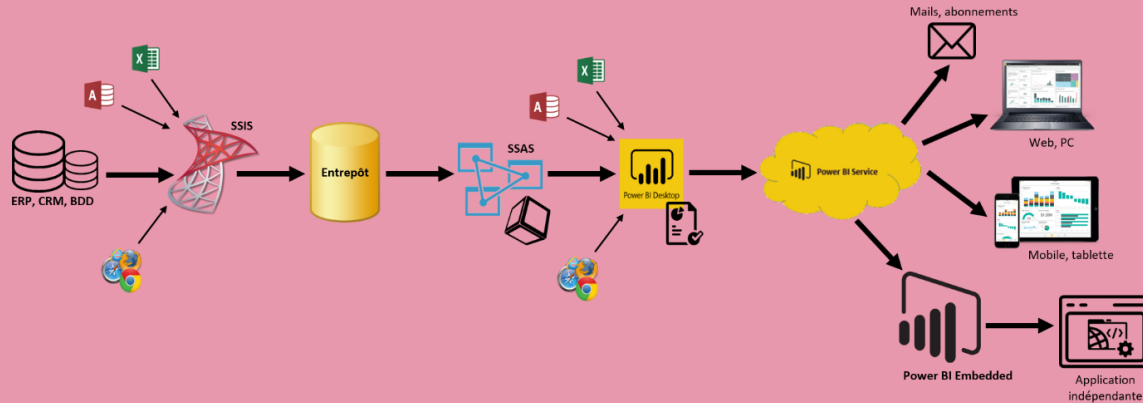
The following software will be reviewed:

- *Celonis*
- *Disco*
- *PmBI and PafNow (in Power-BI)*

Figure 1: Magic Quadrant for Process Mining Tools



Process Mining with Power-BI



Why P.M. in Power-BI?

- *Process control and monitoring*
- *Familiarity of organizations with Power-BI*
- *Create user friendly reports*



Process Mining with Power-BI

- *Using ready-made visuals*
- *Write python script*



Process Mining with Power-BI

- *Using ready-made visuals*
- *Write python script*





3

Advanced Process Mining with python

Introduction to Python

- Python is a popular programming language that is widely used in data science due to its *simplicity* and *flexibility*.
- Python is an *open-source* language and has a *large community* of developers.
- Python can be used to perform a wide range of tasks, from simple *data processing* to *complex machine learning* algorithms.
- Python can be used to *collect*, *analyze*, and *visualize* event logs, as well as to build *predictive models* to forecast process behavior.



Why Python is useful for process mining?

- it offers a *wide range of libraries* and tools that can be used to perform various tasks in the process mining workflow.
- Some popular libraries for process mining in Python include:
 - pm4py
 - ProM
- With Python, it is also easy to *integrate* different *tools* and *technologies* within the process mining workflow, making it a flexible and versatile choice for process mining projects.



1. Use Python for process discovery

- Python can be used for *process discovery* by using *libraries* like *pm4py* to apply various process discovery algorithms on event log.
- Python libraries like *pm4py* also offer various *process visualization* and *analysis techniques*, making it easy to gain insights into process behavior and performance.



2. Use Python for conformance checking

- Python can be used for conformance checking to *compare process models* with *actual event logs*.
- Pm4py offer various *conformance checking* techniques that can be used to identify *deviations* between the *discovered process model* and the *actual process* as captured in the event log.



3. Use Python for Performance analysis

- Python can be used to calculate different *performance metrics* like *cycle time*, *throughput*, and *efficiency*.
- Python can also be used to visualize performance metrics in different ways, making it easy to identify *bottlenecks* and *areas for improvement in the process*.



4. Use Python for Process improvement

- Python can be a powerful tool for *process improvement*.
- Because it allows for the analysis of large amounts of event data and the *simulation of different scenarios* to identify the *most effective changes*.



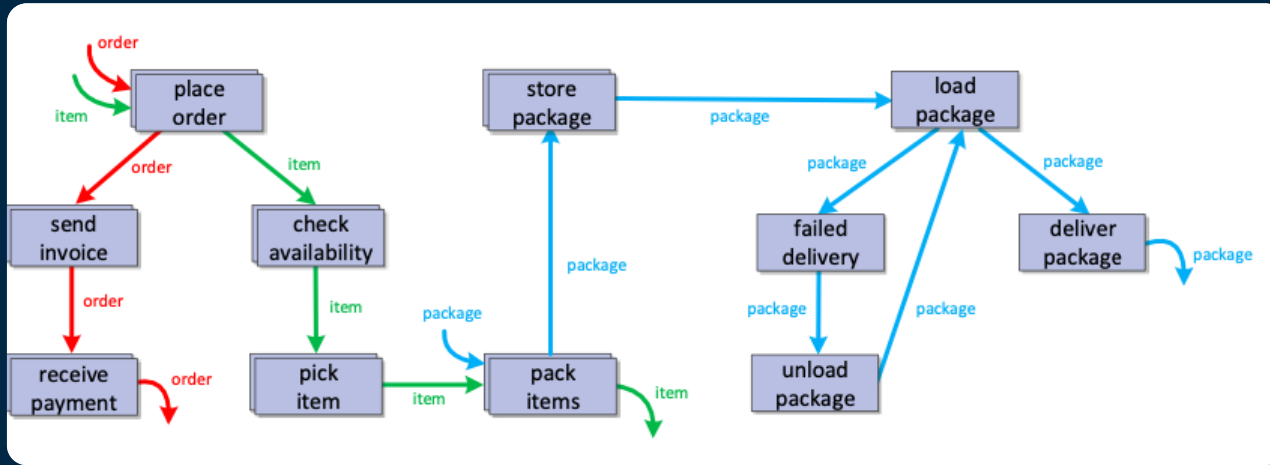


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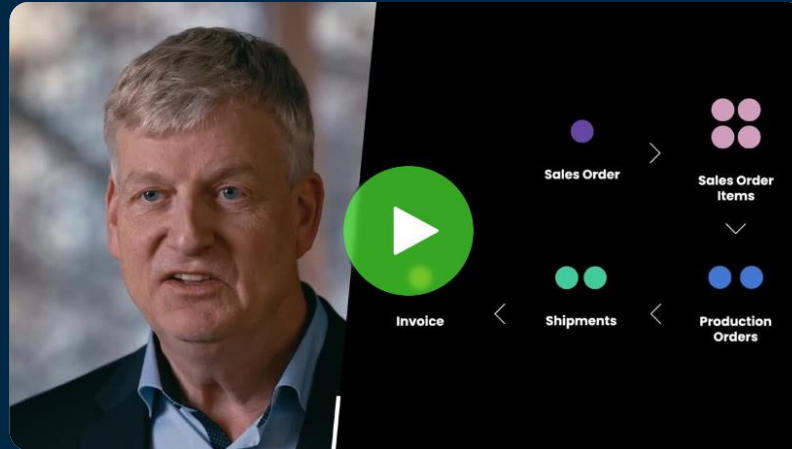
Object-Centric Process Mining



Object-Centric Process Mining



Object-Centric Process Mining



[https://www.celonis.com/
blog/what-is-object-
centric-process-mining-
ocpm/](https://www.celonis.com/blog/what-is-object-centric-process-mining-ocpm/)



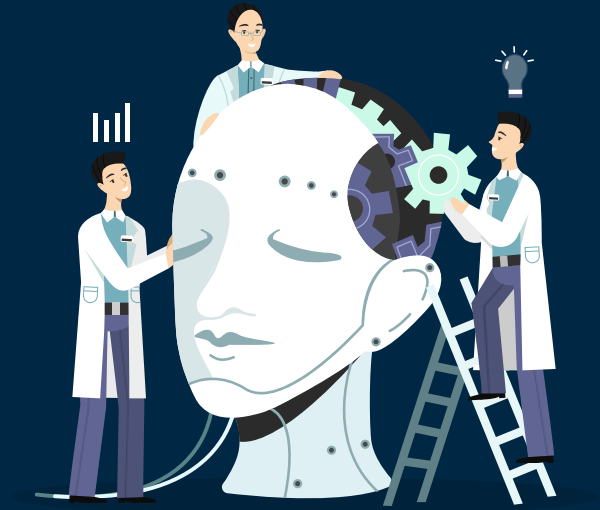
5

Prediction based on Process Mining



Predictive Process Mining

- Predictive process mining work leverages *machine learning* and *deep learning*
- Applications:
 - Mitigating risk: (measure the delays or remaining time)
 - Predicting costs
 - Generating recommendations





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Time prediction based on process mining

W.M.P. van der Aalst^{a,*}, M.H. Schonenberg^a, M. Song^{a,b}

^a Eindhoven University of Technology, P.O. Box 513, NL-5600 MB Eindhoven, The Netherlands

^b Ulsan National Institute of Science and Technology, 689-798 100 Banyeon-ri, Ulsan, South Korea

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ABSTRACT

Process mining allows for the automated discovery of process models from event logs. These models provide insights and enable various types of model-based analysis. This paper demonstrates that the discovered process models can be extended with information to *predict the completion time* of running instances. There are many scenarios where it is useful to have reliable time predictions. For example, when a customer phones her insurance company for information about her insurance claim, she can be given an estimate for the remaining processing time. In order to do this, we provide a configurable approach to construct a process model, augment this model with time information learned from earlier instances, and use this to predict e.g., the completion time. To provide meaningful time predictions we use a configurable set of abstractions that allow for a good balance between “overfitting” and “underfitting”. The approach has been implemented in ProM and through several experiments using real-life event logs we demonstrate its applicability.

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Predictive Process Mining

1	$\langle A^{00}, B^{06}, C^{12}, D^{18} \rangle$
2	$\langle A^{10}, C^{14}, B^{26}, D^{36} \rangle$
3	$\langle A^{12}, E^{22}, D^{56} \rangle$
4	$\langle A^{15}, B^{19}, C^{22}, D^{28} \rangle$
5	$\langle A^{18}, B^{22}, C^{26}, D^{32} \rangle$
6	$\langle A^{19}, E^{28}, D^{59} \rangle$
7	$\langle A^{20}, C^{25}, B^{36}, D^{44} \rangle$

Each line corresponds to a trace represented as a sequence of activities with timestamps.

- Each full trace is split into a:
 - *Prefix*: The part that already took place
 - *Postfix*: The part that still needs to happen

Predictive Process Mining

$\langle A^{00}, B^{06}, C^{12}, D^{18} \rangle$ refers to a traces.

- **State 1:** Prefix = $\langle \rangle$ ----- Postfix = $\langle A^{00}, B^{06}, C^{12}, D^{18} \rangle$ Remaining Time = $18 - 0 = 18$ Total Time = 18
- **State 2:** Prefix = $\langle A^{00} \rangle$ ----- Postfix = $\langle B^{06}, C^{12}, D^{18} \rangle$ Remaining Time = $18 - 0 = 18$ Total Time = 18
- **State 3:** Prefix = $\langle A^{00}, B^{06} \rangle$ ----- Postfix = $\langle C^{12}, D^{18} \rangle$ Remaining Time = $18 - 6 = 12$ Total Time = 18
- **State 4:** Prefix = $\langle A^{00}, B^{06}, C^{12} \rangle$ ----- Postfix = $\langle D^{18} \rangle$ Remaining Time = $18 - 12 = 6$ Total Time = 18
- **State 5:** Prefix = $\langle A^{00}, B^{06}, C^{12}, D^{18} \rangle$ ----- Postfix = $\langle \rangle$ Remaining Time = $18 - 18 = 0$ Total Time = 18

This process is repeated for **all** other traces.

Predictive Process Mining

Different measurement functions can be used:

$$l_{elapsed}^{measure}(\sigma_1, \sigma_2) = \begin{cases} 0 & \text{if } \sigma_1 = \langle \rangle \\ \max_T(\sigma_1) - \min_T(\sigma_1) & \text{if } \sigma_1 \neq \langle \rangle \end{cases}$$

$$l_{total}^{measure}(\sigma_1, \sigma_2) = \begin{cases} 0 & \text{if } \sigma_1; \sigma_2 = \langle \rangle \\ \max_T(\sigma_1; \sigma_2) - \min_T(\sigma_1; \sigma_2) & \text{if } \sigma_1; \sigma_2 \neq \langle \rangle \end{cases}$$

$$l_{sojourn}^{measure}(\sigma_1, \sigma_2) = \begin{cases} 0 & \text{if } \sigma_1 = \langle \rangle \text{ or } \sigma_2 = \langle \rangle \\ \min_T(\sigma_2) - \max_T(\sigma_1) & \text{if } \sigma_1 \neq \langle \rangle \text{ and } \sigma_2 \neq \langle \rangle \end{cases}$$

Predictive Process Mining

- The functions listed above are all related to the duration of a process instance.
- It is also possible to provide completely other measurement functions

Prefix	Total Time	Remaining Time	Next Activity	Number of Activity	Will C take place?	When C Takes Place?
< >	18	18	A	4	1	12
< A ⁰⁰ >	18	18	B	4	1	12
< A ⁰⁰ , B ⁰⁶ >	18	12	C	4	1	6
< A ⁰⁰ , B ⁰⁶ , C ¹² >	18	6	D	4	0	-
< A ⁰⁰ , B ⁰⁶ , C ¹² , D ¹⁸ >	18	0	-	4	0	-

Predictive Process Mining

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- It is also possible to provide completely other measurement functions

Prefix	Total Time	Remaining Time	Next Activity	Number of Activity	Will C take place?	When C Takes Place?
< >	18	18	A	4	1	12
< A ⁰⁰ >	18	18	B	4	1	12
< A ⁰⁰ , B ⁰⁶ >	18	12	C	4	1	6
< A ⁰⁰ , B ⁰⁶ , C ¹² >	18	6	D	4	0	-

Predictive Process Mining

- We can also generate functions that can be used as “*Input Variables*” of machine learning algorithms.

Prefix	Elapsed time	Number of Activity	N. Of Done Activities
< >	0	0	4
< A ⁰⁰ >	0	1	4
< A ⁰⁰ , B ⁰⁶ >	6	2	4
< A ⁰⁰ , B ⁰⁶ , C ¹² >	12	3	4

Predictive Process Mining

Repeat this process for *all* other traces:

Trace	Prefix	Total Time	Remaining Time	Next Activity	Number of Activity	Will C take place?	When C Takes Place?
1	< A ^{oo} >	18	18	B	3	1	12
2	< A ^{oo} >	16	16	B	3	0	-
3	< A ^{oo} >	24	24	-	1	0	-
4	< A ^{oo} >	19	19	C	2	0	-
...

Predictive Process Mining

Now we can consider “Prefix” and “Input Variable related functions” with all other *case attributes* (e.g. Age, Gender, ...) and *activity attributes* (e.g. Resources, Cost) as ML Input Feature and other functions as ML Output Feature



Predictive Process Mining

Here are some different types of predictions that can be done using event logs:

- *Next Event Prediction:* Predicting the next event that is likely to occur.
- *Process Variant Prediction:* Predicting which process variant (e.g., different paths or branches) a case will follow.
- *Remaining Time Prediction:* Predicting the time remaining for the completion of an ongoing.
- *Case Completion Prediction:* Predicting whether a case will complete successfully or result in an exception/abortion.
- *Case Rework Prediction:* Predicting whether a case is likely to require rework (i.e., repeat certain steps or tasks).
- *Resource Prediction:* Predicting the resources (e.g., employees, machines) required to complete a case.
- *Anomaly Detection:* Identifying abnormal behavior or rare events in the process.
- *Case Outcome Prediction:* Predicting the outcome of a case (e.g., successful, delayed, rejected).
- *Customer Behavior Prediction:* Predicting customer behavior (e.g., churn prediction, purchase behavior).
- *Process Performance Prediction:* Predicting process performance metrics (e.g., cycle time, lead time) based on historical data.



Thanks