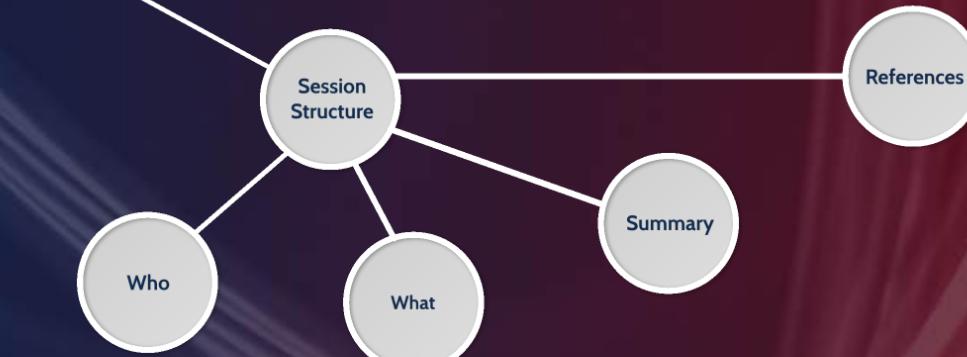


Foundations of Applied Process Mining

People



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Session Structure

Learning Objectives –
The people dimension of a Process Mining project

Who are the different process stakeholders involved in a project

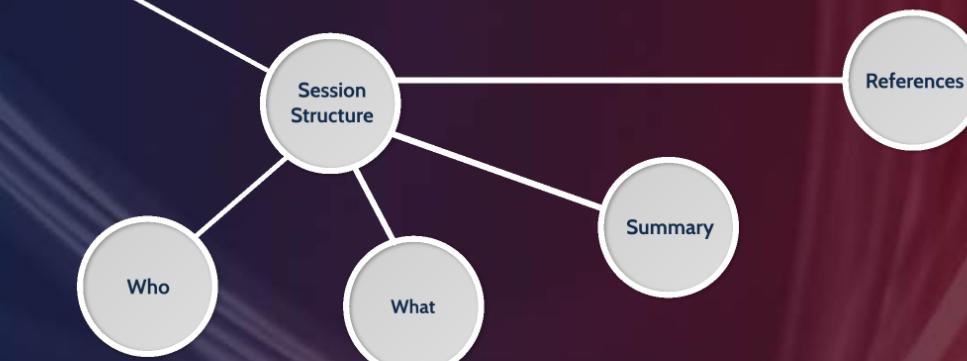
What are their:

- Characteristics
- Possible reactions to the Process Mining technology

How does Change Management pay a role to facilitate cooperation

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People



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The "People" in a Process Mining Project



The "People" in a Process Mining Project

Who can contribute?



The "People" in a Process Mining Project

Who can contribute?



Who is affected?



The "People" in a Process Mining Project

Who can contribute?



Who is affected?



Process Stakeholders



The "People" in a Process Mining Project

Who can contribute?



Who is affected?



Process Stakeholders

• How they can contribute



The "People" in a Process Mining Project

Who can contribute?



Who is affected?



Process Stakeholders

- **How they can contribute**
- **Why they might not contribute**



Process Stakeholders

(Dumas et al., 2013)

Process Stakeholders (Dumas et al., 2013)

Management



- Oversee all processes
- Initiate projects
- Supply funds and expect a return

Process Stakeholders

(Dumas et al., 2013)

Management



- Oversee all processes
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Process Owners



- Responsible for performance of a process
- Guide operations

Process Stakeholders

(Dumas et al., 2013)

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System Engineers



- Provide technical resources to execute a process

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(Dumas et al., 2013)

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Process Analysts



- Provide insights on the performance of a process

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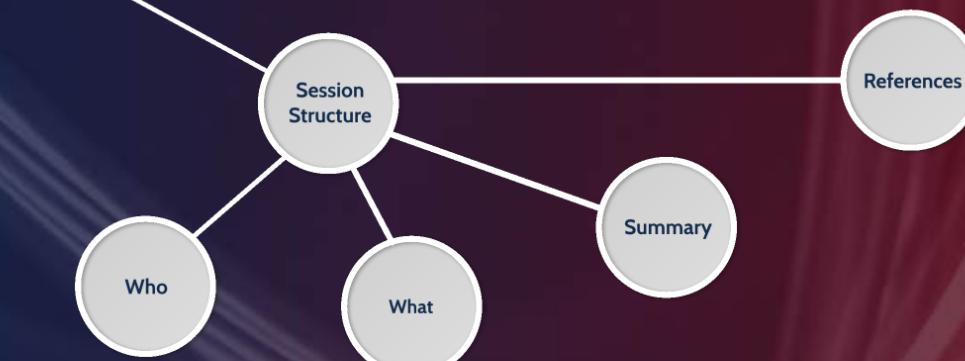
Process Participants



- Execute a process
- Has a lot of knowledge about the operational part

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Positive Feedback from the Stakeholders

Negative
Thoughts

Positive Feedback from the Stakeholders

Management



- ✓ Can quickly derive KPIs
- ✓ Interested in the contribution of a process (monetary / non-monetary)

Negative Thoughts

Positive Feedback from the Stakeholders

Management



- ✓ Can quickly derive KPIs
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Process Owners



- ✓ Gain full control of the process
- ✓ Get holistic view of the performance

Negative Thoughts

Positive Feedback from the Stakeholders

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System Engineers



- ✓ See how users work in their systems
- ✓ See how systems work together in a process

Negative Thoughts

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- ✓ Can easily yield insights about a process

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System Engineers



- ✓ See how users work in their systems
- ✓ See how systems work together in a process

Process Analysts



- ✓ Can easily yield insights about a process

Process Participants



- ✓ Proactively monitor their own work
- ✓ Have more transparency about the operations

Negative Thoughts

Negative Thoughts of the Stakeholders

Negative Thoughts of the Stakeholders

Management



! Project failure

! Underachieving ROI

Negative Thoughts of the Stakeholders

Management



- ! Project failure
- ! Underachieving ROI

Process Owners



- ! Transparency exposes failed leadership

Negative Thoughts of the Stakeholders

Management



- ❗ Project failure
- ❗ Underachieving ROI

Process Owners



- ❗ Transparency exposes failed leadership

System Engineers



- ❗ IT systems are found to be badly configured

Negative Thoughts of the Stakeholders

Management



- ❗ Project failure
- ❗ Underachieving ROI

Process Owners



- ❗ Transparency exposes failed leadership

System Engineers



- ❗ IT systems are found to be badly configured

Process Analysts



- ❗ Reluctant to switch to another tool

Negative Thoughts of the Stakeholders

Management



- ! Project failure
- ! Underachieving ROI

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- ! Transparency exposes failed leadership

System Engineers



- ! IT systems are found to be badly configured

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- ! Reluctant to switch to another tool

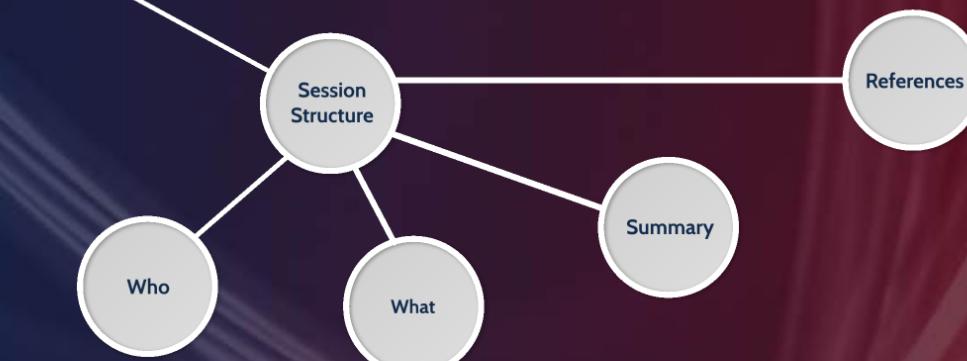
Process Participants



- ! Completely transparent in their work
- ! Someone has full control of each thing they're doing

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People



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The Role of Change Management



Summing Up

The Role of Change Management



We have fears!

And it is hard to
change our routines!

Summing Up

The Role of Change Management



We have fears!

And it is hard to
change our routines!

- Slowly transform them into fans of the technology

Summing Up

The Role of Change Management



We have fears!

And it is hard to
change our routines!

- Slowly transform them into fans of the technology
- Outline the benefits

Summing Up

Summing Up



The Dream Team

Summing Up



The Dream Team

Experts of
infrastructure



Summing Up



The Dream Team

Experts of infrastructure



Analytical mastermind



Summing Up

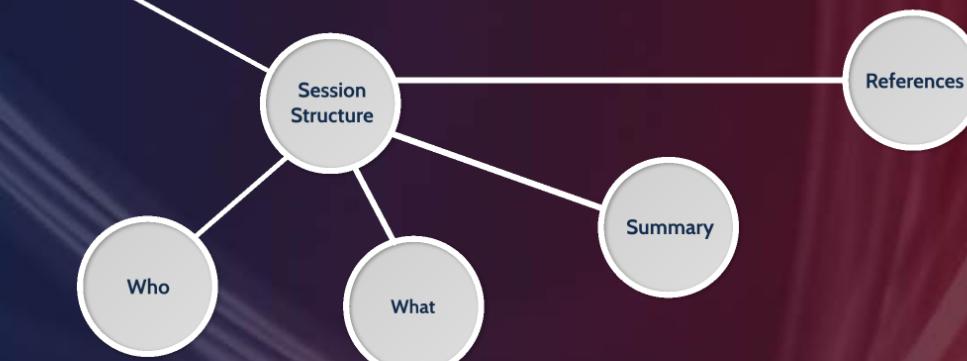


Summing Up



Foundations of Applied Process Mining

People



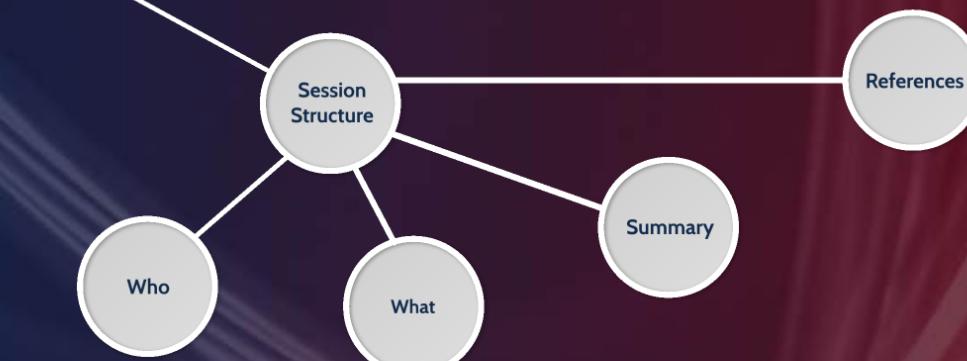
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1. Dumas, M., Rosa, M. L., Mendling, J., & Reijers, H. A. (2013). Fundamentals of Business Process Management. Heidelberg: Springer.

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