

PPIPilot Evaluation (A)

Thank you very much for participating in this study.

You have been selected because we consider that you have previous experience both in managing research manuscript reviews and in the process of requesting reimbursement for business trips.

The purpose of this survey is to know your opinion about the **PPIPilot tool**. *PPIPilot* is a tool for the automatic suggestion and subsequent computation of performance indicators specific to a given process (an event log -corresponding to that process- must be provided as input) and aligned with a specified organizational goal.

First, we will briefly introduce the concept of process performance indicators in the form of a video. We strongly recommend you to watch the video before starting the questionnaire so that we all have a common understanding of some aspects important to the task at hand. Then, we will gather some general information about you to identify profiles in our participants. After that, we will start with a set of questions associated with your experience in defining process performance indicators (PPIs) in general, as well as within the domains of the scenarios to be used. Next, we will provide a video that showcases the key features of our tool, PPIPilot. Then, you will receive access to the tool and you will be provided with the instructions to carry out two activities with it. To conclude, we will ask you a few questions to gather your impressions and feedback about the tool.

THANK YOU VERY MUCH IN ADVANCE FOR YOUR PARTICIPATION!

* Obligatoria

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Are you ready to start? *

Yes

Process Performance Measurements: Basics

Process Performance Indicators



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...

Have you watched the introductory video above? *

- Yes
- No

Demographics

The objective of this section is to gather some information on the characteristics of the participants, in order to be able to make a more detailed analysis at the end of this activity.

Your data will be treated anonymously and will be used only for the purpose of this study.

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Current country: *

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Current position: *

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Main areas of expertise: *

Before using the PPIpilot tool

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Regarding the proposed work scenarios: *

	Very low	Low	Moderate	High	Very high
To what extent are you familiar with the management of research manuscript reviews?	<input type="radio"/>				
To what extent are you familiar with the management of request for reimbursement ?	<input type="radio"/>				

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Regarding Process Performance Indicators (PPIs): *

	Very low	Low	Moderate	High	Very high
To what extent are you familiar with the definition of Process Performance Indicators (PPIs)?	<input type="radio"/>				
To what extent are you familiar with the analysis of event logs generated by information systems supporting business activities?	<input type="radio"/>				
To what extent do you consider support for the definition of PPIs to be useful?	<input type="radio"/>				
To what extent do you consider the suggestion of PPIs for a given dataset to be useful?	<input type="radio"/>				
To what extent do you consider the definition of appropriate PPIs to be an easy task?	<input type="radio"/>				
How often do you consider useless PPIs are defined?	<input type="radio"/>				
How often do you consider non-computable PPIs are defined?	<input type="radio"/>				

Introduction to PPIPilot

PPIPilot demo

PPIPilot (ENG)



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Have you watched the clip above? *

Yes

No

Interact with PPIPilot

The link to access PPIPilot is: <http://195.231.61.196:7777/>

The **OpenAI key** to use PPIPilot is: `sk-proj-SL18PXmOnqml_g08XsKyBPoU-DigOx-gVPKcnA1D-OtOfMDmc0zMo1O-SHAmxTVvmadFp0MRe6T3BlbkFJa7lwDRe8i08T3Amgmg5Qi9Z5-T8ApsjlwK8Z5G0D1crcQFmuQ3p0-XBaxL7uL8c-fkJCn8A`

Please follow the instructions below to complete the two interaction exercises with PPIPilot described below.

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• EXERCISE 1: Process for managing research manuscript reviews

1. **Download** the event log for the management of research manuscript reviews: https://uses0-my.sharepoint.com/:u/g/personal/iestrada_us_es/EVkjSieE_pVDnUnxYnKXMnEBXnY8OQTx1gEW3D1Bxco92g?e=8qOCaD
2. **Access PPIPilot**, provide the OpenAI key, and upload the event log.
3. **Copy the process description:** *This is a log detailing the review process employed by an ACM journal for evaluating scientific papers. It outlines the systematic procedures, criteria, and methodologies used to ensure the rigorous assessment and quality assurance of submitted manuscripts*, click on OK, and wait a few seconds.
4. Select the **time category** and select the **activity** of interest: **SW-AE Assign Reviewers**.
5. In the **organizational goal** area, enter: *I want to minimize the time from 'SW-AE Assign Reviewers' to 'SW-Review Agreed'*.
6. **Review** the list of suggested and calculated indicators and the values provided for each one.
7. Click on the **Time group** selector, **select the period alias as Month**, and click on OK.
8. **Review** the results in the **Trend** column.
9. **Select Send options selected again and recheck** the list of indicators and the calculated values for each one.

*

Completed

Partially completed

Not performed

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• EXERCISE 2 (FREE CONFIGURATION): Process for management of request for reimbursement (Domestic Declarations)

1. **Download** the event log for the management of request for reimbursement: https://uses0-my.sharepoint.com/:u/g/personal/iestrada_us_es/ESpjIks7z6pJlWd1rt_J_CgBsMnbdgqT8Chvsya5D267Q?e=1JcsN9
2. **Access PPIPilot**, provide the OpenAI key, and upload the event log.
3. **Copy the process description:** *The dataset contains events pertaining to two years of travel expense claims. In 2017, events were collected for two departments, in 2018 for the entire university. The various permits and declaration documents (domestic declarations, pre-paid travel costs and requests for payment) all follow a similar process flow. After submission by the employee, the request is sent for approval to the travel administration. If approved, the request is then forwarded to the budget owner and after that to the supervisor. If the budget owner and supervisor are the same person, then only one of these steps is taken. In some cases, the director also needs to approve the request. The process finished with either the trip taking place or a payment being requested and payed. For domestic trips, no prior permission is needed, i.e. an employee can undertake these trips and ask for reimbursement of the costs afterwards. To get the costs for a travel reimbursed, a claim is filed. This can be done as soon as costs are actually payed (for example for flights or conference registration fees), or within two months after the trip (for example hotel and food costs which are usually payed on the spot)*, click on OK, and wait a few seconds.
4. **Select a category** for the PPIs you want to be suggested: "time" or "occurrence".
5. **Define your own organizational goal** for this reimbursement request management process. For example, *I want reduce the number of cases when there is a 'Declaration REJECTED by PRE_APPROVER' or I want reduce the time of the 'Declaration REJECTED by ADMINISTRATION'*.
6. **Select an activity** related to the goal defined.
7. **Review the list** of suggested and calculated indicators and the values provided for each one.
8. Click on the **Time group** selector, **select the period alias**, and click on OK.
9. **Review** the results in the **Trend** column.

*

Completed

Partially completed

Not performed

After interacting with PPIPilot

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Usefulness and applicability *

	Very low	Low	Moderate	High	Very high
To what extent do you find PPIPilot useful for obtaining a set of computable PPIs against a given event log?	<input type="radio"/>				
To what extent do you consider PPIPilot can be used to define and compute PPIs in your business domain?	<input type="radio"/>				

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Ease of use and intuitiveness *

	Very low	Low	Moderate	High	Very high
To what extent do you consider PPIPilot to be an intuitive tool for the definition and computation of PPIs?	<input type="radio"/>				
To what extent did you find navigating PPIPilot and locating the required functions straightforward?	<input type="radio"/>				
To what extent did you experience difficulties, errors, or confusion while using PPIPilot?	<input type="radio"/>				

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Required knowledge *

	Very low	Low	Moderate	High	Very high
To what extent do you consider PPIPilot helps reduce the knowledge on PPI definition required?	<input type="radio"/>				
To what extent do you consider PPIPilot helps reduce the knowledge about the event log required for the definition and computation of PPIs?	<input type="radio"/>				

Results *

	Very low	Low	Moderate	High	Very high
To what extent were the suggestions made by PPIPilot useful?	<input type="radio"/>				
To what extent did the PPIs suggested and computed by PPIPilot resemble your expected results?	<input type="radio"/>				

Flexibility *

	Very low	Low	Moderate	High	Very high
To what extent were you able to quickly define and compute PPIs using PPIPilot?	<input type="radio"/>				
To what extent does PPIPilot adapt to different types of event logs or PPI definitions?	<input type="radio"/>				

What is your general opinion about PPIPilot?

Did you identify any errors or difficulties you could face when using PPIPilot? Yes/No, please describe. *

Did you identify any aspects that could be improved in PPIPilot? In that case, could you give us some recommendations? Yes/No, please describe.