

Overview of IBM Process Mining

WB845 (Classroom)

ZB845 (Self-paced)

Course description

This course introduces you to IBM Process Mining. You learn the differences between process mining and task mining, the different phases of process mining, use cases, and how process mining is performed. You learn how to use IBM Process Mining to import a data source, map data, and visualize a process. You are also introduced to the major features of IBM Process Mining.

The lab environment for this course uses a trial environment that is based on IBM Process Mining version 1.12.0.3I. Access to the trial environment is strictly limited to 30 days with no possibility of an extension. Before you enroll, make sure that you can complete the lab within the 30-day period.

For information about other related courses, see the IBM Training website:

**ibm.com**/training

General information

Delivery method

Classroom or self-paced virtual classroom (SPVC)

Course level

ERC 1.0

Product and version

Product name version 1.12.0

Audience

This course is intended for new users of IBM Process Mining.

Learning objectives

After completing this course, you should be able to:

* Define process mining and task mining and how they are performed
* Describe use cases and benefits for process mining
* Understand IBM Process Mining capabilities
* Define the Digital Twin of an Organization (DTO)
* Describe the difference between flat and multilevel processes
* Describe how to navigate the main features of IBM Process Mining
* Describe how to map data and visualize a process
* Describe backups and reference models
* Explain how to apply filters to a process
* Explain how to drill down to specific activities
* Describe the performance views including rework, duration, and cost
* Define dashboards and widgets
* Describe the Project overview dashboard
* Explain how to use the Activity Map to understand resource usage
* Explain how to use the Social Net feature to understand data relationships

Prerequisites

* None

Duration

0.5 days

Skill level

Basic

Notes

The following unit and exercise durations are estimates, and might not reflect every class experience. If the course is customized or abbreviated, the duration of unchanged units will probably increase.

This course is an initial release.

Course agenda

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| Course introduction  Duration: 15 minutes |

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| Unit 1. Overview of IBM Process Mining  Duration: 1 hour | |
| Overview | This unit introduces you to process mining, why it is performed, use cases for process mining, and the different types of process mining. It also discusses the differences between process mining and task mining and how each is performed in the IBM Process Mining tool. An overview of IBM Process Mining is also provided. |
| Learning objectives | After completing this unit, you should be able to:   * Define process mining and task mining * Describe use cases for process mining * List the different phases of process mining * Explain how task mining and process mining are performed * Understand IBM Process Mining capabilities * Define the Digital Twin of an Organization (DTO) * List the IBM Process Mining deployment models * Describe how process discovery is performed * Describe how task mining is performed * Understand how data extraction is performed * Describe the difference between flat and multilevel processes |

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| Unit 2. Getting started with IBM Process Mining  Duration: 1 hour | |
| Overview | In this unit, you learn how to navigate IBM Process Mining and import a data source and generate the event log. You learn how to model the process and use IBM Process Mining features to analyze the process. You learn how to apply filters to the process, drill down to an activity, and review the performance views including duration, rework, and cost. You learn how to use IBM process Mining functions such as the Activity Map and Social Net feature to understand data relationships. You also learn about dashboards, widgets, and what the Project overview dashboard displays. |
| Learning objectives | After completing this unit, you should be able to:   * Describe how to navigate the main features of IBM Process Mining * Describe how to upload and map data * List the required data fields to generate the event log * List the steps required to visualize a process * Describe backups and reference models * Explain how to apply filters to the process * Explain how to drill down to specific activities * Describe the performance views including rework, duration, and cost * Define dashboards and widgets * Describe the Project overview dashboard * Explain how to use the Activity Map to understand resource usage * Explain how to use the Social Net feature to understand data relationships |

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| Exercise 1. Overview of IBM Process Mining  Duration: 1 hour and 30 minutes | |
| Overview | In this exercise, you import and map data from a local CSV file. You review the data and visualize the process model. You then explore the workspace environment and how to navigate the various analysis features of IBM Process Mining. |
| Learning objectives | After completing this exercise, you should be able to:   * Generate the event log by uploading and mapping data * Create and visualize a process * Review the log statistics and model details of a process * Drill down to a specific activity * Apply a filter to a process * Create activity aliases * View the frequency, duration, and cost models of a process * View process and case statistics * Animate a process * Review resource usage in the Activity Map * Use the Social net feature to understand data relationships * Import and interact with custom dashboards |

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| Unit 3. Course summary and other resources  Duration: 30 minutes | |
| Overview | This unit summarizes the course and provides information for future study. |
| Learning objectives | After completing this unit, you should be able to:   * Describe the course objectives and what you learned * Identify and describe product certifications that are related to this course * Identify resources that can help you learn more |

For more information

To learn more about this course and other related offerings, and to schedule training, see **ibm.com**/training

To learn more about validating your technical skills with IBM certification, see **ibm.com**/certify

To stay informed about IBM training, see the following sites:

IBM Training News: https://www.ibm.com/blogs/ibm-training

YouTube: https://www.youtube.com/IBMSupportTV

Facebook: https://www.facebook.com/groups/IBMTrainingandSkills

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