

SECOND GROUP ASSIGNMENT

The assignment consists of performing the following six tasks on Celonis. The Dashboard must report the methods and findings (how you solved the task and the insights). The link to the Celonis Dashboard must be submitted in a PDF file on Luiss Learn as shown in the Appendix of this file. The deadline for submission is the 29th of April. Please, have a look at the BPI website¹ for an overview of the process.

Tasks: Perform the following tasks.

1. Use the Process Variant components to explore the key features of the domestic and international process. What are the main differences between the two processes in terms of activities? And in terms of KPIs?
[3 points]
2. For both the domestic and the international process, what is the average throughput time in days from the first submission from an employee (Declaration SUBMITTED by EMPLOYEE) to the last payment (Payment Handled)? How do the metrics change with other KPIs (e.g., trimmed mean)?
[3 points]
3. In the domestic travel process, check with a Table how many cases took more than 1 year from start to finish?
 - Show in the Table the resources that undertook the cases.[4 points]
4. In the international scenario “*To get the costs for a travel reimbursed, a claim is filed. This can be done as soon as costs are actually paid (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).*”
 - a) Count in a KPI the number of distinct cases with a process equal to 'End trip' directly followed by 'Declaration SUBMITTED by EMPLOYEE'. What do these cases mean?
 - b) For how many cases the submission is made after two months of the end of the trip?[6 points]
5. Create a table in which you analyze the organizational role as a dimension, and:
 - a) assess workload (count of unique case IDs handled by the role) for each role;
 - b) the average throughput time for each role;
 - c) The average events per role;Comment on the findings.
[6 points]
6. Perform one additional analysis (e.g., a chart, a KPI, or a table) to unveil any problematic or insightful aspect you consider important. Report what you did and any emerging insights.
[8 points]

¹ <https://icpmconference.org/2020/bpi-challenge/>

APPENDIX

Second Group Assignment

Group Name

Author list

Author 1 Name, Surname, and ID

Author 2 Name, Surname, and ID

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Name only who contributed to the work.

- Link to the Celonis Dashboards containing the Domestic Data
- Link to the Celonis Dashboards containing the International Data

Remember to publish the analysis to the latest version and check if everything you did is visible from the link.

In the dashboard components title, refer to the task you tackled (e.g., 3-A.. Title)