### Process Evaluation Questionnaire

**Intended audience:** Service/Process Owners

This questionnaire is used after the process intake questionnaire to further qualify if a process candidate is suitable for process mining.

**Notice to user:** We tend to use the term service and process interchangeably.

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| **Question** | **Rationale** |
| 1. Are you interested in engaging in a process mining project? Do you have any concerns? | If the interest / commitment is not there from the business owner, it is pointless to proceed. |
| 1. Does your team have time and capacity to dedicate to a process mining initiative? If not, when might be better? (Discuss time commitment with service or process owner) | If the time capacity or availability is not there, re-engage the client later when ready. |
| 1. How confident are you that you can implement findings for process improvement? | Process Mining is pointless if the findings for improvement can’t be implemented. |
| 1. Who are the primary stakeholders or decision-makers involved in this process? | To gain an appreciation of the players involved and the complexity of the process. This can also help determine how easy or difficult it might be to change a process. The more players, the more difficult the process change. |
| 1. What are the roles and responsibilities of individuals or departments within the process? | To gain an appreciation of the different players involved and the complexity of the process. |
| 1. When was the process/service last reviewed? 2. Follow-up: How frequently is the process updated or modified? Have there been any recent updates or changes? | To understand the age of the process and how frequently it gets revisited or improved. |
| 1. Is the process dependent on any other process? Or does it involve manual interventions? | To understand the interdependencies of the process. |
| 1. Are there different offices in different regions that handle the process differently? | To understand how standardized the process is. Often, different branches or regional offices will deliver the same service in a different way. |
| 1. How is the service/process initiated or triggered? | What is the starting action for the service to be requested or process to be initiated? |
| 1. When does the process end and what are the outputs? | The last step in the process to complete the execution of a process instance. |
| 1. Is there a lot of back and forth (loops, rework) observed when a process is executed? Please specify where. | Are there areas of the process where errors are frequent or deficiencies in quality? |
| 1. Is the process well documented? Do you have any process related documentation (process maps, user journey, SOPs) that could be shared? | Documentation can help establish the baseline or reference process model before process mining. This can help determine if the mined process conforms to the base process model. |
| 1. (If you know) What is the estimated annual volume of transactions to deliver the service? Follow-up: Are there any seasonal peaks/variations? | Re-asked because we may not get the answer during the first questionnaire. |
| 1. (If you know) What is the estimated annual revenue for the service or process? | Re-asked because we may not get the answer during the first questionnaire. |
| 1. Describe any known: 2. Weaknesses (hand-offs, ineffcieint communication, lack of notifications, reminders) 3. Gaps (missing steps, lack of resources, lack of automation) 4. Inefficiencies (e.g. duplication and redundancies, unnecessary executive of activities) 5. Bottlenecks (too many approvals, too many meetings) already identified in the process |  |
| 1. Where do you suspect there are deficiencies in service delivery? | To help formulate research questions for PM. Want to make sure there are worthwhile questions to be asked and answered to address service deficiencies and ensure ROI from PM. |
| 1. Has your digital service undergone any form of UX audit/review in the past? | Qualitative user studies may point to known issues and help further formulate RQs. |
| 1. Can you define the different service offerings | E.g. reliability, secret, new clearances, transfers, etc. |
| 1. What insights or outcomes do you expect to gain from applying process mining to this process? 2. How do you envision using process mining results to improve or optimize this process? |  |
| 1. Can you show us a demo of the system?   a. Can you show us the reporting capabilities  b. Can you show us what the logging of a transaction looks like in this system? |  |
| 1. Who are the system owners? Do you have a UAT / Test env that we can get access to? |  |