### Process Intake Questionnaire

**Intended audience:** Service/Process Owners  
  
This questionnaire is meant to serve as an initial intake tool to qualify if a service/process would be a good candidate for process mining. It is meant to be circulated broadly to help you collect an inventory of possible process mining candidates in an organization.

This questionnaire is meant to be short and get at the most important criteria while attempting to disqualify processes early-on that aren’t fit/ready for process mining. We assess factors such as volumetrics, service level priority, and data complexity to (dis)qualify and attribute a baseline priority for further qualification. Those processes that initially qualify will be further evaluated and prioritized with the process evaluation questionnaire.

You can use this questionnaire in-person with a potential service/process owner. You can also setup an electronic intake form using tools like [Microsoft Forms](mailto:https://forms.office.com/) or [GC Forms](mailto:https://articles.alpha.canada.ca/forms-formulaires/).

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

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| **Question** | **Rationale / Description** | **Composite Scoring / Decision Criteria** |
| 1. Please provide a short description of the process (or service). | To understand the value/purpose of the process to the organization. | N/A |
| 1. What software systems do you use to support the delivery of your service?   (E.g: Email, Group Mailbox, Case Management, COTS, Intranet, Portals, Other) | To understand how many systems are involved to support the process. The more systems, the more difficult it may be to process mine as data may be too fragmented and/or systems may have different data quality and characteristics.   Furthermore, **processes that are run solely on e-mail and PDF forms are not easily mined and should be disqualified.** | **If email/pdf --> disqualify**  +2 points: ERP or BPM platform  +1 points: Case Management or CRM  0 points: Custom App, COTS, Other  If process spans more than 1 system, deduct one point per system. |
| 1. (If you know) Do you have a service level agreement (SLA)? 2. If yes, please share the documentation. | Processes with a service level agreement are likely higher volume and more mature. | +1 point: SLA defined  0 points:  No SLA defined |
| 1. Is this process mission critical for the healthy functioning of a person or business entity? | Mission critical processes may not be high-volume but are significant to protecting citizens or reaching an organization’s mandate. | +2 point: Mandate-critical process  +1 point: Mission-critical process |
| 1. Do you currently have documented standard operating procedures (SOPs) for the process? 2. If yes, please share the documentation. | Standard operating procedures can help us infer what the process map might look like in case there are no process models available. Likewise, we can highlight drift/changes in process that may have occurred during process mining. | +1 point: SOPs defined |
| 1. Do you charge fees to deliver your service? [Y/N] | A service that charges fees will be prioritized higher for process mining as it is part of a value stream in the organization. | +1 point: Revenue generating service |
| 1. Is your service customer-facing (delivering to Canadian Citizens or Businesses) or internal? [Y/N] | Customer-facing services are often ranked higher in terms of priority than internal ones due to their ability to impact the customer experience positively/negatively. | +1 point: Public-facing service |
| 1. Can you identify any known issues or gaps in the process at this time? | Gaps could include parts of a process performed manually (outside of a system) that aren’t recorded electronically, or that were added later that don’t fit neatly into the current process model. | +1 point: No manual actions or interventions performed outside of core system to support the process. |
| 1. *(If you know)* What is the estimated annual volume of transactions to deliver the service? | Volumetrics help determine whether there will be a return on investment from process mining. | **Note: small/med/large is relative to the organization.**  +3 points: Large volume of tx per year  +2 points: Medium volume tx per year  +1 point: Small volume of tx per year |
| 1. *(If you know)* What is the estimated annual revenue? | Revenue helps with calculating and ensuring a ROI for process mining. |  |
| 1. Are there any upcoming upgrades to the system supporting the process? If yes, please share any details. | Changes or upgrades to a system that supports a process or service may lead to process model changes (drift), which may make process mining difficult. Data structure and schema may also change. | If yes, park until the process is stable or consider mining past data to inform future transformations. |

For each of the service/process owners that have answered this questionnaire, add up the scores. Note some service/process owners may own multiple business or product lines. This form should be filled out for each individual process or service.

The processes or services with the highest scores show the highest potential for Process Mining. Those with lower scores may still qualify but should not be pursued first. Work towards further evaluating the processes that score the highest on this list by using the subsequent process evaluation questionnaire and meeting with the process/service owner.

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**Input:** Data collected in-person or from an electronic form (using the questions above).

**Output:** Excel sheet of process candidates prioritized with scoring. Sum all the scores (where applicable) to determine which process candidates show the most potential for mining.