### Technical Questionnaire

Intended audience: System/Technical Owner supporting the process or service owner. This stakeholder is usually within the IT department of an organization.

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

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| **Question** | **Rationale** |
| 1. (For Government) What is the data classification for the system? 2. Unclassified 3. Protected A,B,C 4. Classified / Secret | The higher the data classification, the more difficult or time consuming it will be to obtain access and extract data. |
| 1. What IT systems are involved in the execution of the process to deliver the service? 2. Can you provide an overview of the system architecture and how these systems interact with each other? | If the process spans multiple systems, it may be difficult to stich these into a single event log. |
| 1. Is the system data source centralized or distributed? | The data might be available in a warehouse or data lake. Similar to question #2, a decentralized dataset may be difficult to integrate. |
| 1. How is data stored and structured within these systems? | Understanding whether the data is in a relational (SQL) database or a newer type of database architecture such as NoSQL. |
| 1. Can you provide an overview of the data architecture? A data model and/or schema would be preferable. | A schema may facilitate answers as to whether event data is available before requesting a full extract. |
| 1. What integrations and automations are in- place? | System integrations or automations could impact how the process is analyzed and how events are logged. |
| 1. What is the best way to export/access data or are there multiple options? E.g., API, database query, data lake/ warehouse, etc. | The export mechanism will help gauge the level of difficulty in accessing data. |
| 1. What is the retention policy for this data? Is historical data available and accessible for process mining analysis? | This helps to understand how much historical data can be accessed to compare time periods. |
| 1. How often are the systems/data updated? Has there been any recent upgrades or changes? Are there any upcoming changes? | Systems that are frequently updated may have unstable process models and/or event logging. |
| 1. Are there any challenges or restrictions with privacy or data access? E.g. PIPEDA | Data privacy laws can make data extraction lengthier as anonymization techniques may need to be used first before release. |
| 1. Is there any documentation that you can provide which outlines system functionalities and/or API specifications? | Documentation of the system supporting the process can help understand how precise the logging is and if it will be suitable for process mining. |
| 1. Are all the process activities and their timestamps (start or end or both) recorded? | It is important to note if there are manual or workaround activities taking place outside of a system in order to stand if key events are logged in a process. |

The results from the above questions can help determine if you can (and should) proceed with the process mining project. If you encounter too many unknowns or resistance along the way, you may want to reconsider.