

A circular portrait of a man with dark hair and a beard, wearing a black t-shirt and headphones, standing in front of a blue background.

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**Process Flow**

User Process by Absolute Frequency

- 5 of 500 variants
- 5 of 500 variants
- Top Ranked Variants

Rank	Process ID	Process Name	Count
1	P0001	Process A	1200
2	P0002	Process B	1100
3	P0003	Process C	1000
4	P0004	Process D	900
5	P0005	Process E	800
6	P0006	Process F	700
7	P0007	Process G	600
8	P0008	Process H	500
9	P0009	Process I	400
10	P0010	Process J	300

The screenshot shows the SeadRill Incident Management interface. At the top, there's a navigation bar with 'DOC Block' and 'Thomas J.' followed by a dropdown menu. Below the navigation is a timeline for 'APA PROCESS DISCOVERY' from 'PRE-WORK' to 'SPRINT 8'. The timeline is divided into Sprints 1 through 8, each with specific tasks: ANALYZE, OPTIMIZE, AUTOMATE, and MANAGE. Each task has a progress bar indicating completion. Below the timeline is a 'OVERVIEW' section with tabs for 'SHORTCUTS' and 'PLAYBOOK'. A large central area is titled 'APA Process Discovery / Analyze' and contains a 'Process Flow' diagram. This diagram shows various processes (A through J) interacting with 'Multiple Documents' and 'Input/Output Data'. Arrows indicate the flow of data between these components. On the left side of the process flow, there's a sidebar with a tree view of user processes by absolute frequency, showing the top 10 ranked variants. The bottom right corner of the interface has a 'Search' bar and a 'Logout' button.

The screenshot shows the BMC Remedy Delivery Console Incident Management interface. At the top, there's a navigation bar with 'Delivery Console > INCIDENT MANAGEMENT > SCRUMBOARDS'. On the right, there are icons for 'Logout' and 'Help'. Below the navigation, a 'ScrumBoard Incident Management' section is displayed. It features a 'Pre-work' row with three columns: 'ANALYZE', 'OPTIMIZE', and 'IMPLEMENT'. Each column has a progress bar from 0% to 100%. The main area is a 'Scrumboard' with four columns labeled 'SPRINT 1', 'SPRINT 2', 'SPRINT 3', and 'SPRINT 4'. Each sprint has a purple progress bar. A vertical dashed blue line is positioned between SPRINT 3 and SPRINT 4. Below the Scrumboard, there are tabs for 'DASH-BOARD', 'INCIDENTS', and 'BLOCKERS'. A search bar says 'Select an asset to view data' with a placeholder 'Search assets' and a 'GO' button. At the bottom, there are two sections: 'Analyst' and 'AI Toolkit'. The 'Analyst' section has a 'Process Discovery' tab selected, showing a green progress bar at 100% and a list of 'Key Features': 'Process Flow', 'Available process flow', 'Available process flow', and 'Available process flow'. The 'AI Toolkit' section has a 'Process Discovery' tab selected, showing a green progress bar at 100% and a list of 'Key Features': 'Process Flow', 'Available process flow', 'Available process flow', and 'Available process flow'.

Related use cases	Show to client	Show to client	Show to client
			
<b>Key Features</b>			
<ul style="list-style-type: none"><li>✓ Visualize process flow</li><li>✓ Filter process variants</li><li>✓ Find happy path</li></ul>			
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The screenshot shows the ServiceNow Incident Management Playbook interface. At the top, there's a navigation bar with 'INC Now' and 'DELIVERY CONSOLE > INCIDENT MANAGEMENT > PLAYBOOK'. Below the navigation is a header titled 'ServiceNow Incident Management' with a dropdown arrow. The main area features a timeline from 'PRE-MODEL' to 'POST-INCIDENT' across four 'SPRINT' phases: SPRINT 1 (W1-W2), SPRINT 2 (W2-W3), SPRINT 3 (W3-W4), and SPRINT 4 (W4-W5). Each phase has a purple horizontal bar representing a timeline. On the left, there's a legend for 'OPTIMIZATION' (green dot), 'AUTOMATION' (blue dot), and 'MANAGE' (orange dot). A vertical dashed blue line marks the transition between SPRINT 3 and SPRINT 4. Below the timeline, three playbooks are listed: 'OPTIMIZE', 'AUTOMATE', and 'MANAGE'. At the bottom, there are tabs for 'OVERRIDES', 'INCIDENTS', and 'PLAYBOOK', with 'PLAYBOOK' being the active tab. A search bar and other navigation icons are at the very bottom.

## Design

# Design

ACME | DASHVIEW | DESIGN INCIDENTS | STREAMLINED DESCRIPTION | PROFOUND RESULTS

## Reducing Incidents

**30%**

Elimination of Incidents Through a Combination of Process Mining and Automation Opportunities.

### Automation Opportunities

**REDUCED INCIDENTS - AUTOMATION LOW HANGING FRUIT**  
Baseline Configuration (100%) - Configuration Initiatives to be Implemented first, prioritized and robust.

Audit	Mobile PIN Reset	Token Reset	VAT Receipt
10% Compromised Incidents	5% Compromised Incidents	2% Compromised Incidents	3% Compromised Incidents
User's phone picks it instead	User's phone picks it instead	User's mobile token is invalid	User ID is compromised, no key required from the user
Reduction Target 80%	Reduction Target 80%	Reduction Target 80%	Reduction Target 80%
Self-service password reset Self-service password request or Self-service password reset or Self-service password request or Self-service password request or	Self-service password request or Self-service password request or Self-service password request or Self-service password request or	Self-service password request or Self-service password request or Self-service password request or Self-service password request or	Self-service VAT receipt Self-service VAT receipt or Self-service VAT receipt or Self-service VAT receipt or

### REDUCING INCIDENTS - ADDITIONAL PROCESS AND AUTOMATION OPPORTUNITIES

SAP (multiple systems) password reset

- 9% User is locked out of SAP systems due to multiple failed logins. This is often caused by a user's own mistake, such as forgetting their password.
- 60% User's password has been compromised by a third party, such as a malware attack or a phishing attempt.

LinkedIn password reset

- Quick and direct with password reset email.
- Provides a secure and reliable way for users to regain access to their LinkedIn accounts.

Lync or Skype light issue

- 3% User cannot log in to Lync or Skype due to a temporary connectivity issue or a software update.
- 60% User's account has been hacked or compromised.

File restore

- 1% User needs to recover a deleted file or document.
- 60% User wants to recover individual files or documents for their work or personal use.

**Related use cases**

 USE CASE NAME  <b>Key Benefits</b> <ul style="list-style-type: none"><li>• Reduce the number of users who need to access the system.</li><li>• Automate process to update user profile.</li><li>• Reduce the number of users who update.</li></ul>	 USE CASE NAME  <b>Key Benefits</b> <ul style="list-style-type: none"><li>• Reduce the number of users who need to access the system.</li><li>• Automate process to update user profile.</li><li>• Reduce the number of users who update.</li></ul>	 USE CASE NAME  <b>Key Benefits</b> <ul style="list-style-type: none"><li>• Reduce the number of users who need to access the system.</li><li>• Automate process to update user profile.</li><li>• Reduce the number of users who update.</li></ul>
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