

IBM Process Mining

Part 3

Sami Salkosuo
Senior Technical Specialist

sami.salkosuo@fi.ibm.com

Note: webinar will be recorded



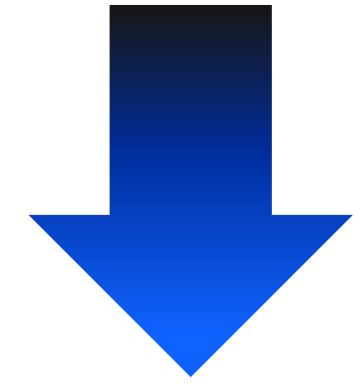
Agenda

Content:

- Overview
- Technical
- Usage

Audience:

- IBM Business Partners
- Everyone



Part 1

IBM Process Mining

Introduction

Feature highlights

Process mining journey

Part 2

Deployment models

Capacity planning

Architecture

REST API & Kafka

Demo: OpenShift Installation

Demo: UI

Part 3

A normal day – of a process analyst

Demo where assignment is to “find something” in Support Ticket process.

BPMN model and logs are given, and the rest is up to the process analyst.

Note: webinar will be recorded

Recap, part 1

Process Mining eliminates risks to **Digital Transformation Journeys** by providing visibility

- **Discover** end-to-end processes
- **Identify** improvement opportunities
- **Design** the Automation Journey
- **Simulate** process enhancements and estimate ROI benefits
- **Measure** post-implementation performance

Process Mining enables **Excellence in daily Operations**

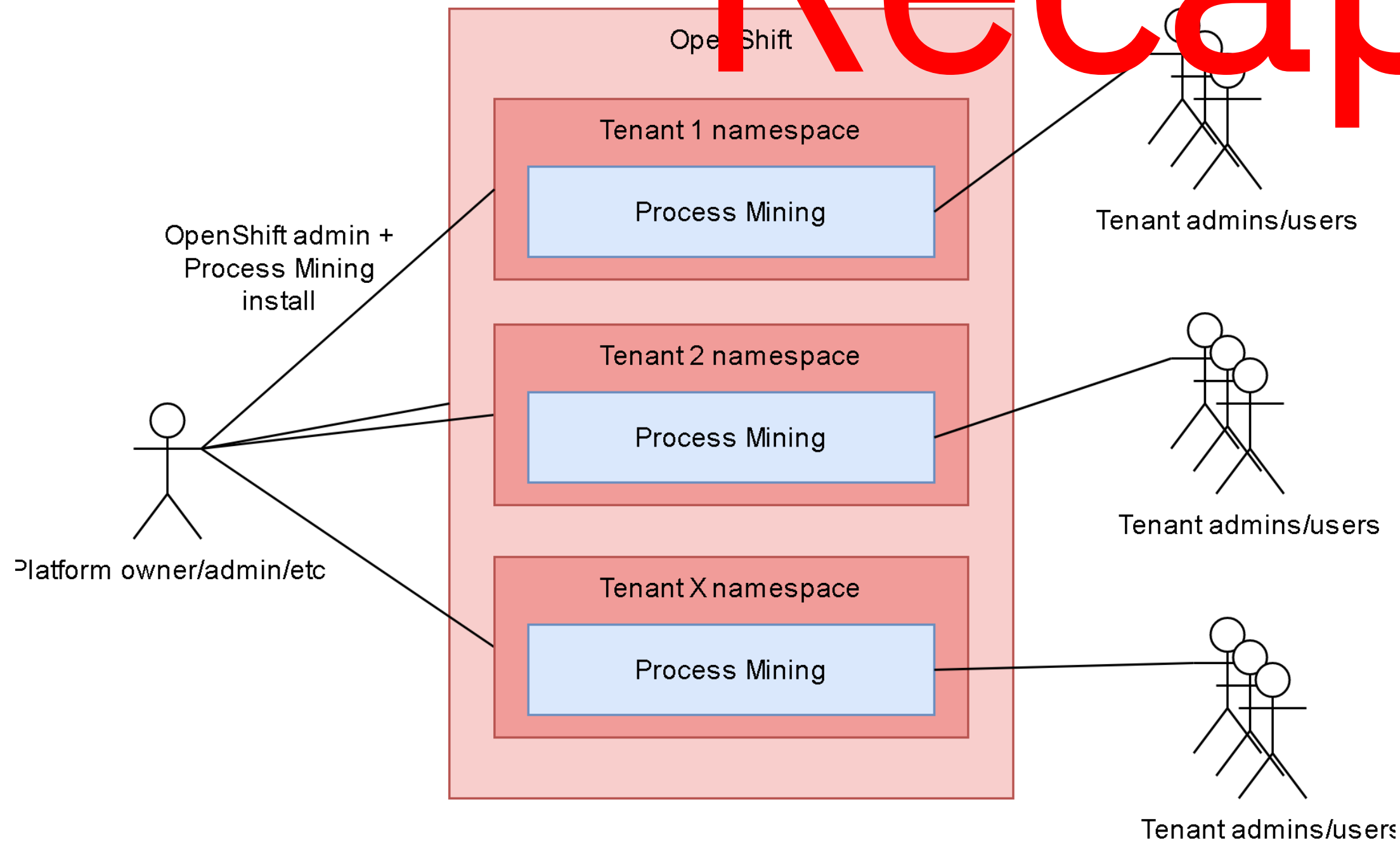
- **Constant observability** of processes and business KPIs
- **Detect** frictions and bottlenecks affecting ongoing business operations
- Proactive alerting and reporting of issues impacting the business
- **Automatic actions** to accelerate resolution

Install and UI demo

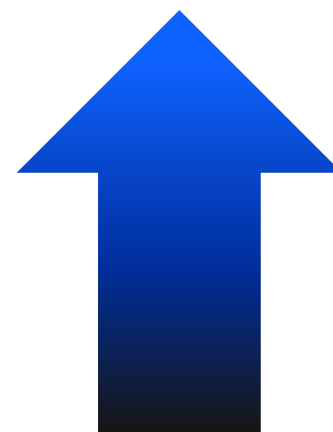
Recap, part 2

Scenario

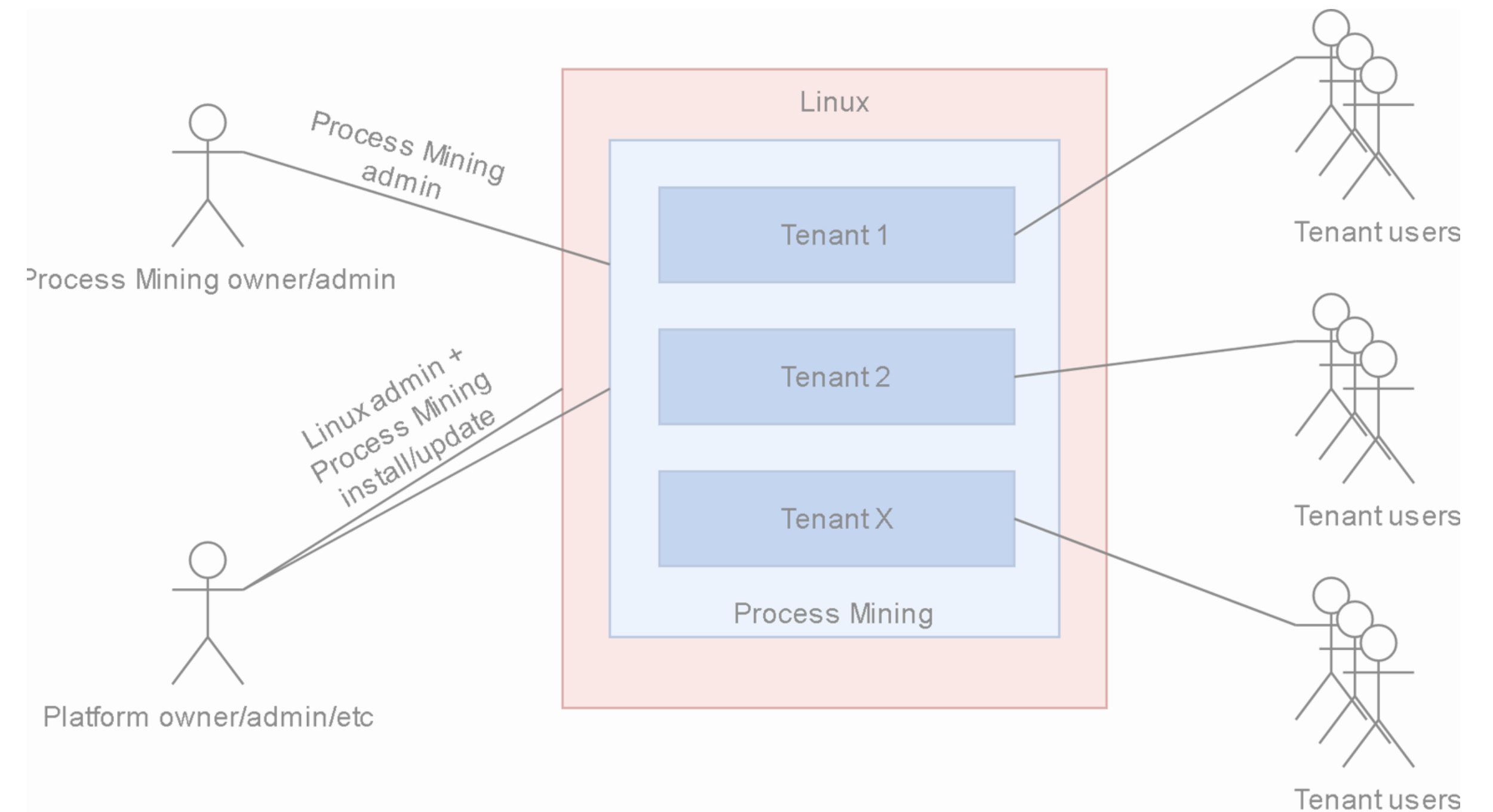
- If organization, service provider or some other instance offers platform and services.
- Project teams, departments, customers or some other users require IBM Process Mining
- There is a need for multi-tenant Process Mining service



Multi-tenant with OpenShift



This chosen in this demo, other choices are equally valid



Multi-tenant without OpenShift

A normal day – of a process analyst

Assignment given by process owner or some other

“Here is a log file from our Support Ticket process. Here is also process model. Support tickets always start with L1 and continues, if necessary, to L2. If L2 can’t close the ticket then ticket goes to L3.

Find out if there anything that we should know. My goal is that most tickets get resolved by Level 1, since that would be the most cost effective.”

- Log files given.
- BPMN model given.

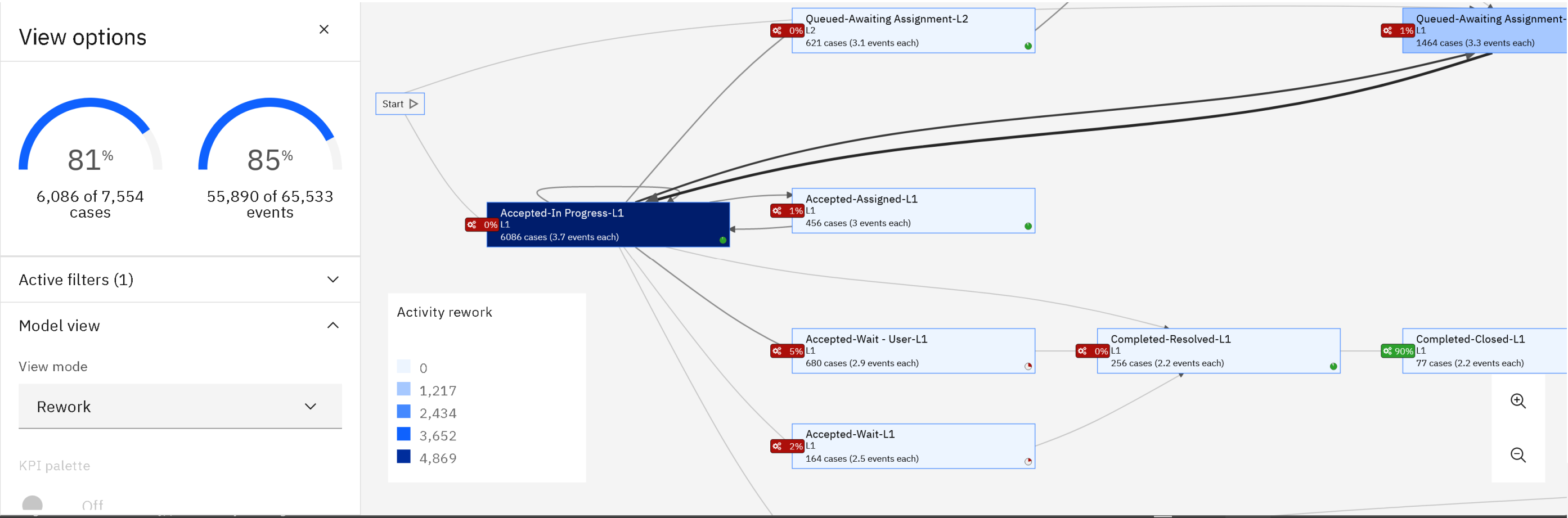
Steps

- Examine data.
- Import reference model.
- Import data.
- Configure project.
- Discover model.
- Do analytics.
- Write report.

A normal day

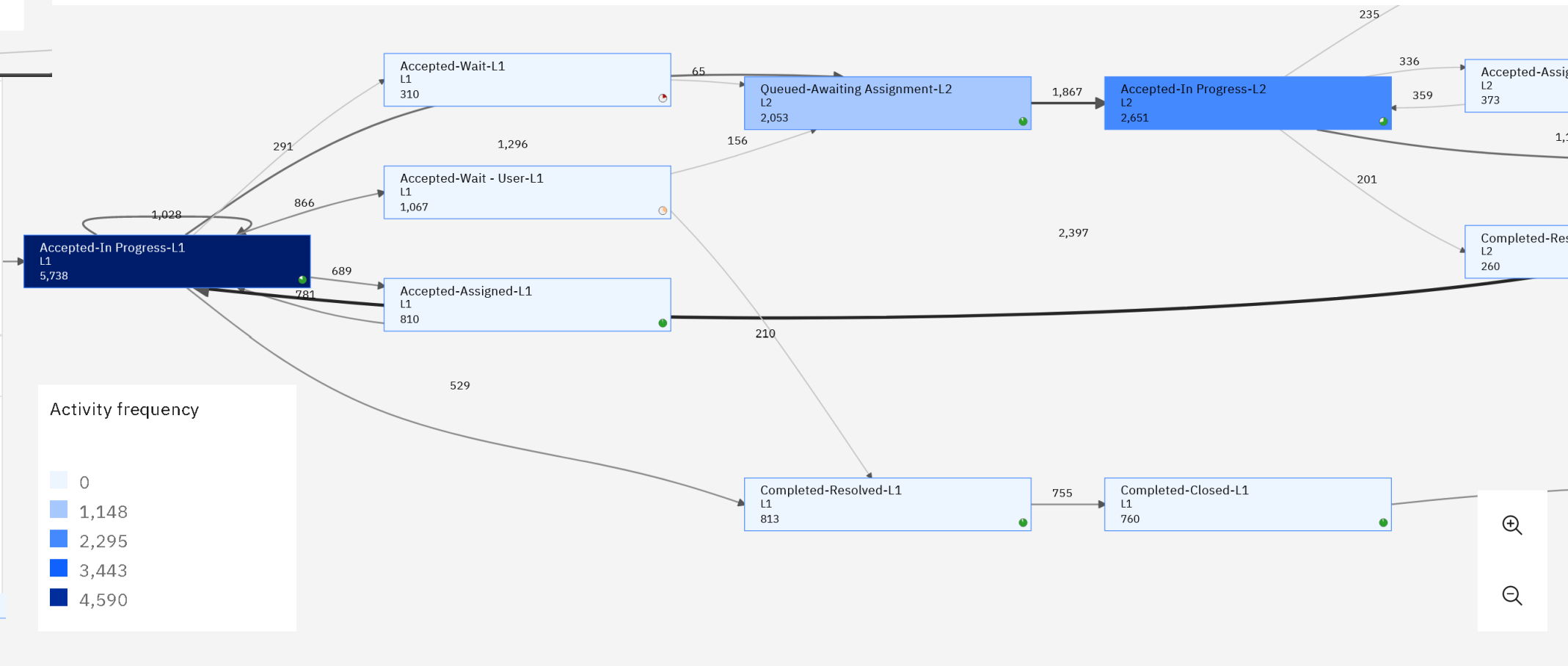
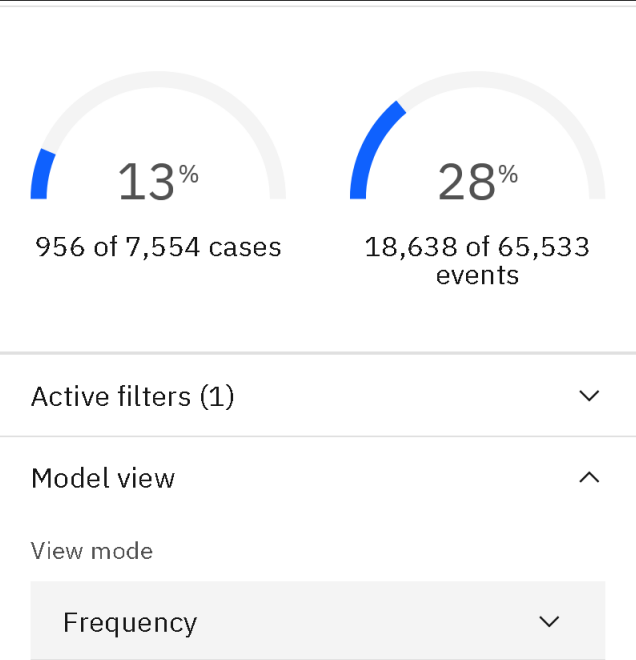
Analysis report

Analysis - discoveries



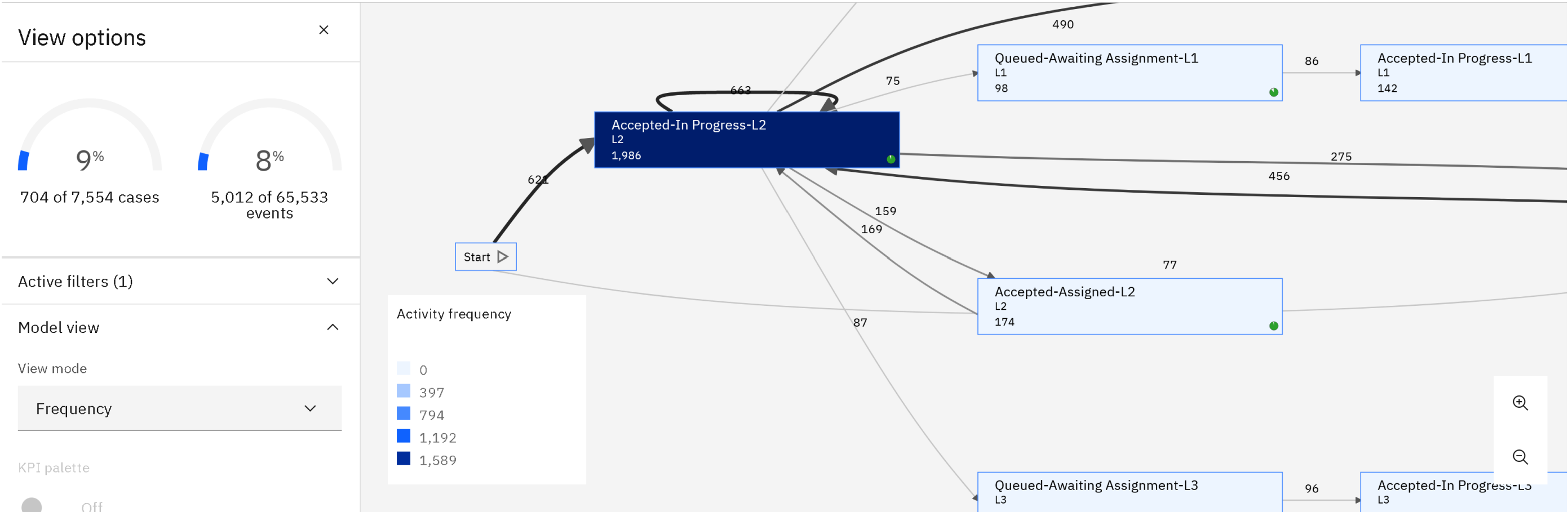
← 6086 cases with reworks of “Accepted-In Progress-L1”

956 cases with that go from L2 to L1 ➔



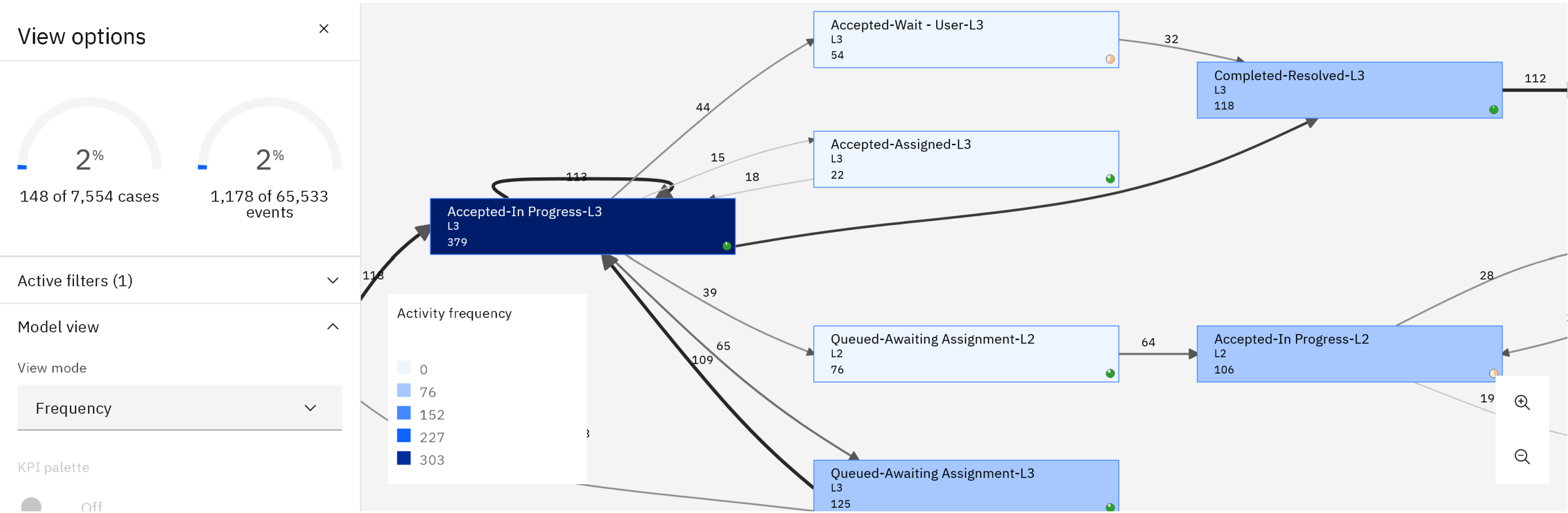
← 92 cases with that go from L3 to L1

Analysis - discoveries

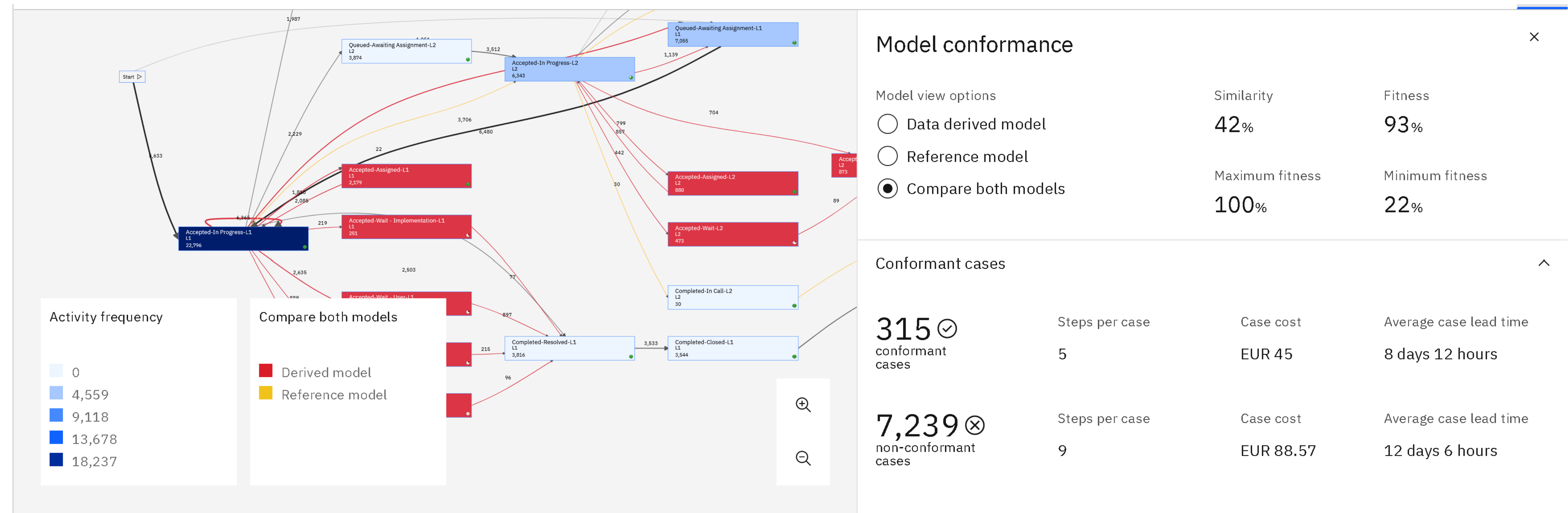


← 704 cases that start with L2

148 cases that start with L3 →

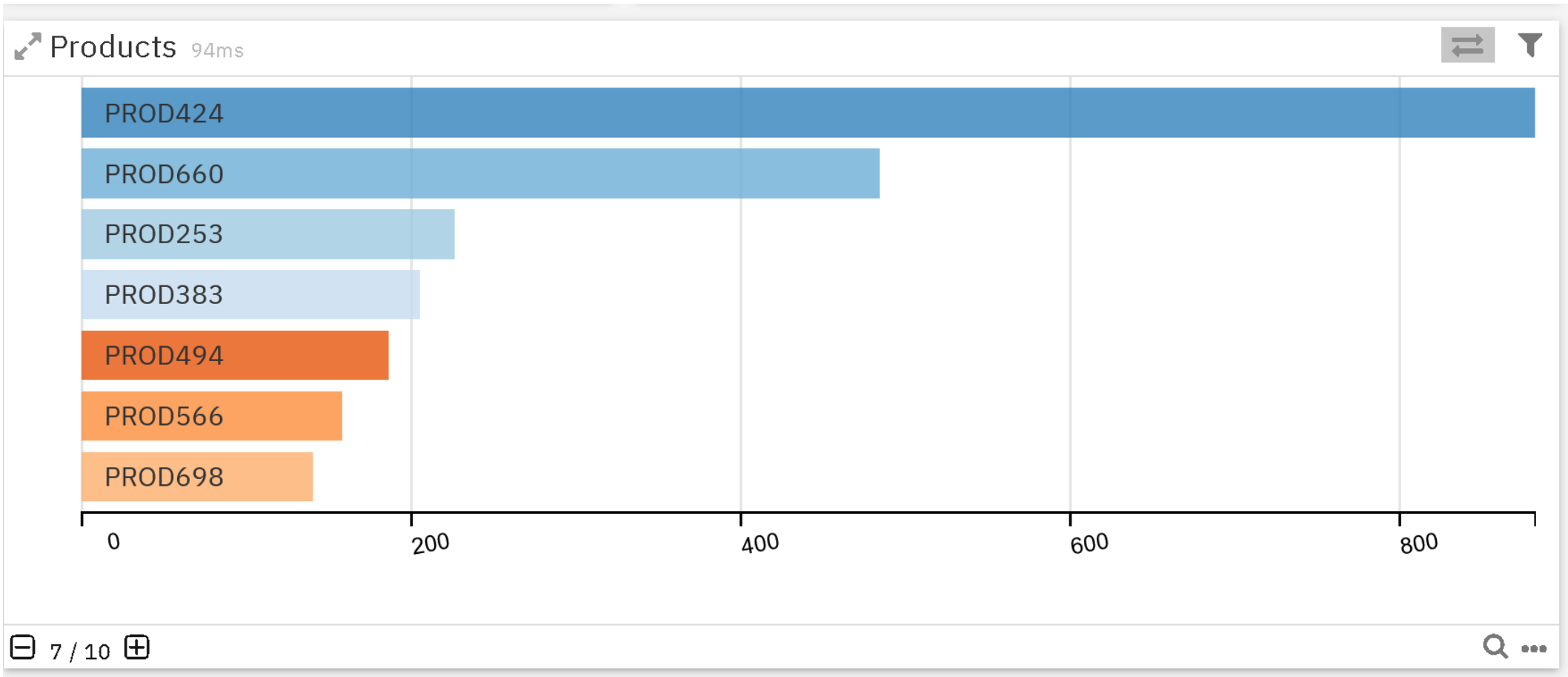


Analysis - discoveries



315/7554 cases conform with reference model (~4%)

Analysis - discoveries

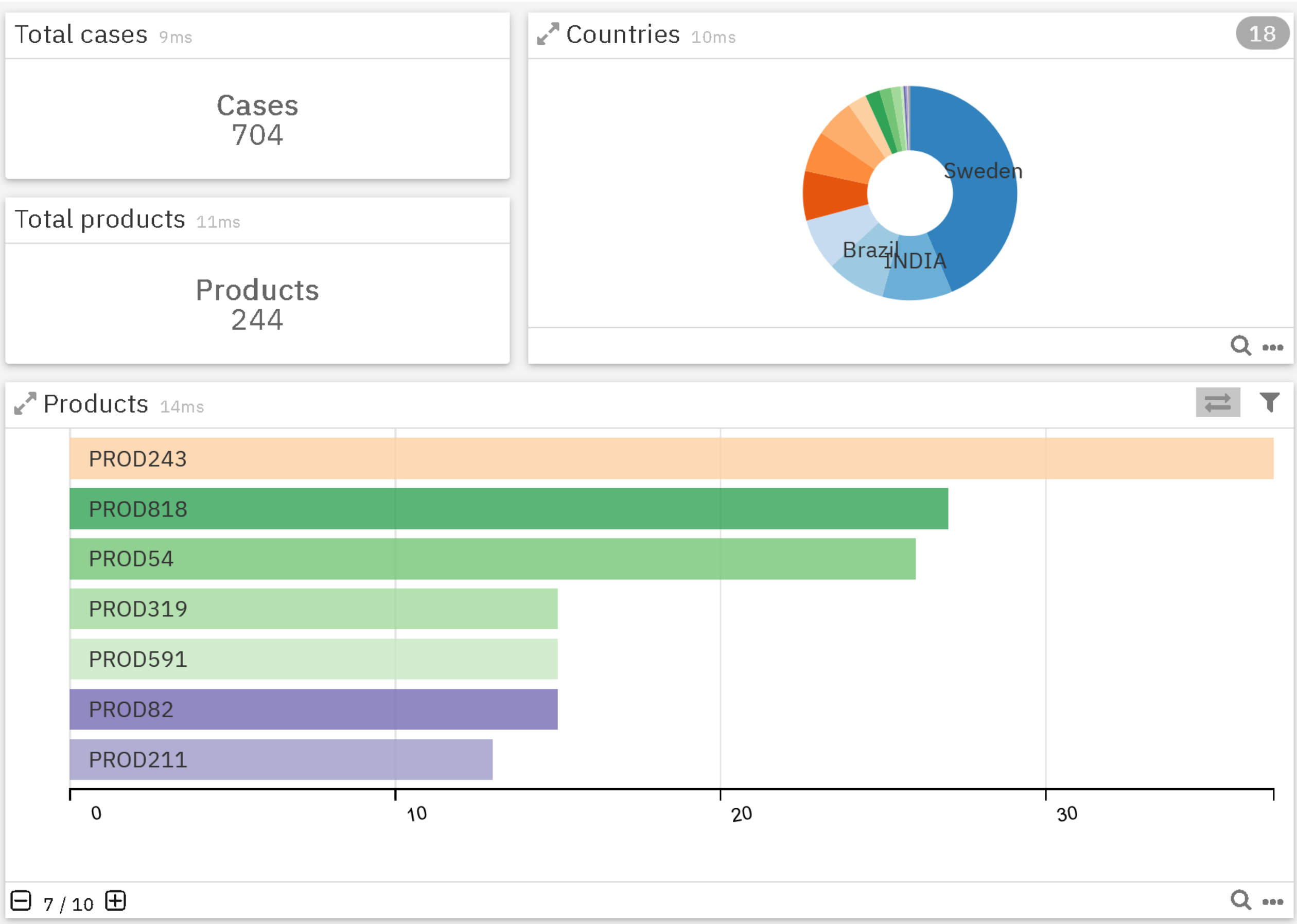


← All cases

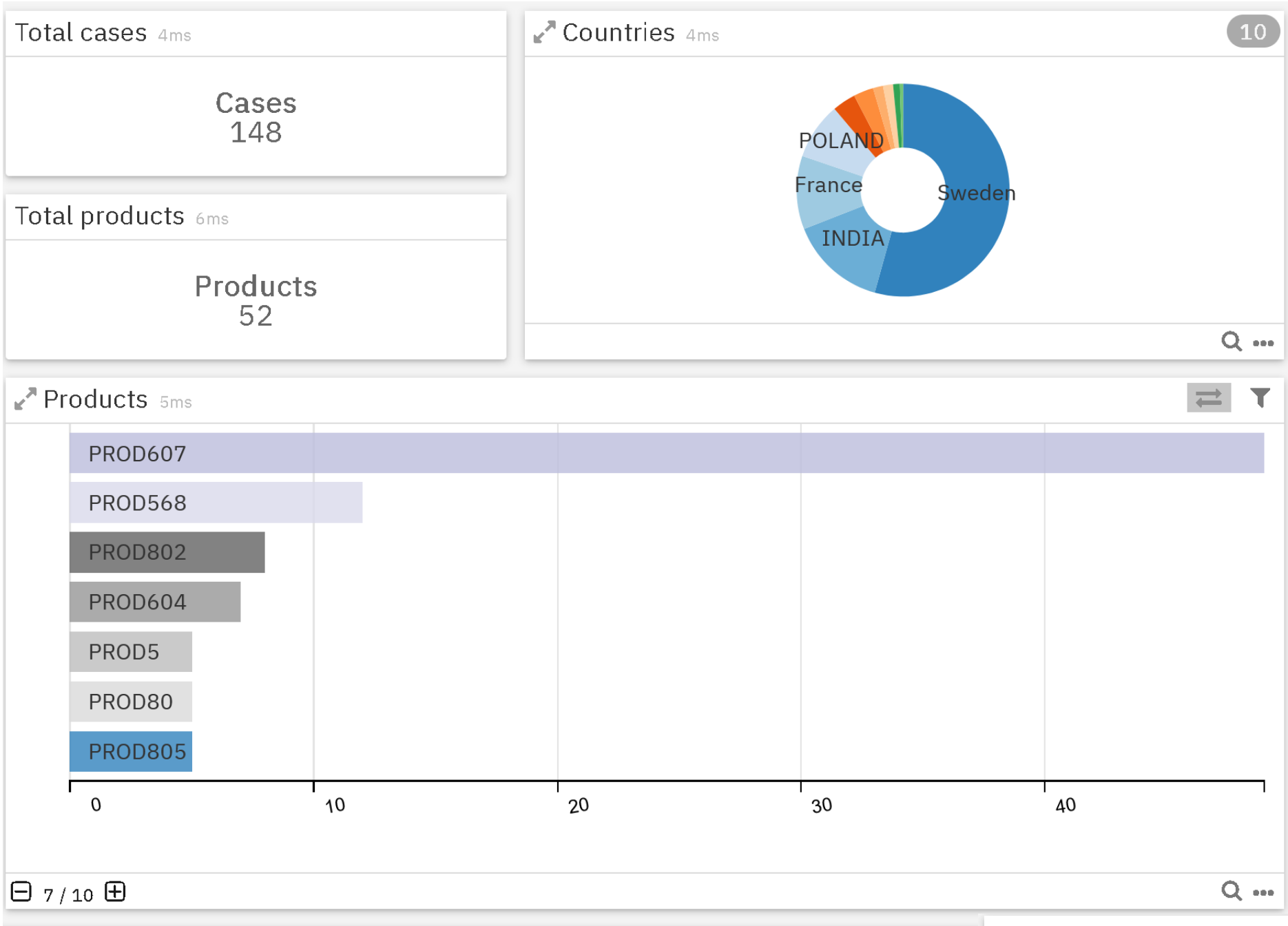
882 cases with PROD424,
484 cases with PROD660

Cases that start with L2

43,6% in Sweden
37 cases with PROD243
27 cases with PROD818
26 cases with PROD54



Analysis - discoveries



← Cases that start with L3

54,3% in Sweden
49 cases with PROD607
12 cases with PROD568

Cases that start with L3 →

Rajesh Krishna involved in 41 cases
Kent, Bhagya, Praveen involved in 10 or so cases

Resources 10ms					Search	460
"OWNER FIRST NAME"	"OWNER COUNTRY"	ROLE	ACTIVITY	Cases		
Rajesh Krishna	Sweden	L3	Queued-Awaiting Assignment-L3	41		
Rajesh Krishna	Sweden	L3	Accepted-In Progress-L3	41		
Kent	Sweden	L3	Completed-Resolved-L3	12		
Kent	Sweden	L3	Accepted-In Progress-L3	12		
Bhagya	Sweden	L3	Completed-Resolved-L3	11		
Bhagya	Sweden	L3	Accepted-In Progress-L3	11		
Bhagya	Sweden	L3	Accepted-Wait-L3	10		
Praveen	Sweden	L3	Accepted-In Progress-L3	10		
Vamsi Krishna	Sweden	L3	Accepted-Wait - User-L3	10		
Vamsi Krishna	Sweden	L3	Accepted-In Progress-L3	10		
Megha	INDIA	L3	Completed-Resolved-L3	9		
Megha	INDIA	L3	Accepted-In Progress-L3	0		

Simulation

1 robot automates 95% of activity Queued-Awaiting Assignment-L1



Average case lead time from ~12 days to ~6 days

Average case cost from ~87EUR to ~61EUR

Total case cost from ~655kEUR to ~464kEUR

[Processes](#) / Support Ticket

Manage filters

Add filter +

Model

BPMN

Statistics

Compare

Resource mapping

Manage

✔ Process analysis updated

↺

Simulation Details

Import simulated data ↗

Edit scenario ✎

Measure: Average ▾

A

B

As-is

To-be

Case count	7,554	7,554
Average case lead time	12d 2hrs	6d 5hrs
Average case cost	EUR 86.75	EUR 61.46
Total case cost	EUR 655,330.00	EUR 464,287.33

Rules discovery

Example:

If Country is Italy or Korea then case goes to Queued-Awaiting Assignment-L1

If Country is not Italy or Korea then case goes to Accepted-In Progress-L1

IBM Cloud Pak

Rules overview

Processes / Exclusive gateway

Accepted-In Progress-L16821118 (38.00%)400 (62.00%)

Gateway information

START_EVENT → Accepted-In Progress-L1

Owner Country not in [0, Italy, Korea]

Coverage100.00%

Precision89.83%

START_EVENT → Queued-Awaiting Assignment-L1

Owner Country in [0, Italy, Korea]

Coverage39.30%

Precision100.00%

[Return to rules overview](#)

Reduce

Elaborate

3PMN.

A normal day

Process analysis – done

Analysis report - done

