

# IBM Process Mining

## Part 2

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Note: webinar will be recorded



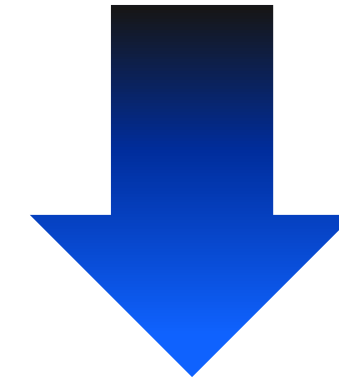
## Agenda

### 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.

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# Recap

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

## Standalone

- RHEL or Ubuntu.
- JVM 8+.
- Embedded Jetty or other Java EE 7+ application server.
- Etc.

## OpenShift

- Install from Operator catalog.
- Operator supports installation and upgrade.
- Airgap installation.
- Etc.

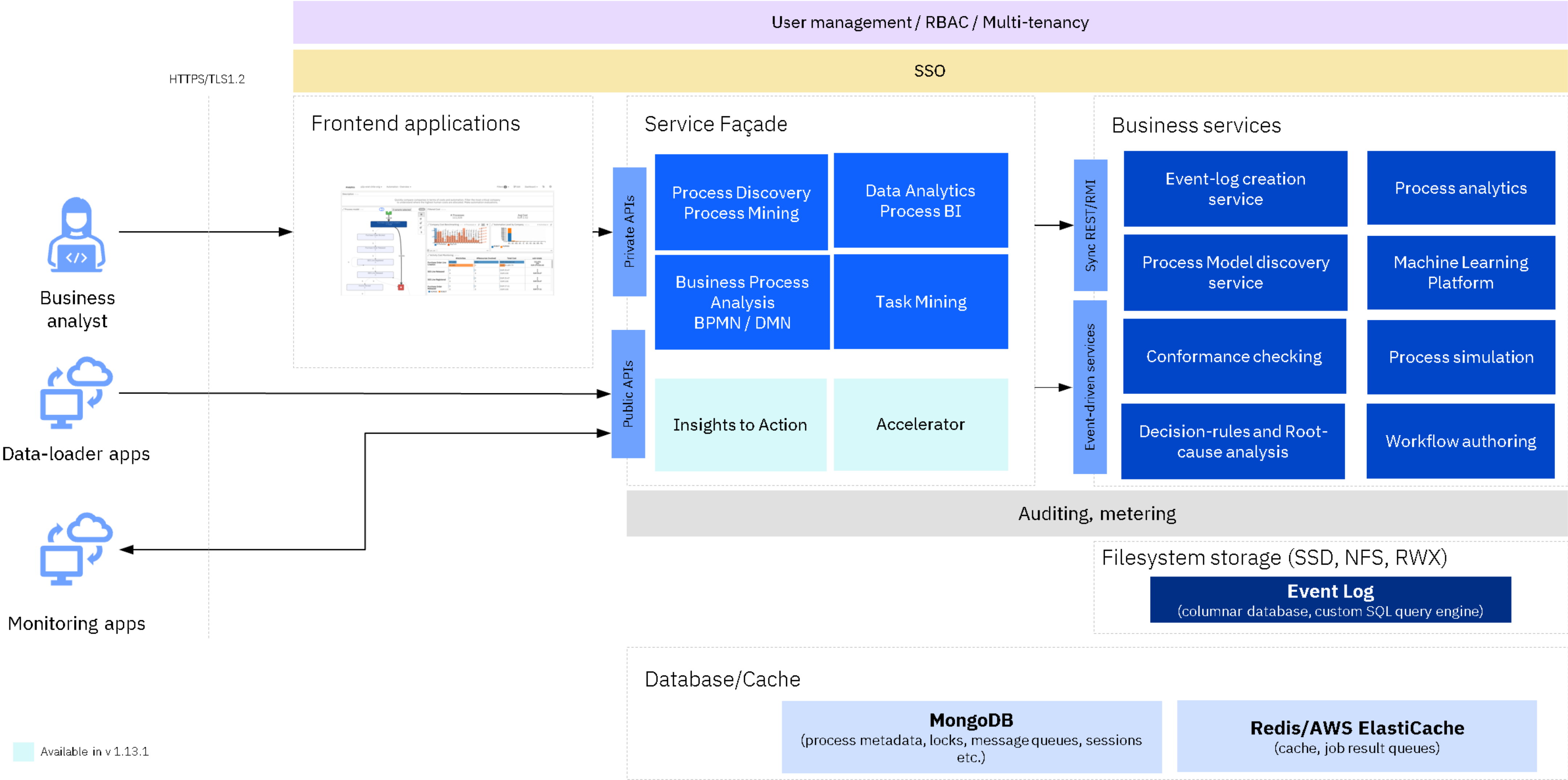
## SaaS

- Try it out, 30 days with registration
- <https://ibm.biz/BdP8CA>

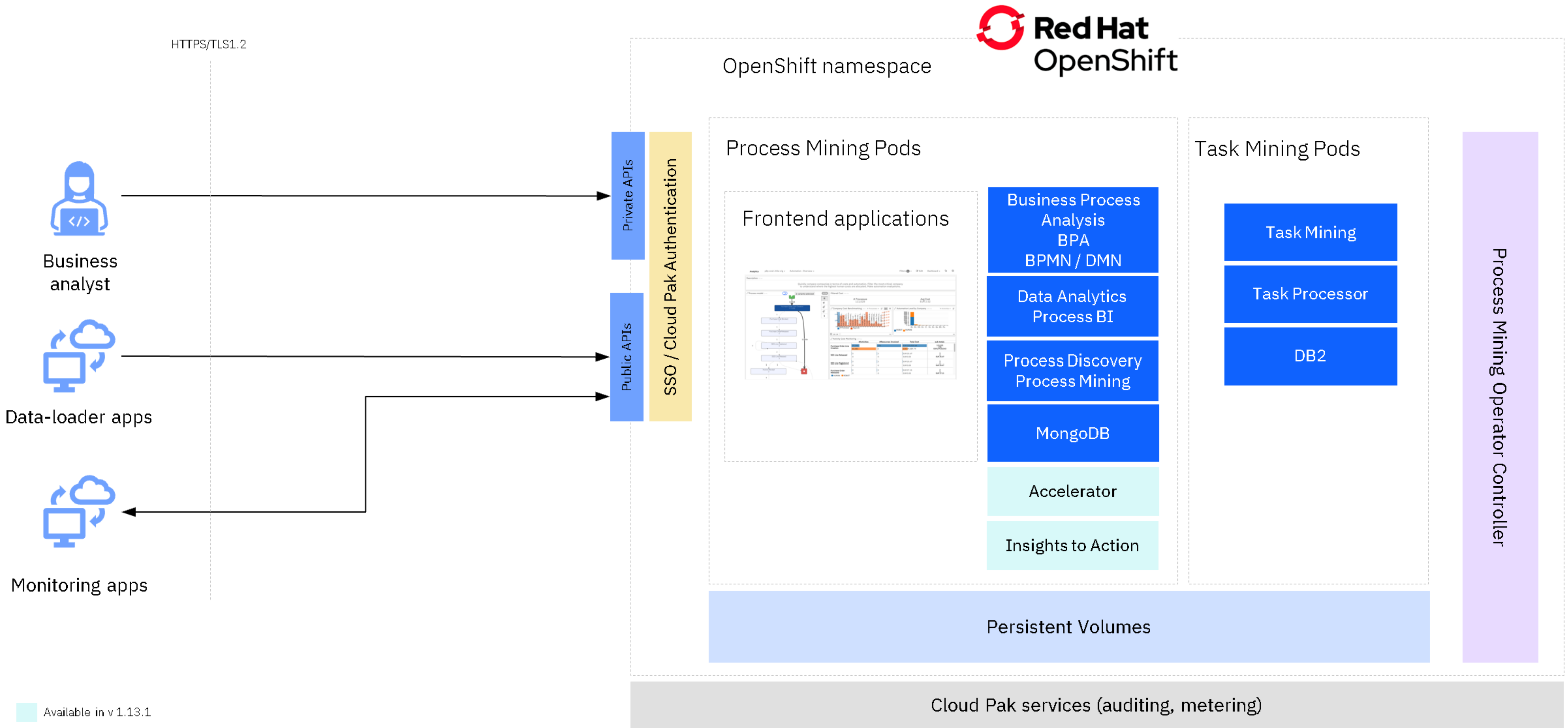
Capacity planning

Main factors	Up to 10M events	Up to 60M events	Up to 100M events (and more)
Number of events	CPU: 8 core (64bit)	CPU: 16 core (64bit)	CPU: 48 core (64bit)
Number of simultaneous users	RAM: 32 GB	RAM: 64 GB	RAM: 192 GB
	HD: 300 GB SSD	HD: 600 GB SSD	HD: 1000 GB SSD
Recommendations are based on 10 concurrent users			

Architecture - standalone

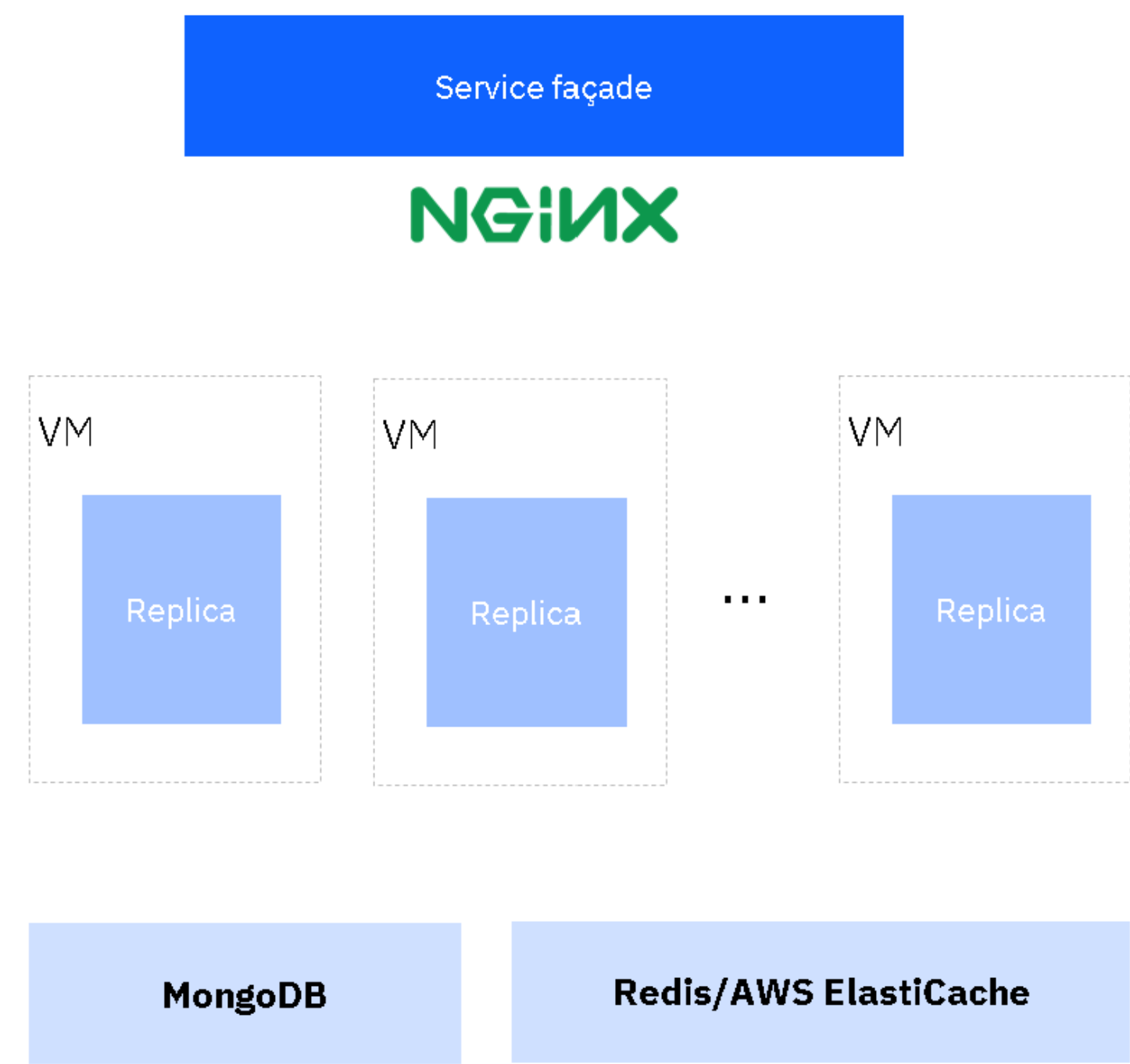


Architecture - OpenShift

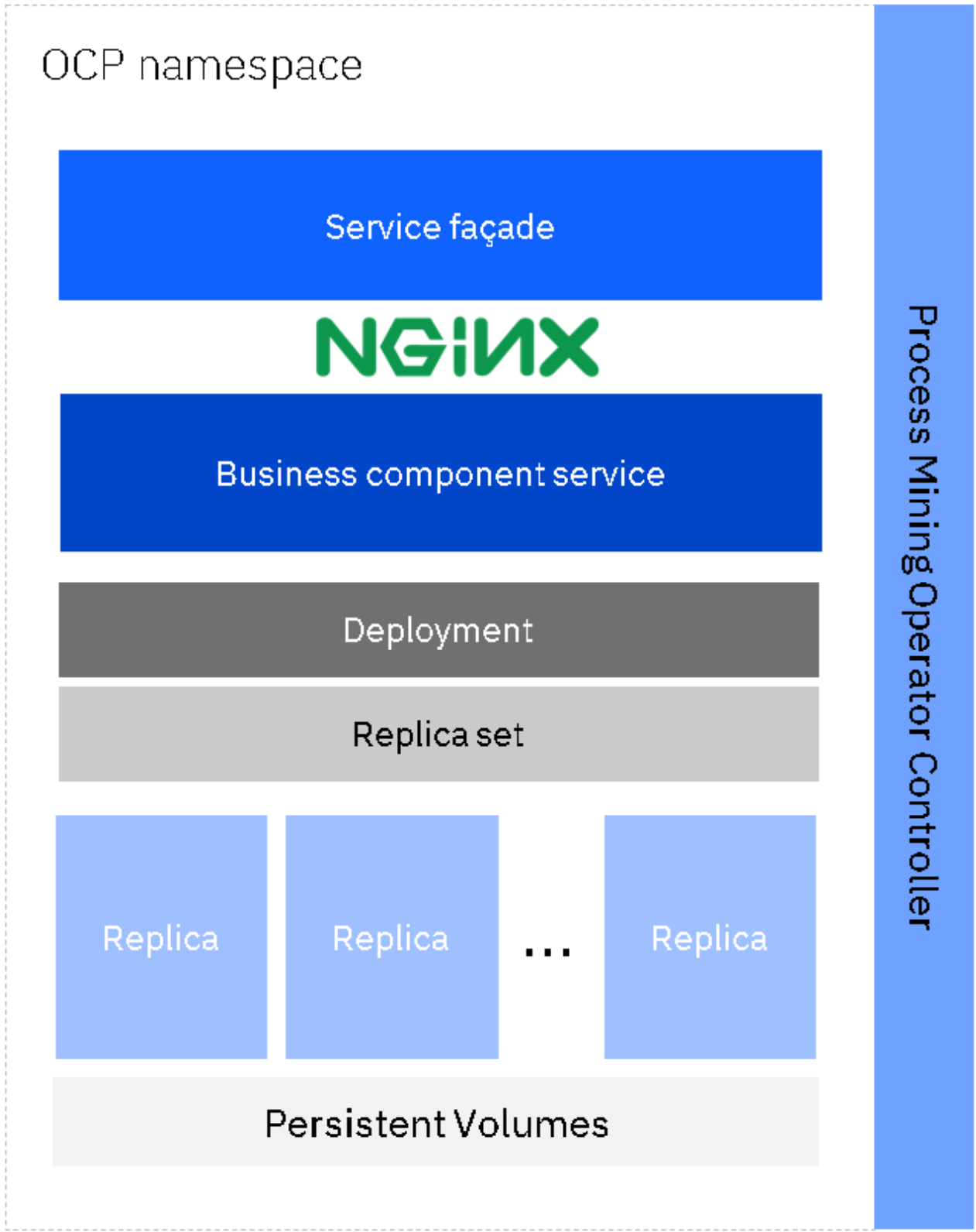


# Large workloads architecture

## Standalone



## OpenShift





# Process Mining API 1.13.2 OAS3

API endpoints include:

Authorization - Requests regarding authorization.

Job Control - Requests regarding job control.

Process Inquiry & Management - Requests regarding process data incl. upload new data.

**POST** `/integration/csv/{projectKey}/upload` Upload a data set in a process (Async)

**POST** `/integration/csv/{projectKey}/create-log` Generate the event log for a process (Async)

And others.

Kafka: add a datastream source to an existing process.

Integrate data stream

Specify the details of your data stream to integrate it to your process

Connection

Mapping

Scheduling

Add a sample message from IBM Event Stream: Data Stream for Process3

To help you map your data to the relevant headings retrieve a sample message from your data stream. Retrieving a sample message will make it easier for you to map your data by providing suggested mapped pairs as you type.

Paste your sample message

"ACTIVITY": "Deliver product",  
"START\_DATE": "2022-11-25 12:11:17.000",  
"END\_DATE": "2022-11-25 12:22:59.000",  
"CE\_UO": "00479",  
"ROLE": "AGENT",

Required mapped pairs

CSV headings

Map value to Process ID

REQUEST\_ID

Map value to Activity

ACTIVITY

Map value to Start time

START\_DATE

JSON selectors

Enter path to paired JSON selector

REQUEST\_ID

Sample value: 2022100001128

case

Selector not found in sample message

START\_DATE

Sample value: 2022-11-25 12:11:17.000

Optional mapped pairs

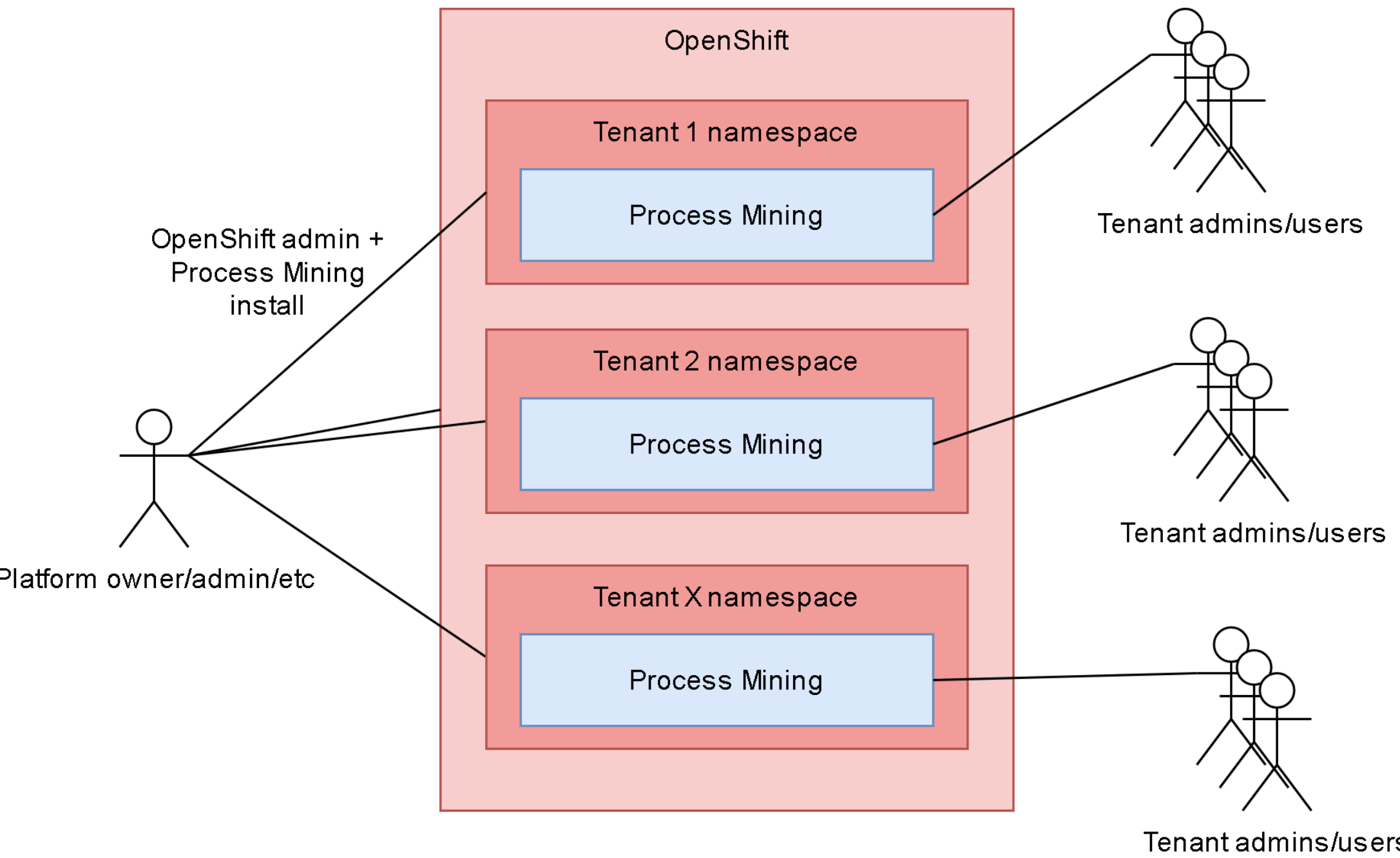
Add mapped pair +

Cancel

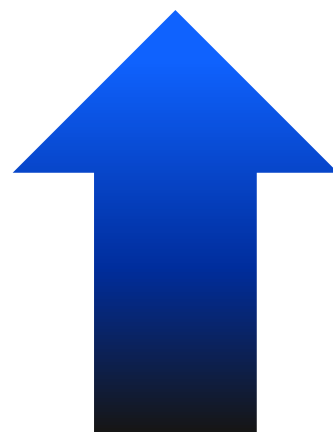
Back

Next

Demo: OpenShift installation



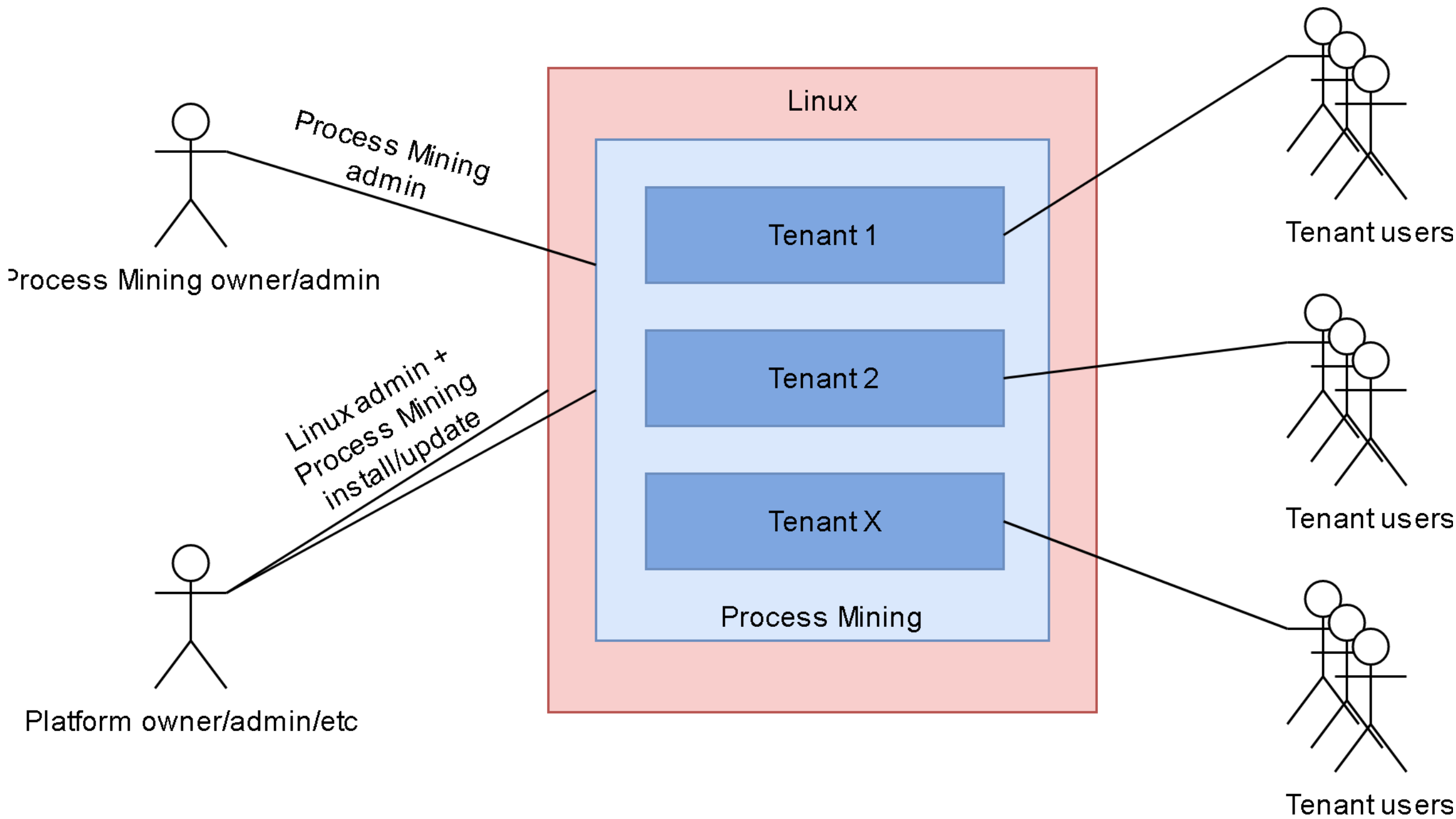
Multi-tenant with OpenShift



This chosen in this demo, other choices are equally valid

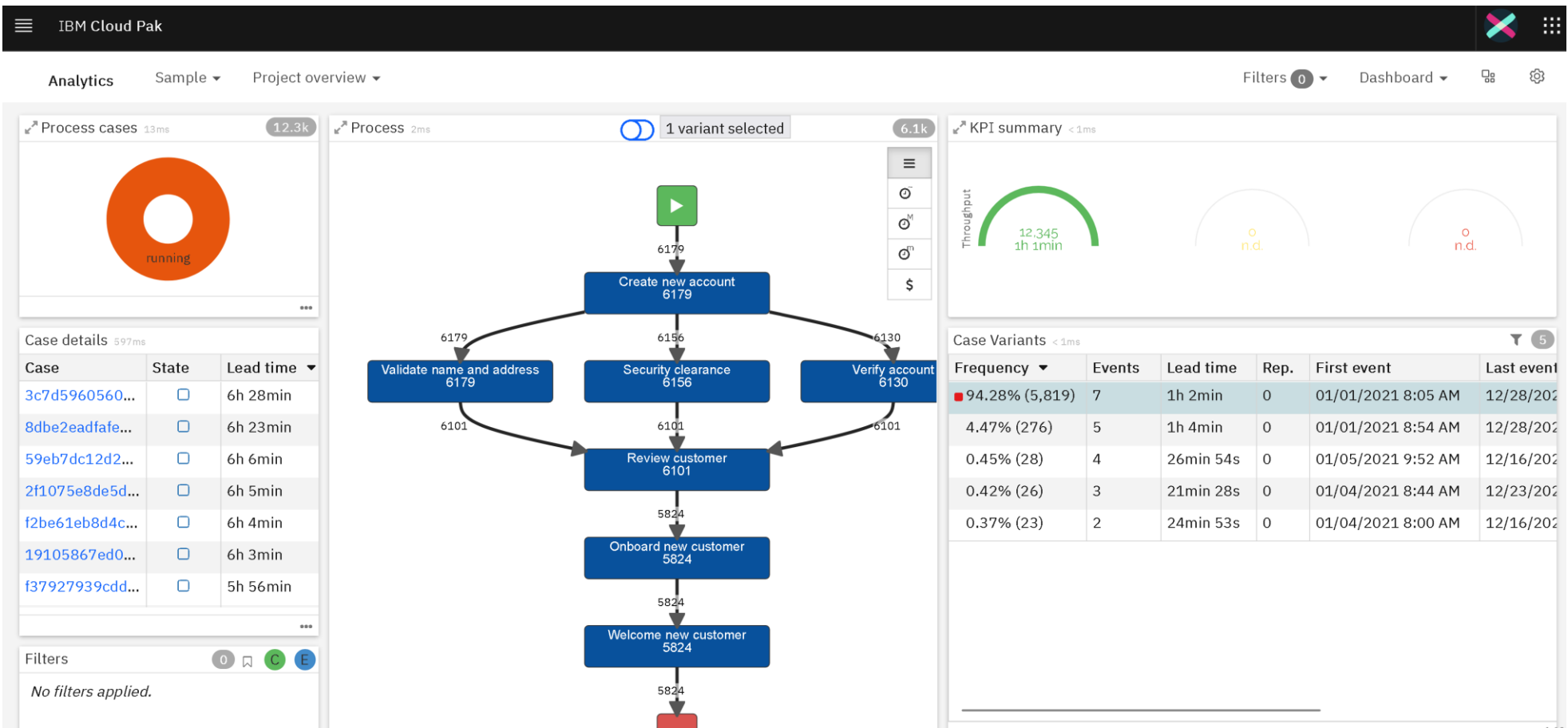
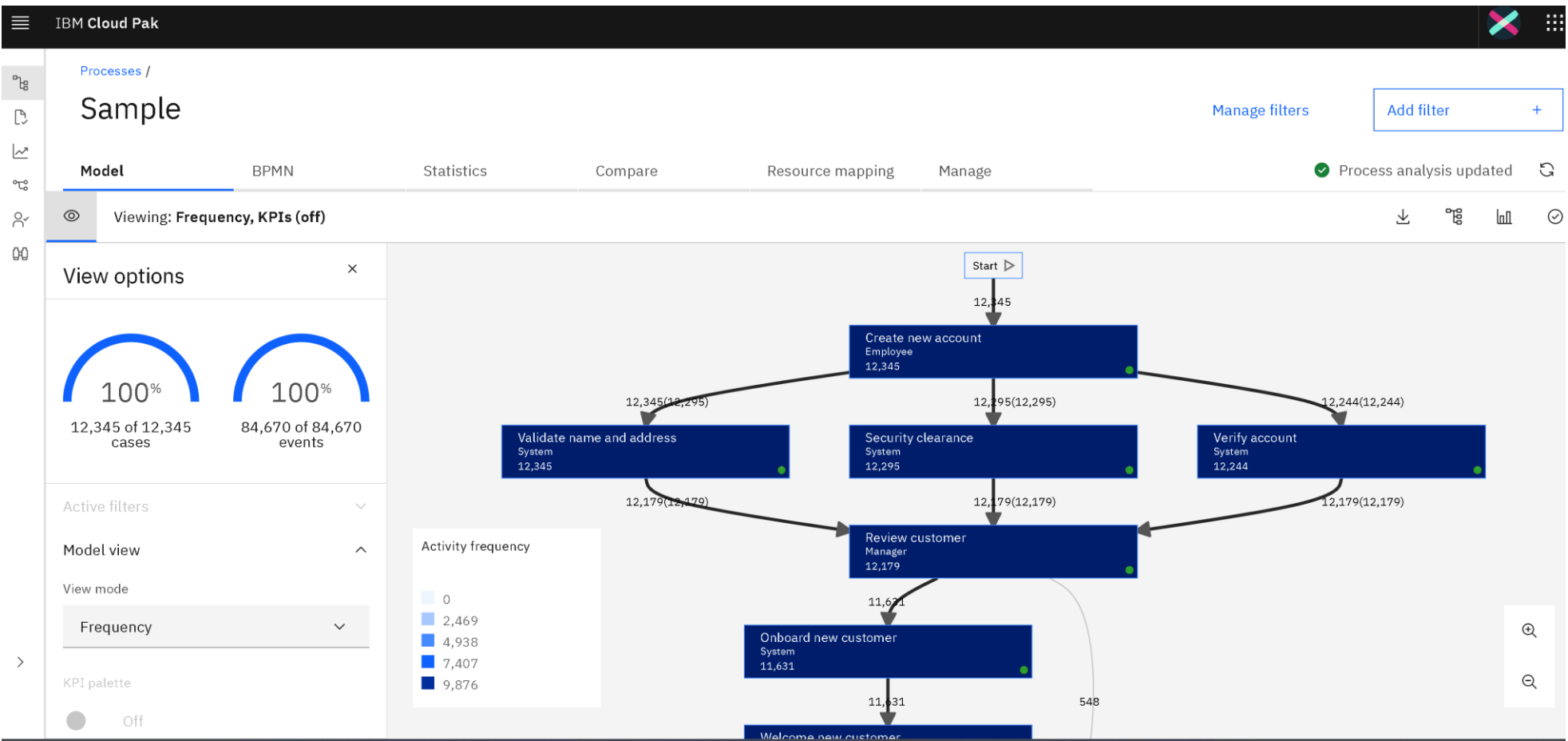
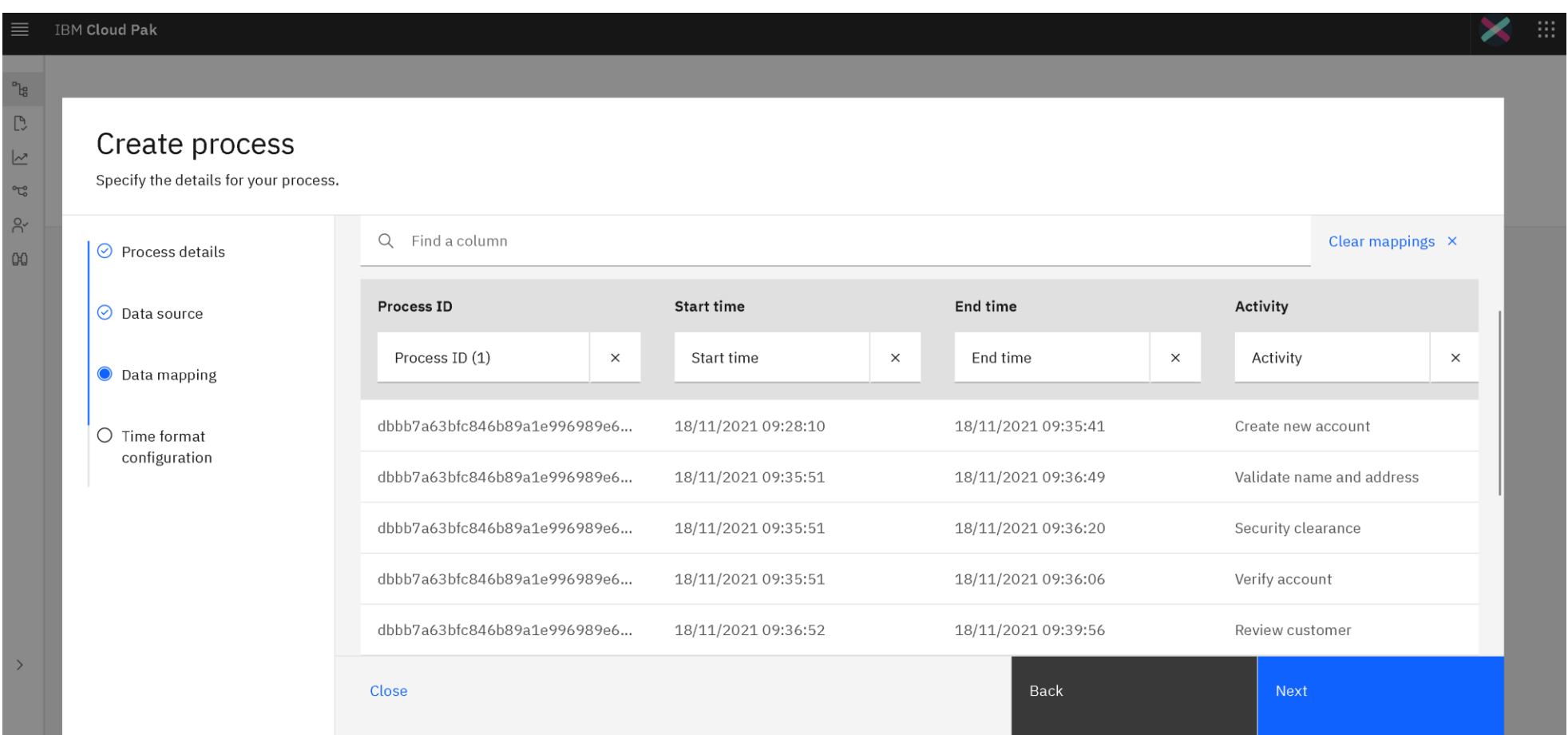
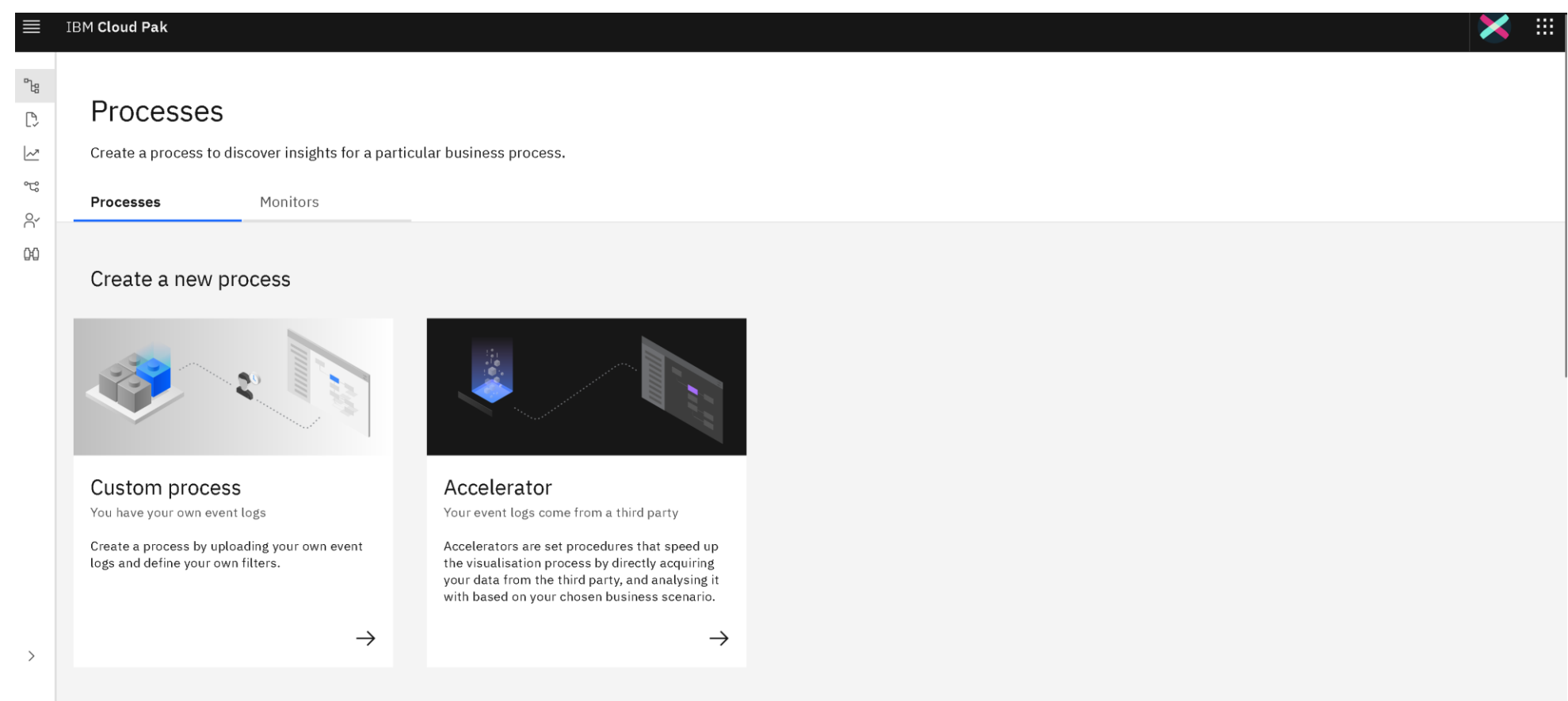
Scenario

- IT 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

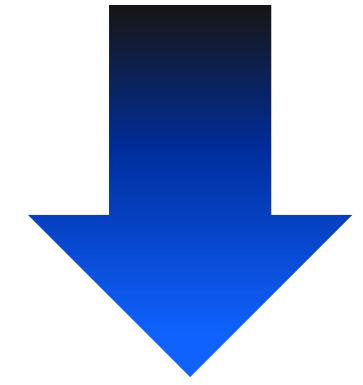


Multi-tenant without OpenShift

Demo: UI



# Next



## Part 3

A normal day – of a process analyst

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

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