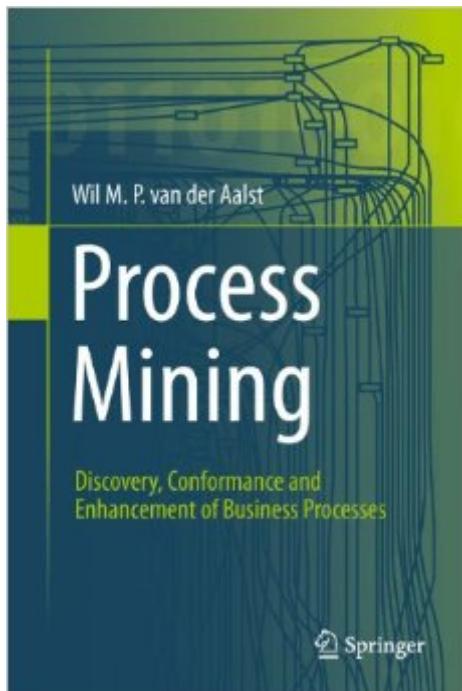


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# Process Mining: Discovery, Conformance And Enhancement Of Business Processes



## **Synopsis**

More and more information about business processes is recorded by information systems in the form of so-called “event logs”. Despite the omnipresence of such data, most organizations diagnose problems based on fiction rather than facts. Process mining is an emerging discipline based on process model-driven approaches and data mining. It not only allows organizations to fully benefit from the information stored in their systems, but it can also be used to check the conformance of processes, detect bottlenecks, and predict execution problems. Wil van der Aalst delivers the first book on process mining. It aims to be self-contained while covering the entire process mining spectrum from process discovery to operational support. In Part I, the author provides the basics of business process modeling and data mining necessary to understand the remainder of the book. Part II focuses on process discovery as the most important process mining task. Part III moves beyond discovering the control flow of processes and highlights conformance checking, and organizational and time perspectives. Part IV guides the reader in successfully applying process mining in practice, including an introduction to the widely used open-source tool ProM. Finally, Part V takes a step back, reflecting on the material presented and the key open challenges. Overall, this book provides a comprehensive overview of the state of the art in process mining. It is intended for business process analysts, business consultants, process managers, graduate students, and BPM researchers.

## **Book Information**

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## Customer Reviews

Process miningDiscovery, Conformance and enhancement of Business ProcessesSpringer ISBN 978-3-642-19344-6Author: Wil M.P. van der AalstThis book is a good basis for a solid university course at the level of master education and post-graduate education. It presents the results of more than ten years of research in the area of process mining and its applications.I particularly like that this book relates two fields: the field of traditional business and the field of workflow modeling and analysis. In this way, it identifies three new inspirational research areas based on 'play-in', 'play-out' and 'replay' of data logs.The 'play-in' is related to construction of process models. The 'play-out' may be seen as model simulation. The third research field, emerging from the combination of workflow models and data-logs, is the 'replay' research, or a research of conformance of known process models and the process models constructed from event logs.In the Part 1, the book provides the basis of two domains: workflow modeling and data mining.The workflow modeling part covers the semantics of several visual notations.The focus on visual notations (transitions systems, Petri Nets, Business Process Modelling Notation, Event-Driven Process chains, Causal nets), is important as the workflow models enrich the visualization techniques of traditional business intelligence. The author has a very strong reputation in workflow analysis. Based on his large experience, the author not only analyses the process analysis techniques but also points out their limitations caused by the lack of alignment between models made on flawed assumptions and reality.

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