

Process Analytics within Complex Enterprises

Process Mining Camp 2014 – Practice Talk



 @CKMAdvisors

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18 June 2014



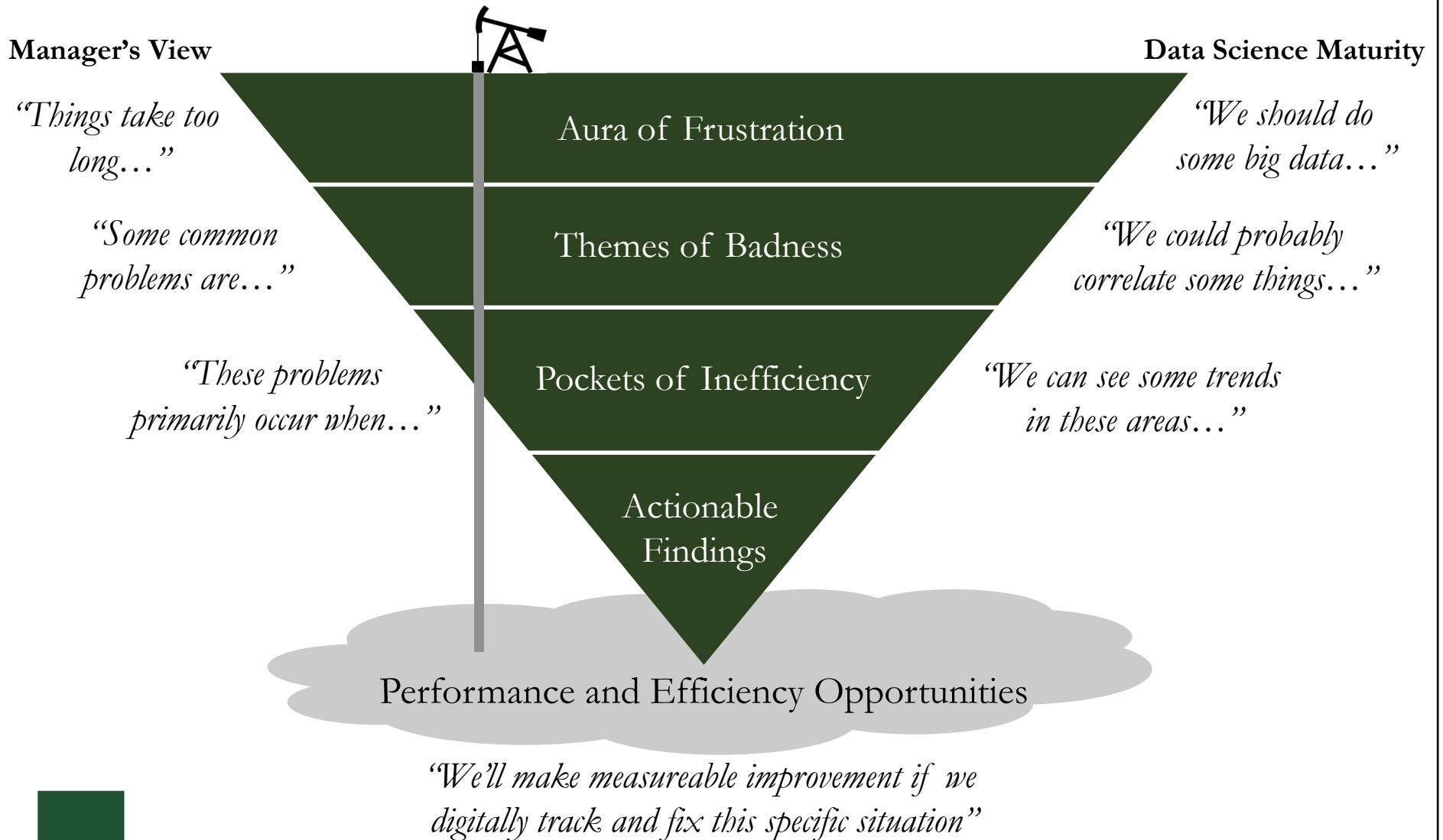
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Using Data Analytics to Deliver Efficiency and Performance Improvement

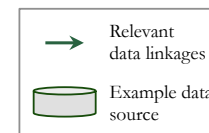
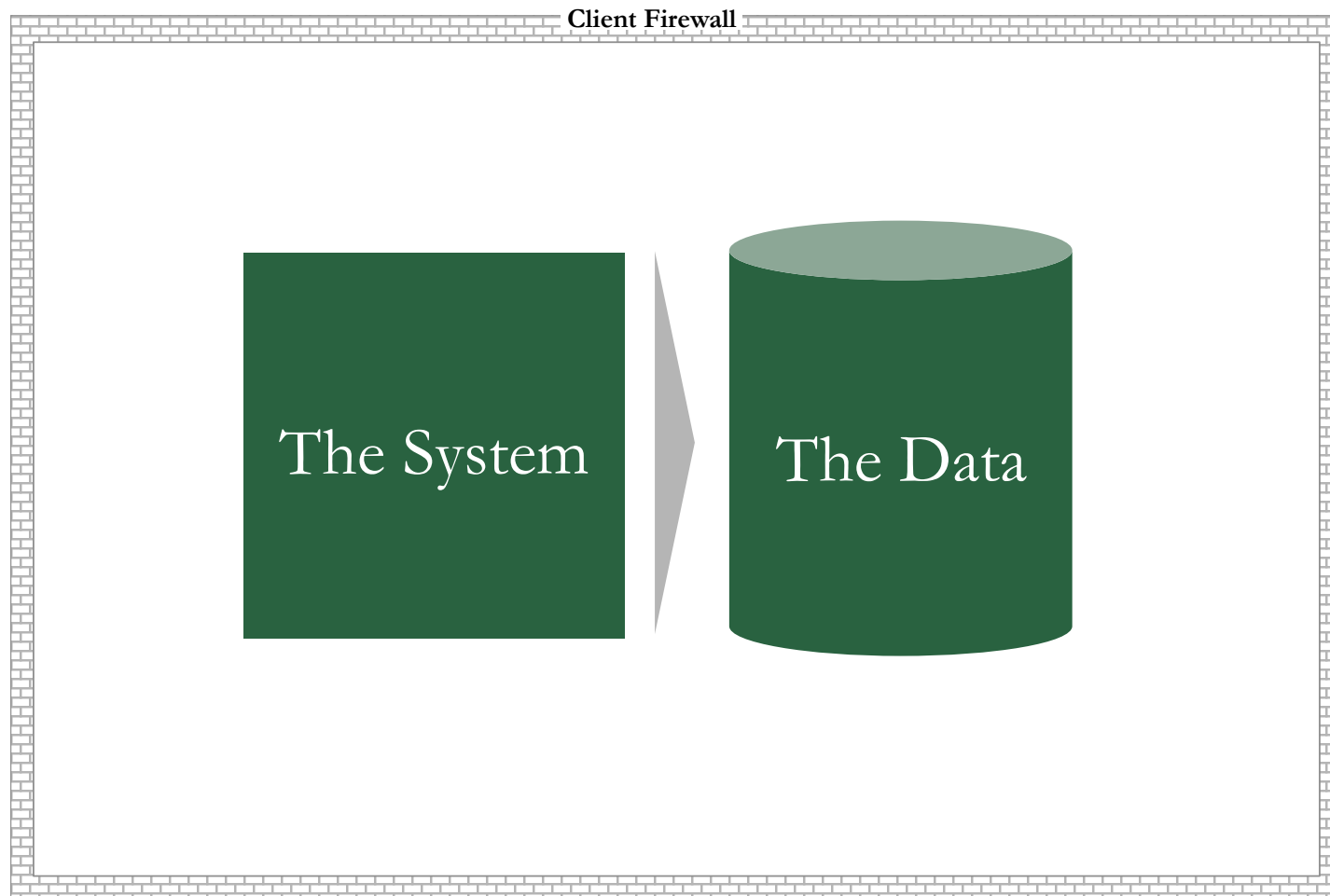


New York, NY USA

Journey to Efficiency and Performance Improvement



How we do Data Science in the Enterprise



How we do Data Science in the Enterprise

Client Firewall

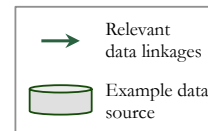
If only it were this easy...



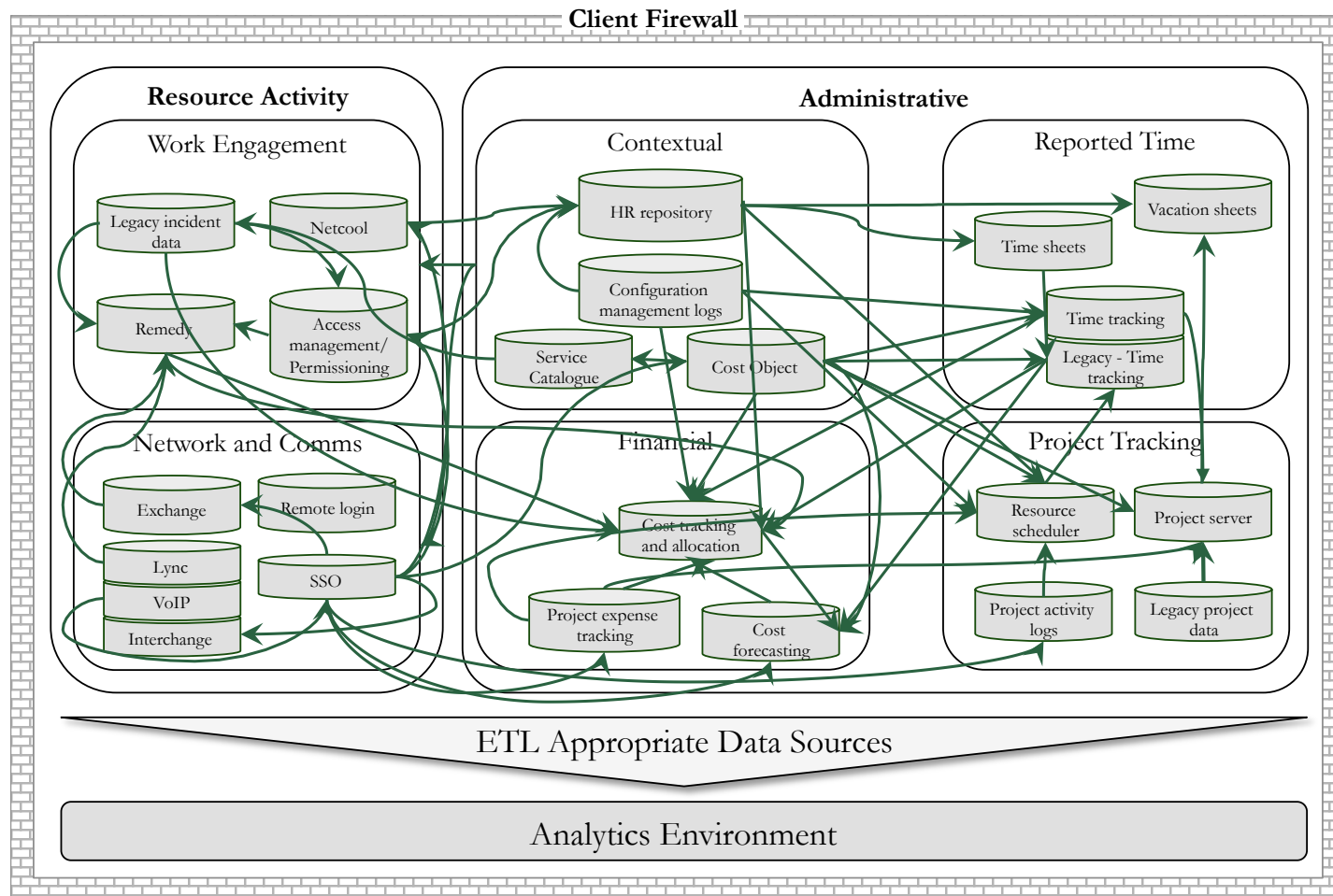
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How we do Data Science in the Enterprise



Examples for today:

- IT Help Desk
- IT Production Management

Incident Management Overview



Helpdesk Support Performance

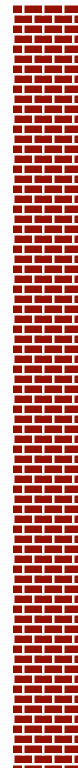


Typical Management Reporting is not Actionable

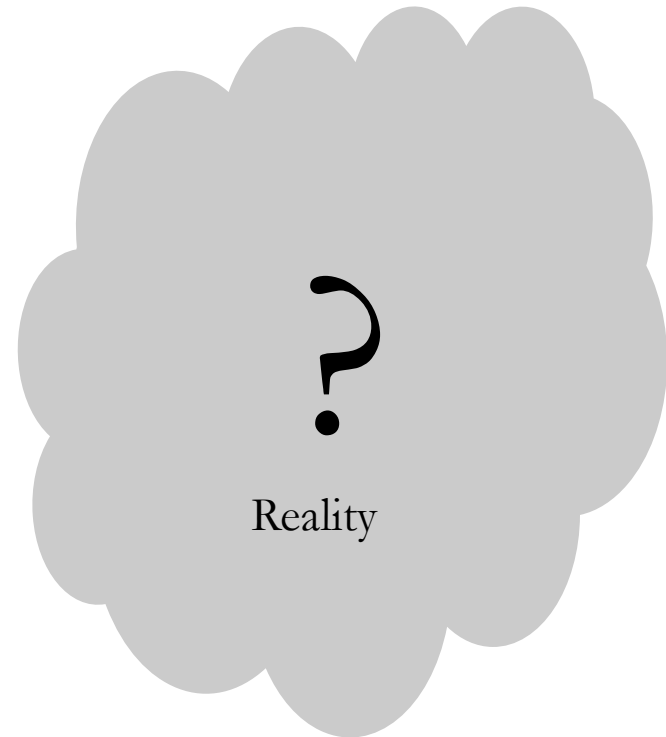
Common reporting:

- Mean time to acknowledge
- Mean time to closure
- Aging ticket report
- Ticket volumes by pre-sliced categories
- ...

Heavily averaged, and granularity limited by pre-determined categories (and only if people use them correctly!)



BI Reporting

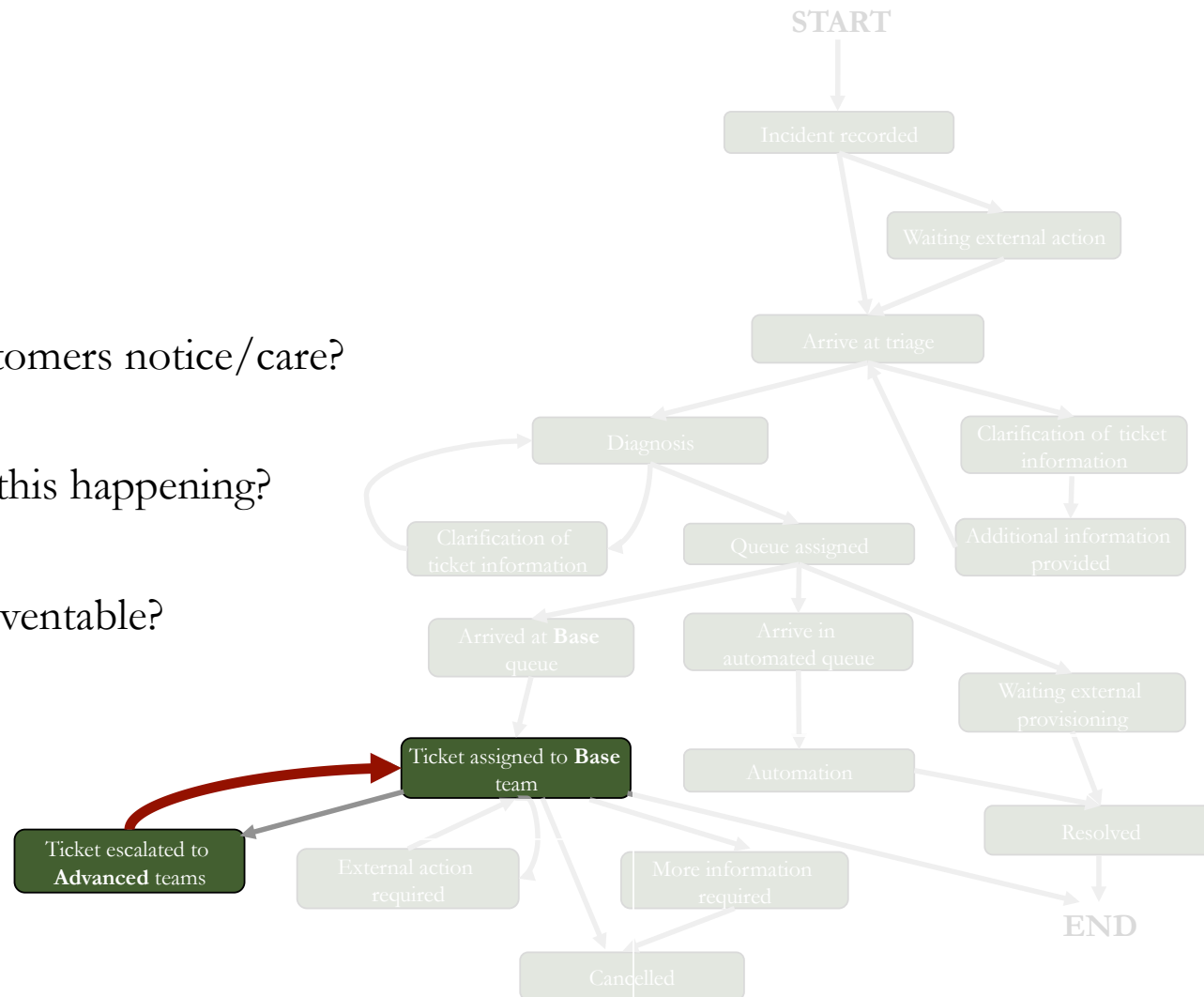


Raw Process Mining Highlighted Bottlenecks

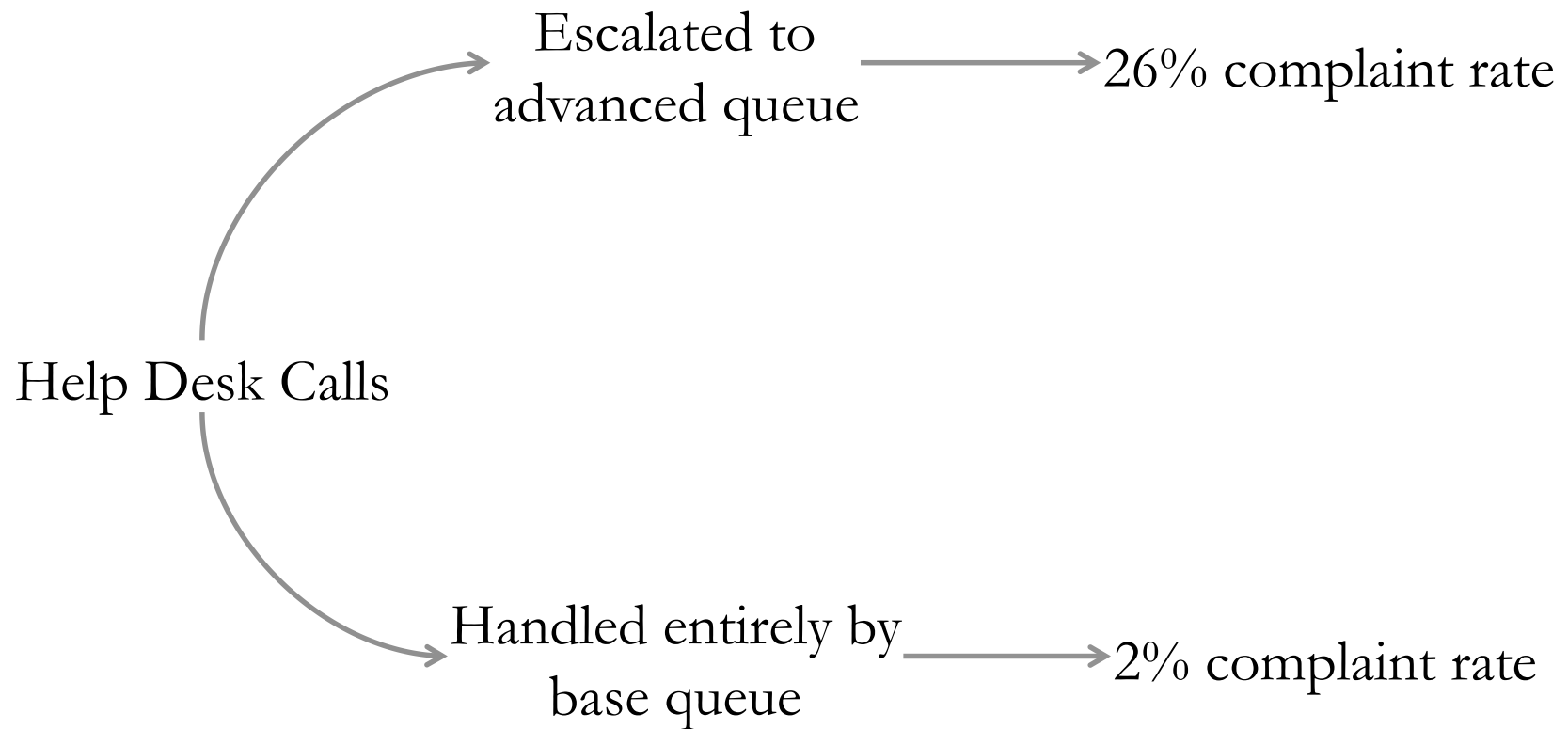
Do customers notice/care?

Why is this happening?

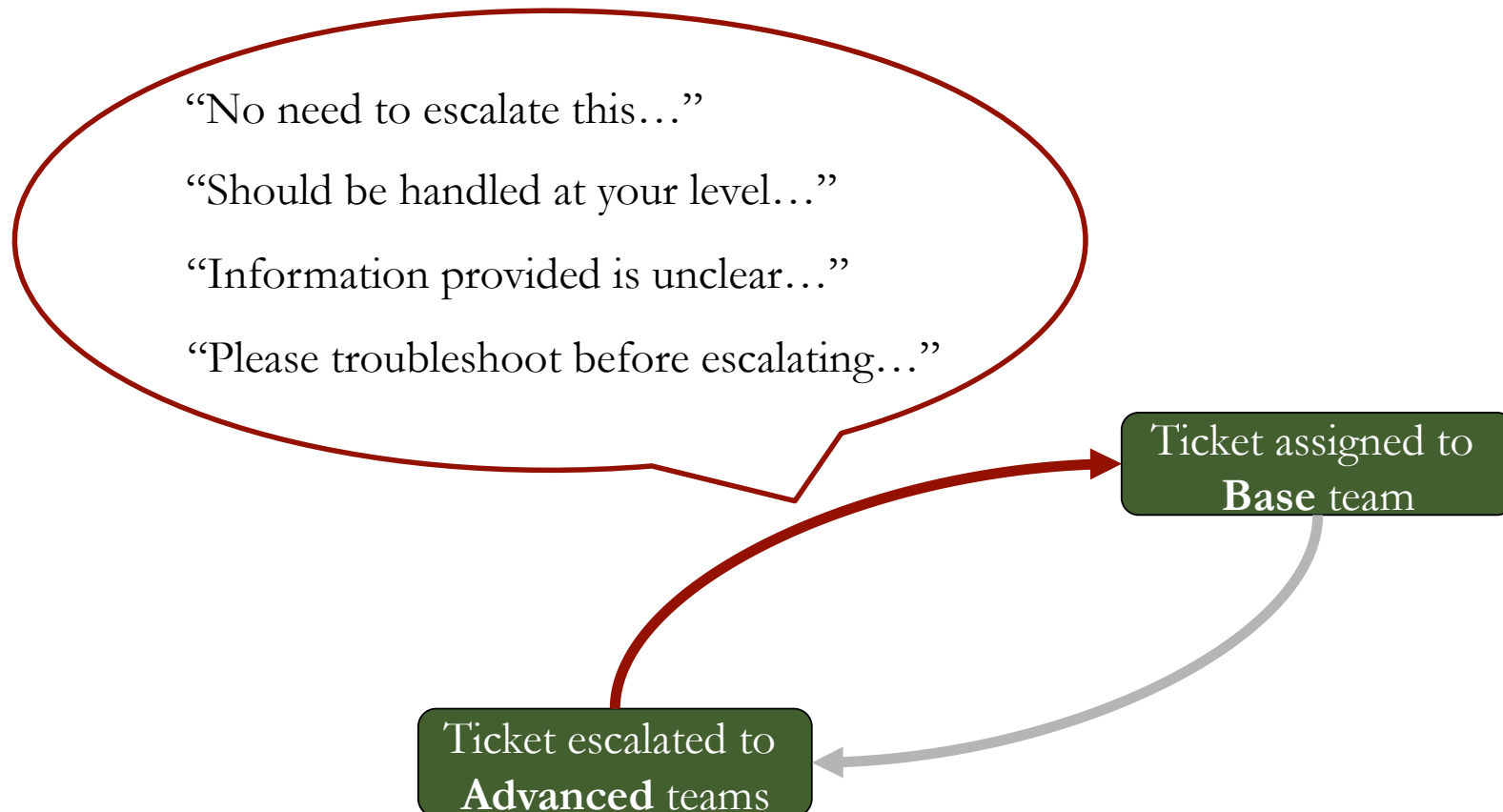
Is it preventable?



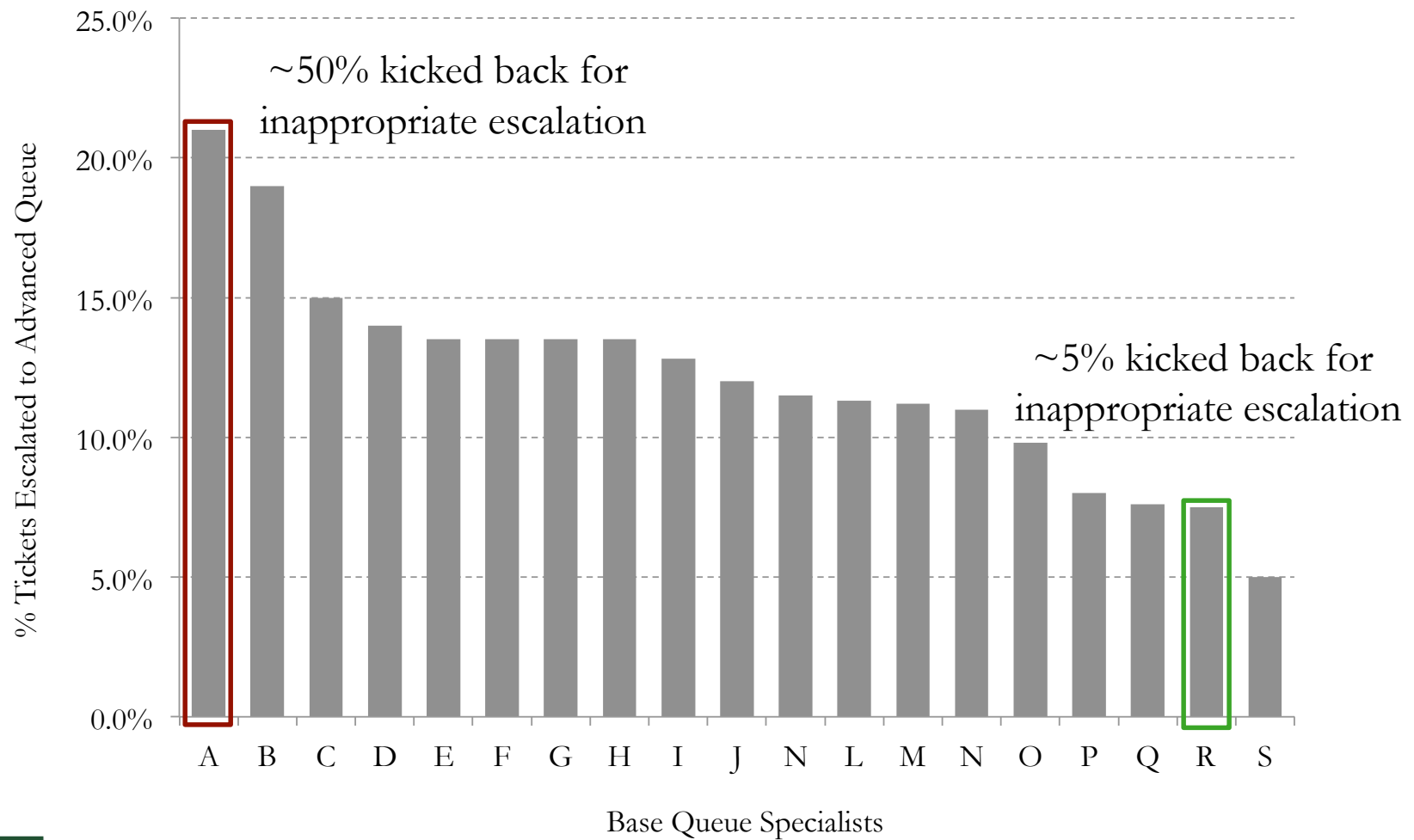
Bringing in other data sources...



Bringing in other data sources...



From Data to Action



Application Production Support



Focus on efficiency here...



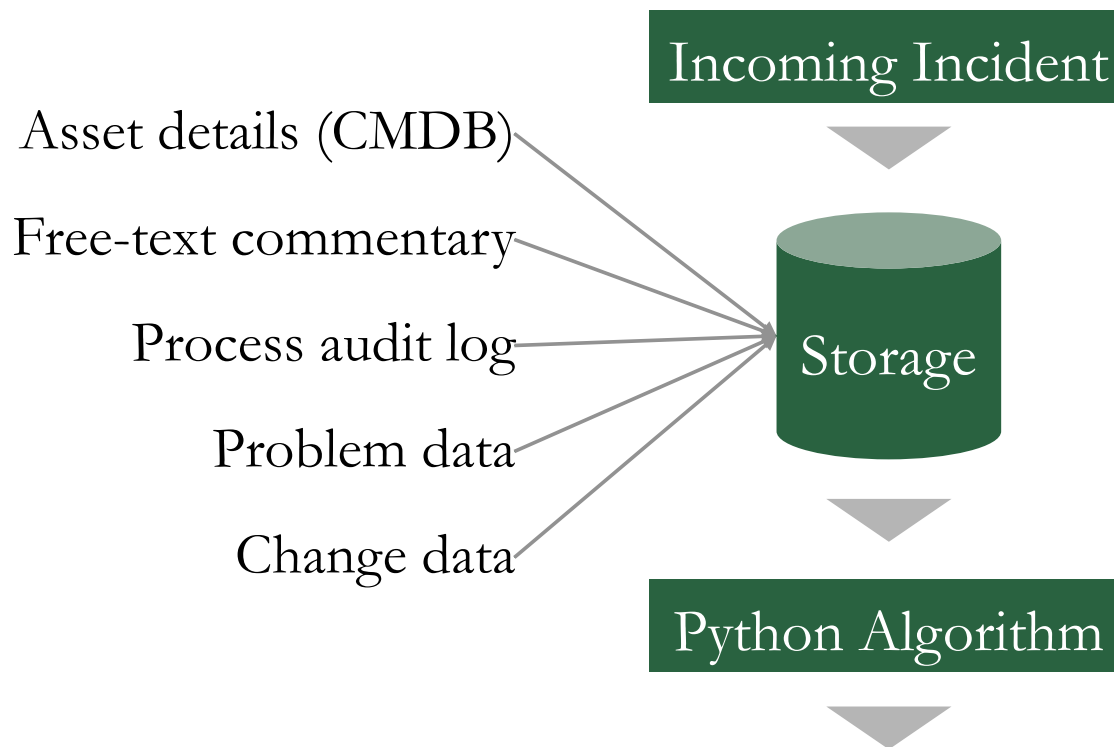
...but the most efficient process is one that doesn't need to happen at all!



Whack-a-Mole Activity

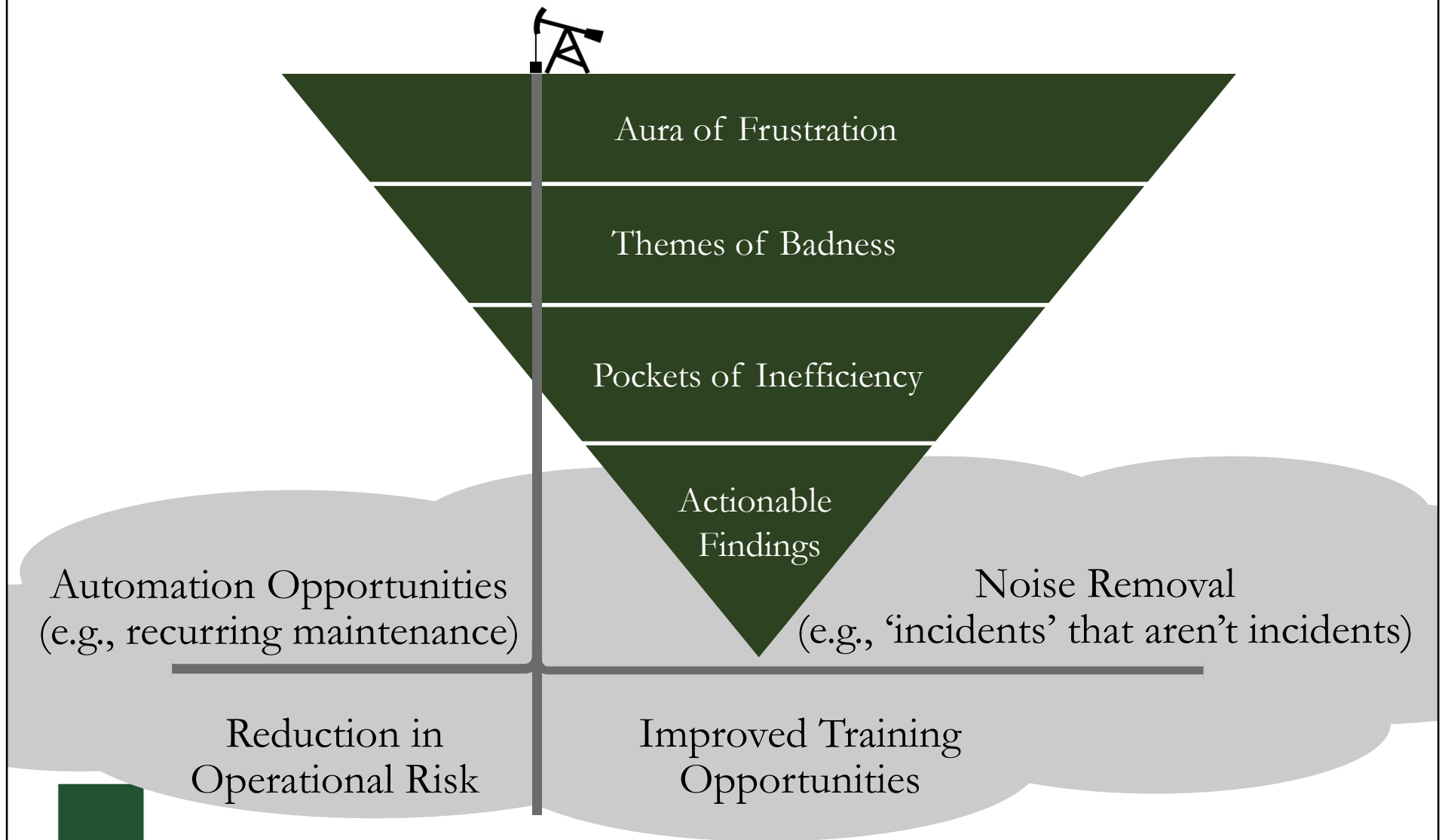


Proactive Process Monitoring



Incident Clusters → Problem Investigation → Root Cause

Looking Horizontally for Additional Action Opportunities



Questions

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