Process Mining Camp 2017

Changing NN with process mining

Personal introduction



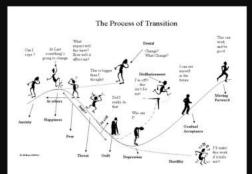
Process mining as a bottom up change process



The inside of an organizational change

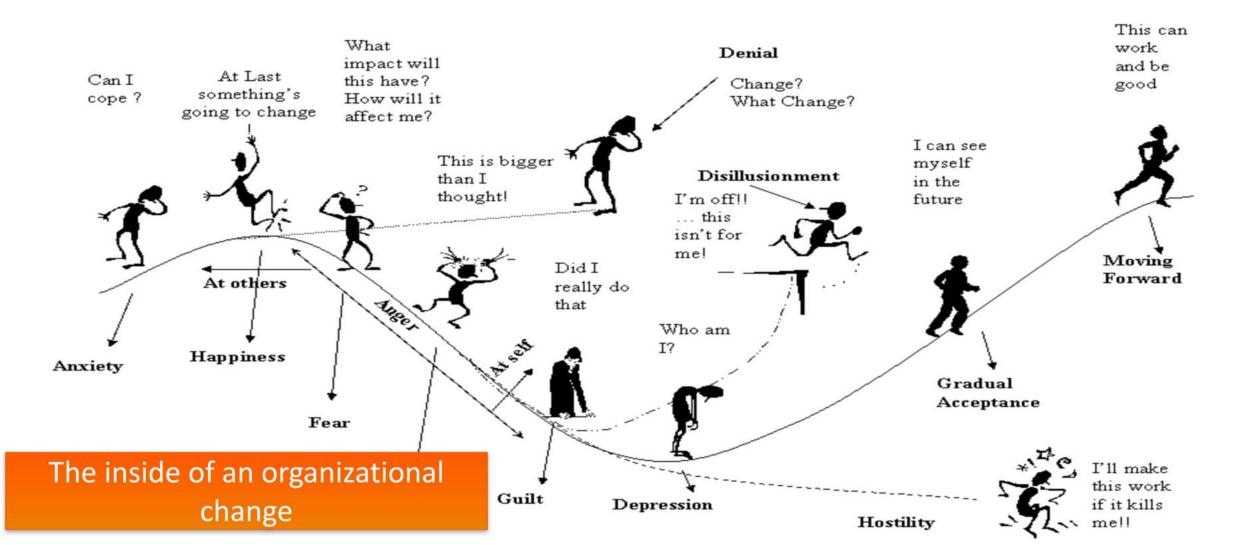
Change is non-linear and can go backwards, forwards and sideways

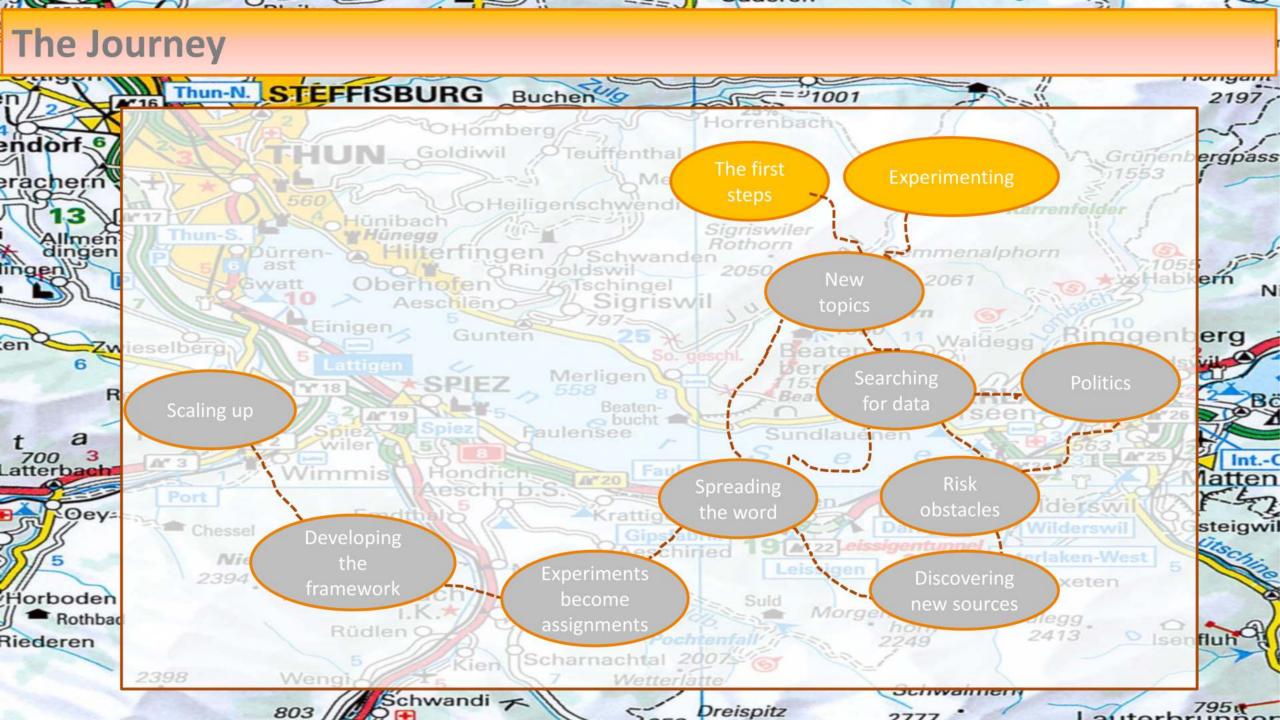
— Alvin Toffler —



Process mining as a bottom up change process

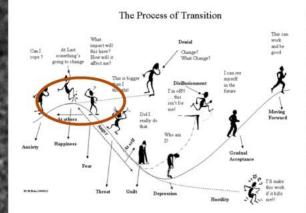
The Process of Transition



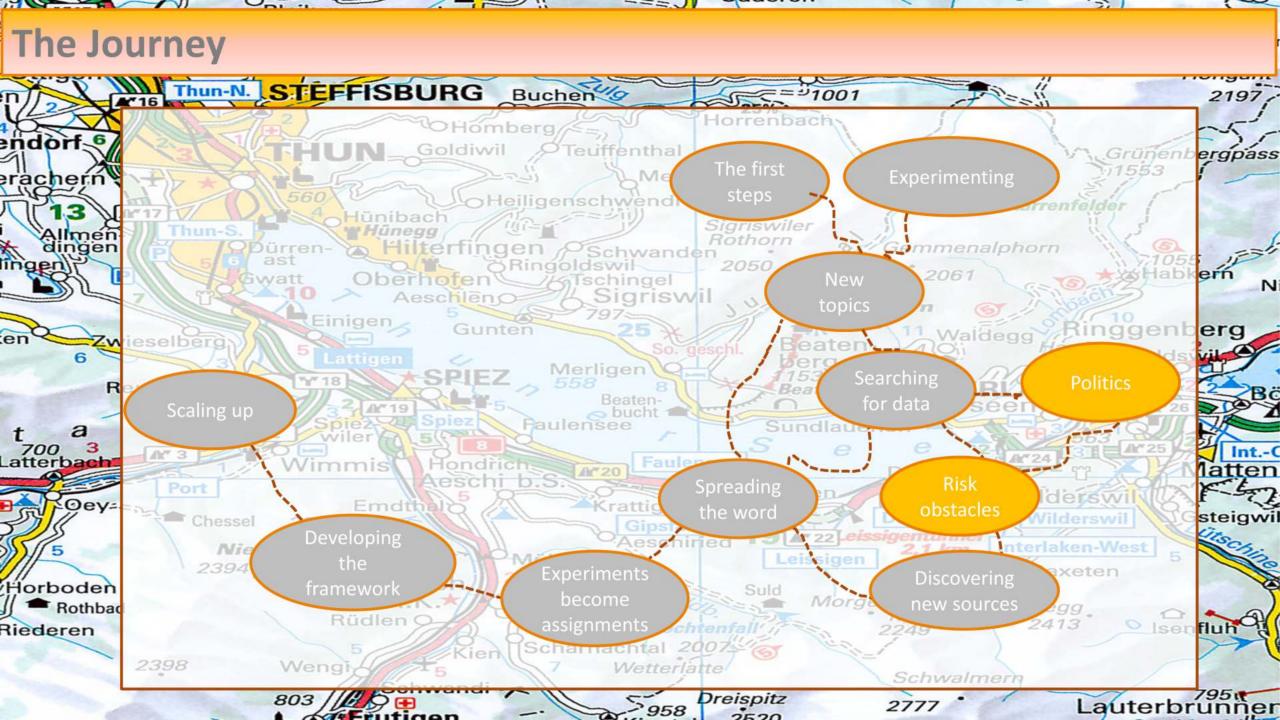


Experimenting





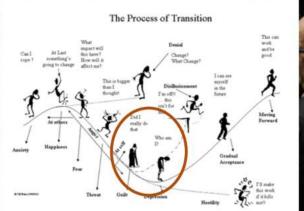
Every beginning is exciting and difficult even with process mining



Politics

Politics enter the scene

E - Berle

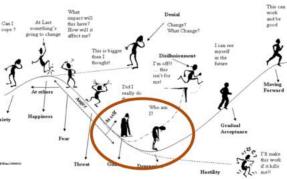


Risk Obstacles

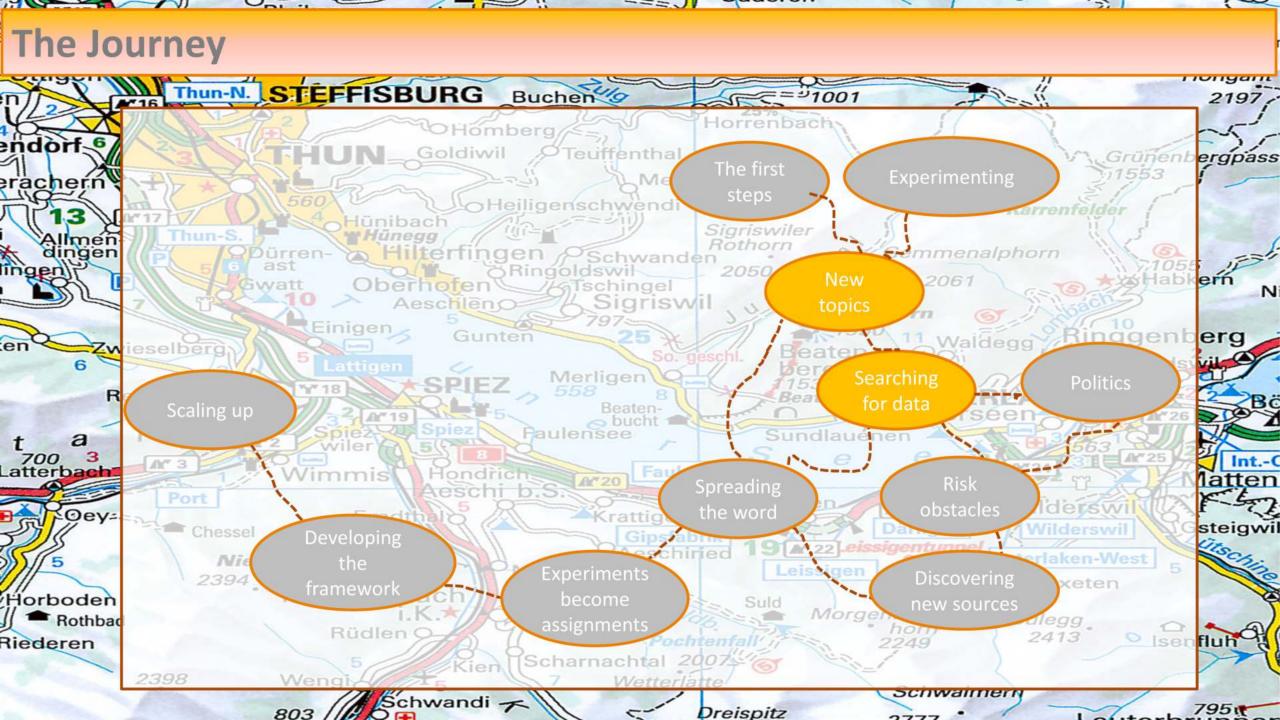




The Process of Transition



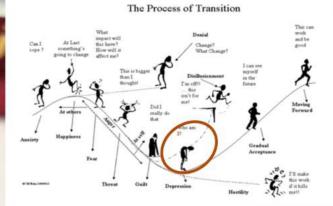
Transparency is not everybody's friend



Anecdote



Sometimes the truth is hard to find





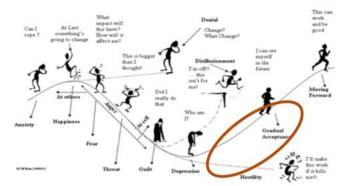
That Cut & That I have a second

The gap between IT and Business



But we found the truth







at out a start and a start

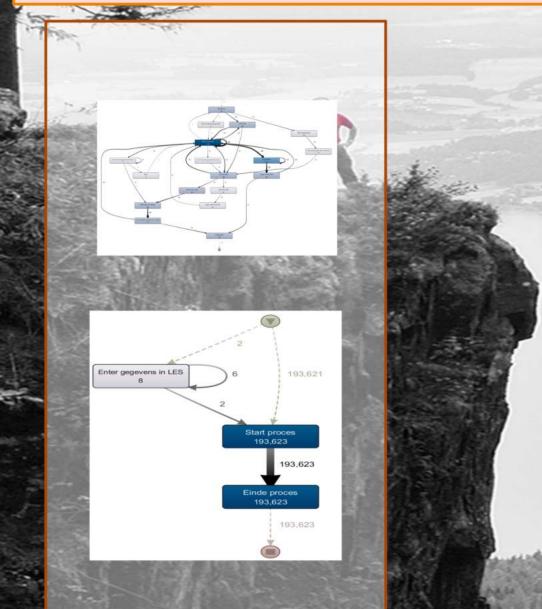
Facts & gut feeling



Starting with a gap between facts and gut feeling

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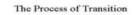
The insight

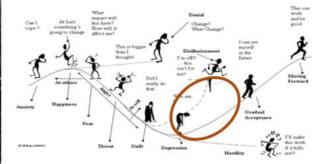




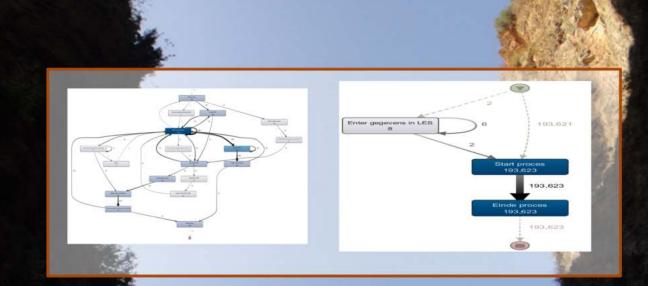
Process mining gave us the facts





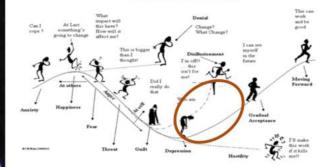


The connection

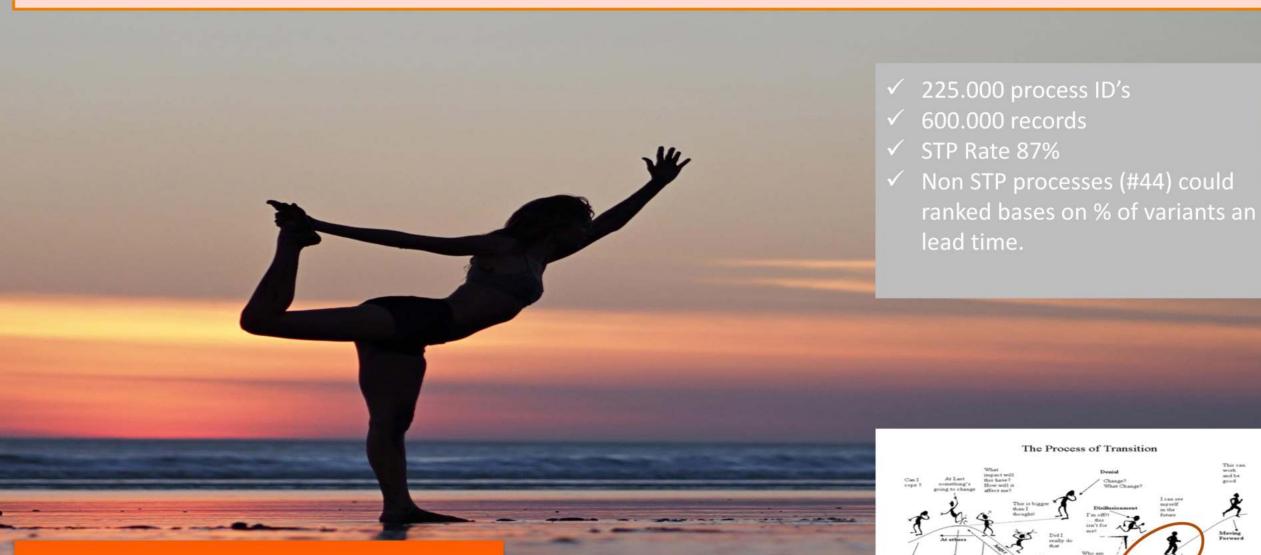


And we succeeded to discover the real facts

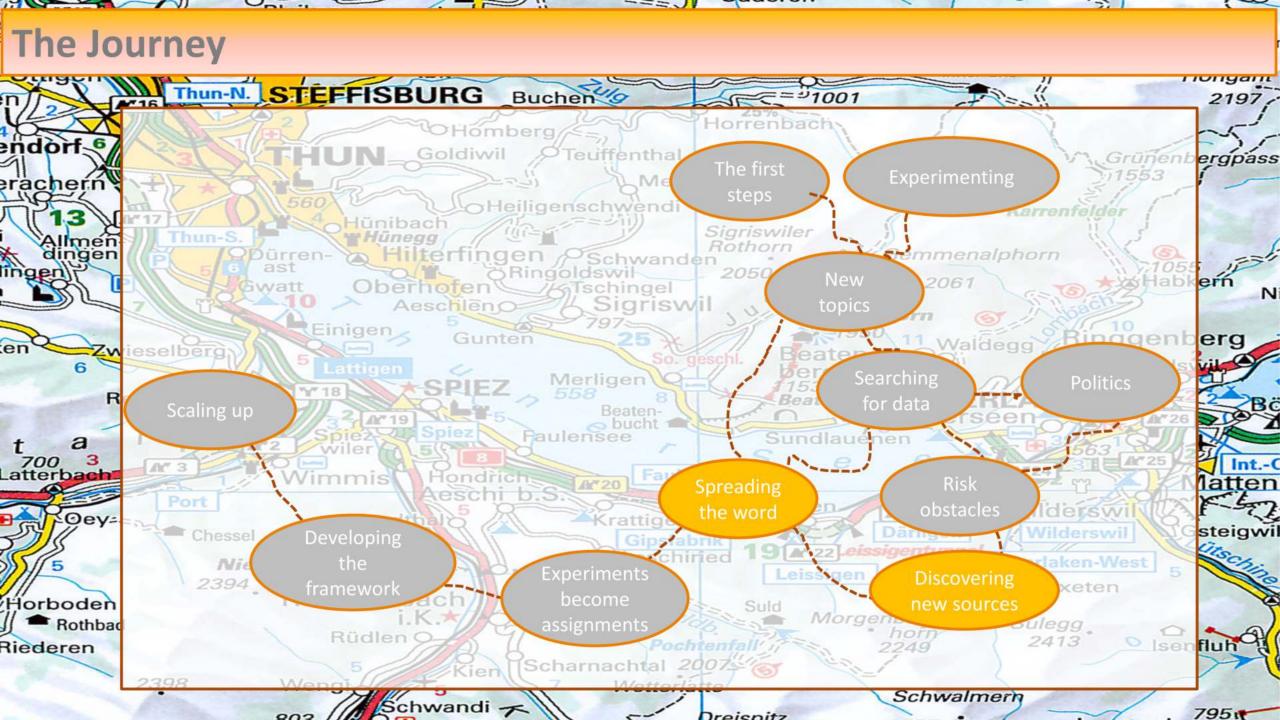




The outcome



And objectivity and insight brings peace

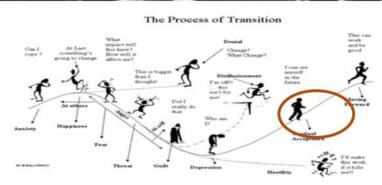


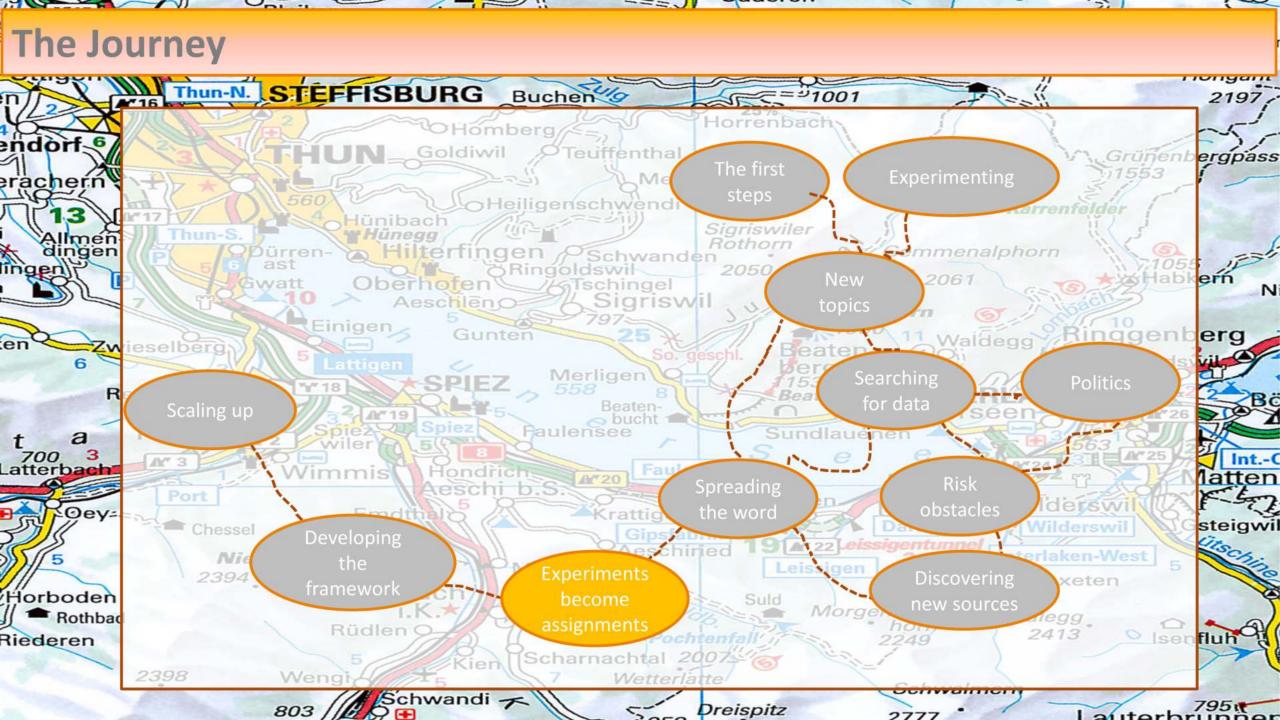
New experiments



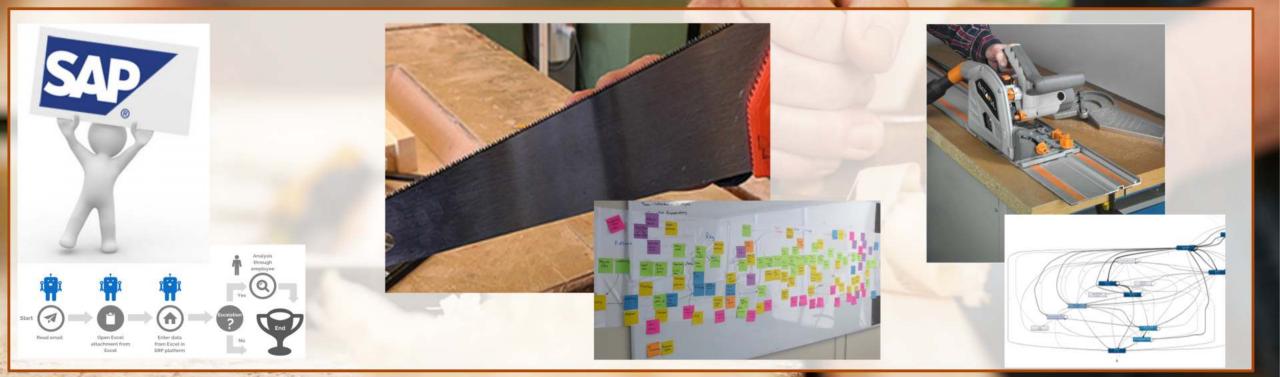


And keep spreading the word

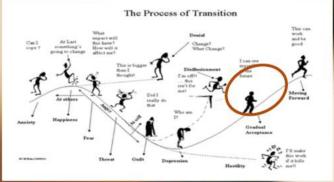




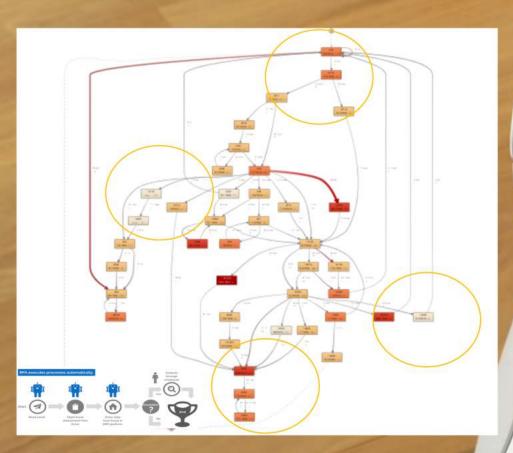
Experiments become real assignments



Old tools are being replaced by new ones

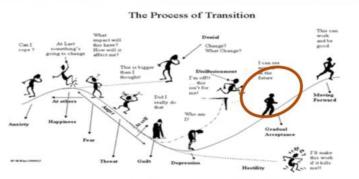


Experiments become real assignments



Baseline perfomance of a complex process made possible by process mining 4 Registration systems combined in one log file 5 Use cases

 Baseline performance based on lead team and processing time per use case

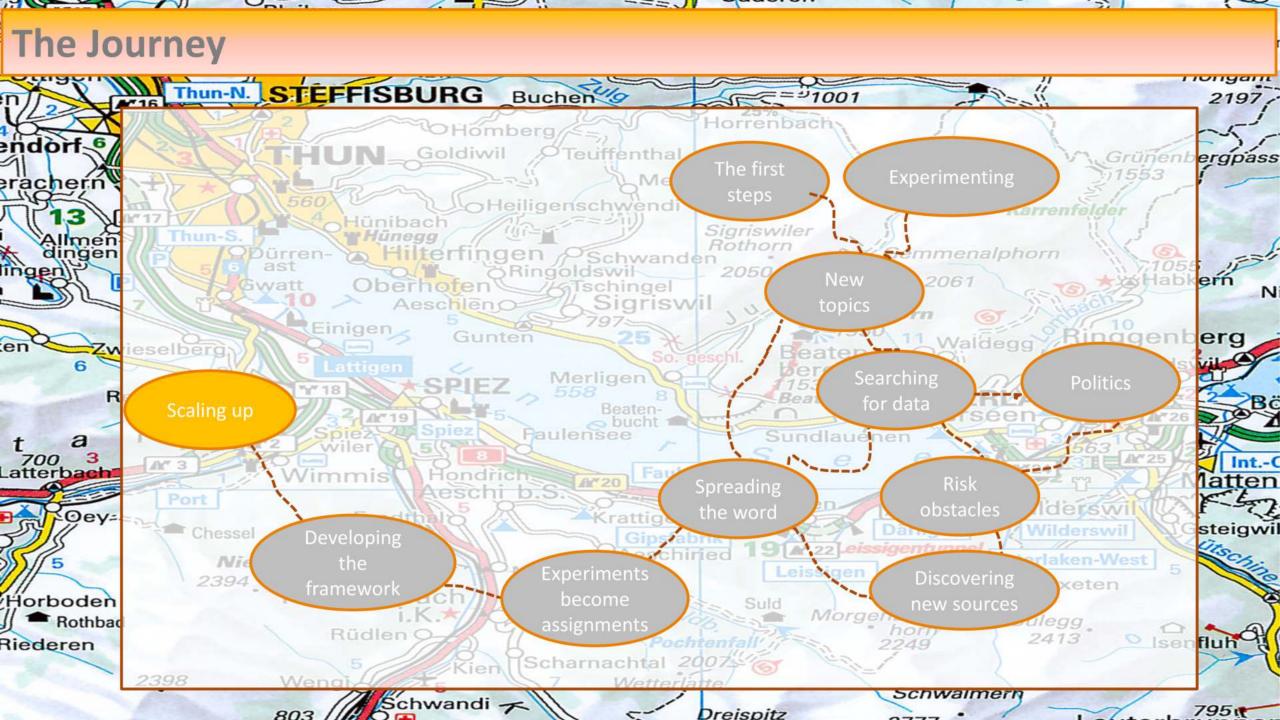


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In search for the right framework



Never stop asking, and remember that data and process specialists are your best friends



Scaling up



Some good advice



The change curve is a fact. Acceptance is the advice and don't forget to enjoy every step you take