### Process Mining Camp 2017

Changing NN with process mining

### **Personal introduction**



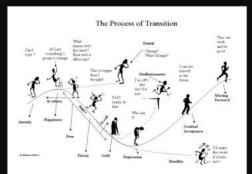
### **Process mining as a bottom up change process**



The inside of an organizational change

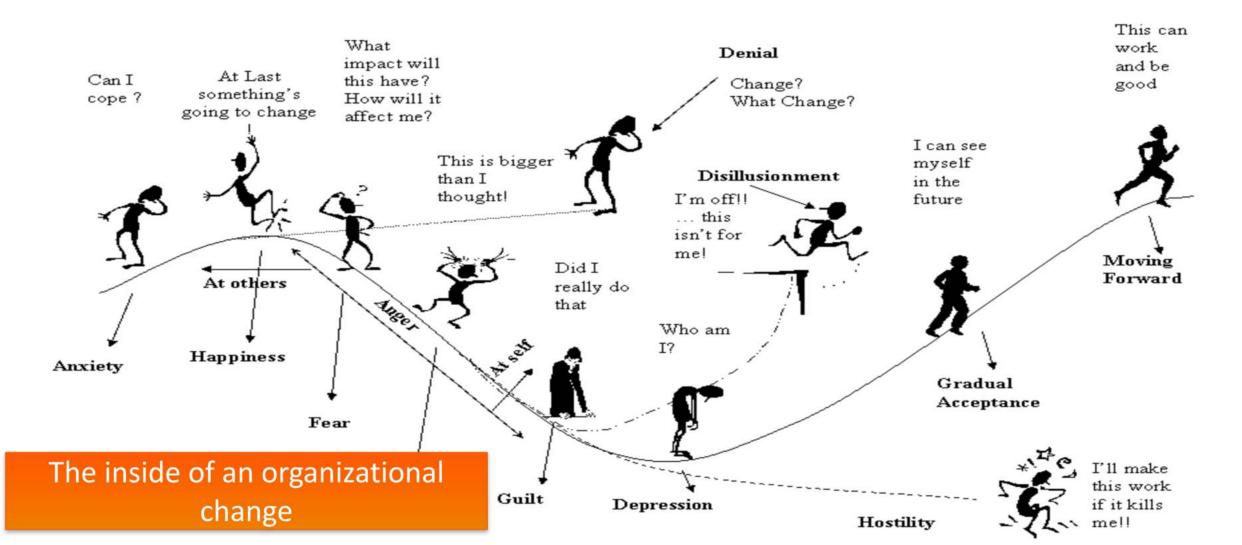
# Change is non-linear and can go backwards, forwards and sideways

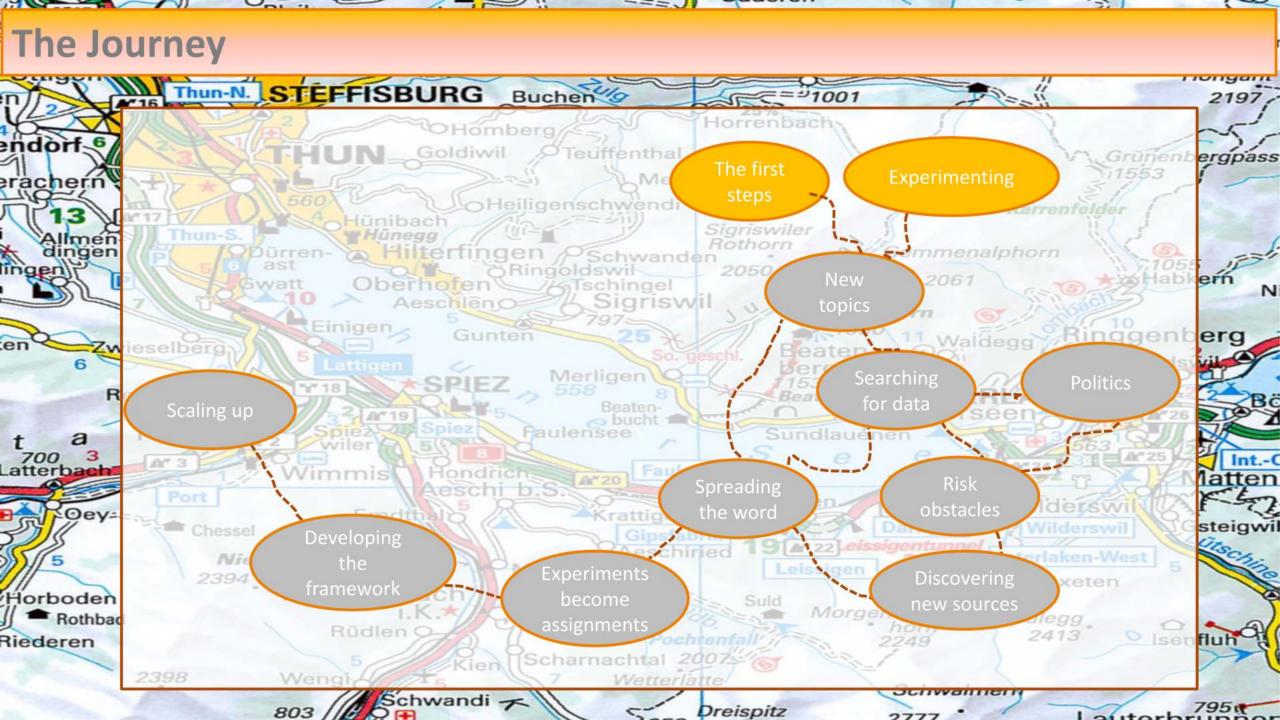
— Alvin Toffler —



### **Process mining as a bottom up change process**

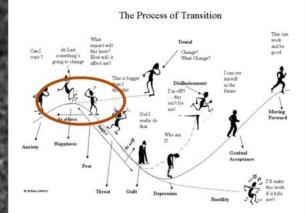
### The Process of Transition



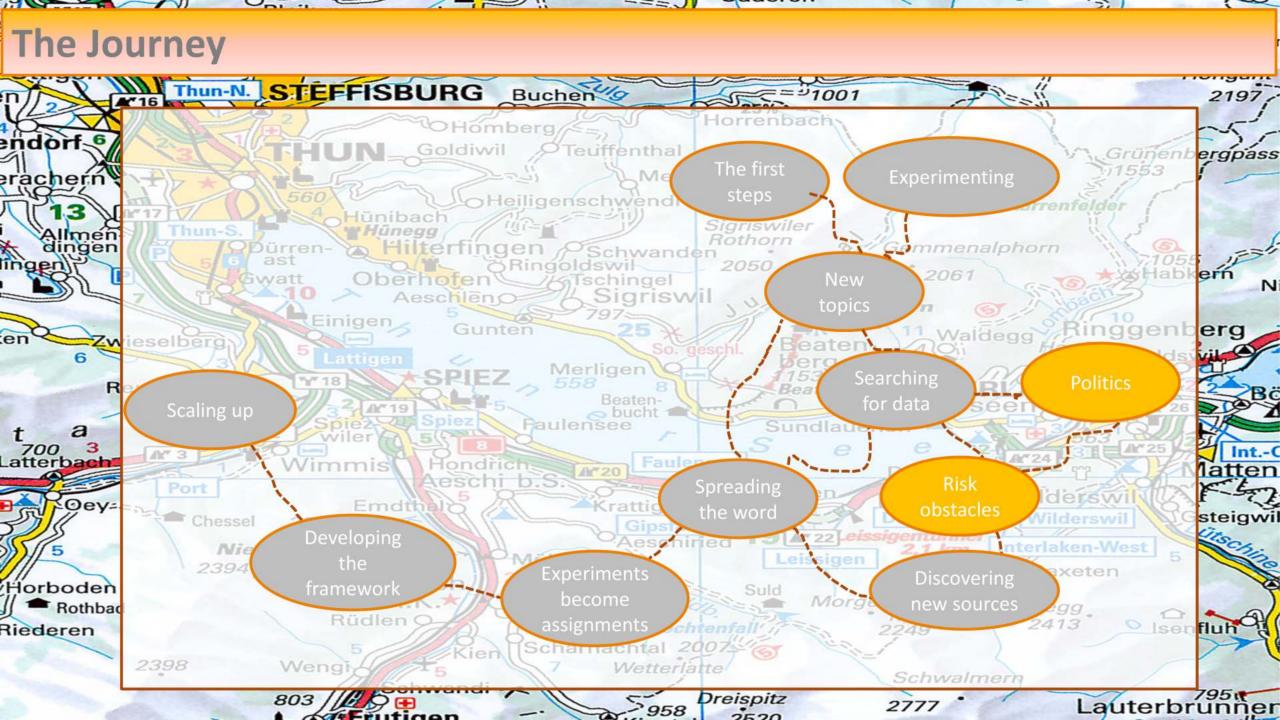


### Experimenting





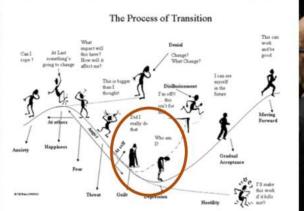
Every beginning is exciting and difficult even with process mining



### **Politics**

### Politics enter the scene

E - Berle

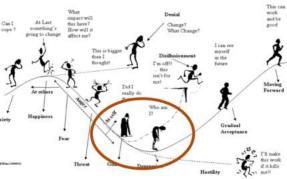


### **Risk Obstacles**

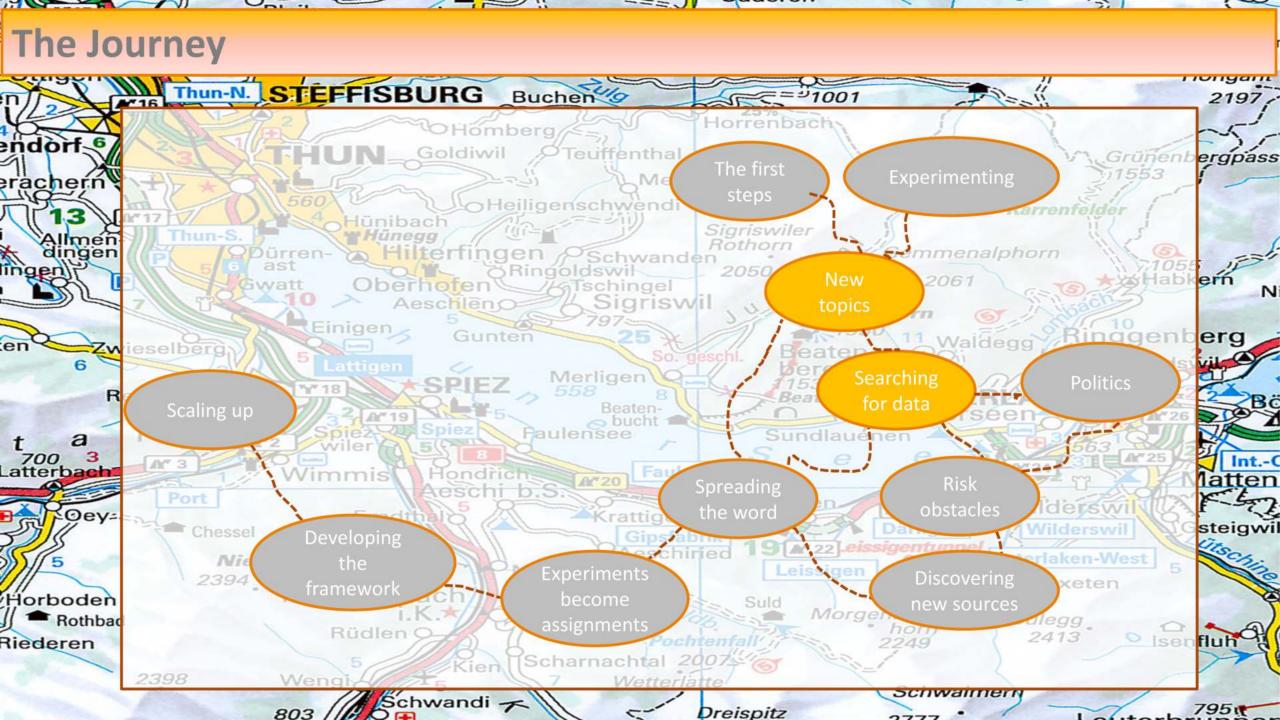




The Process of Transition



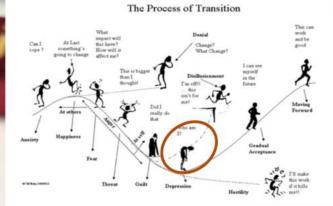
Transparency is not everybody's friend



### Anecdote



### Sometimes the truth is hard to find





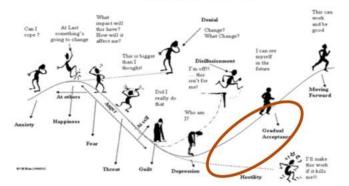
### That Cut & That I have a second

### The gap between IT and Business



### But we found the truth







at out a start and a start

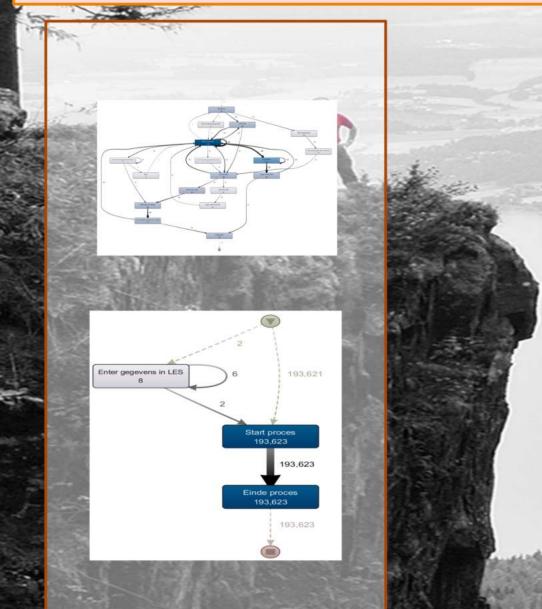
### **Facts & gut feeling**



Starting with a gap between facts and gut feeling

### at the K there are the

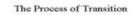
### The insight

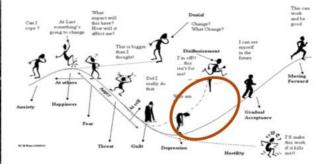




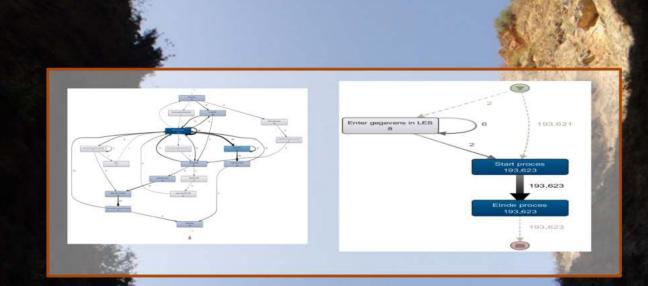
### Process mining gave us the facts





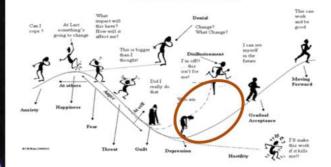


### The connection

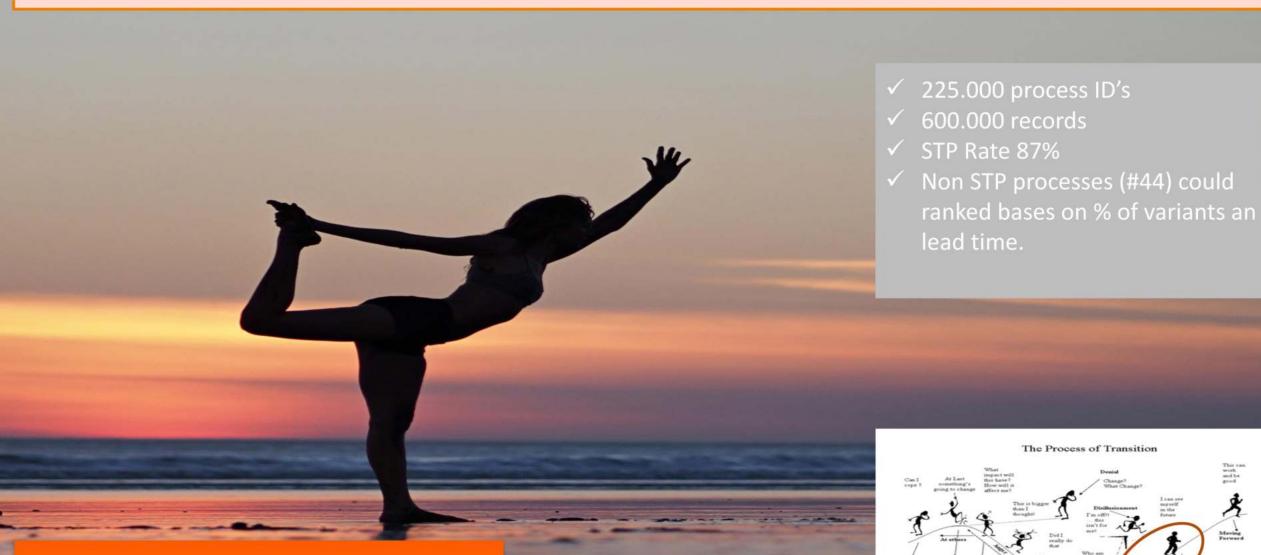


## And we succeeded to discover the real facts

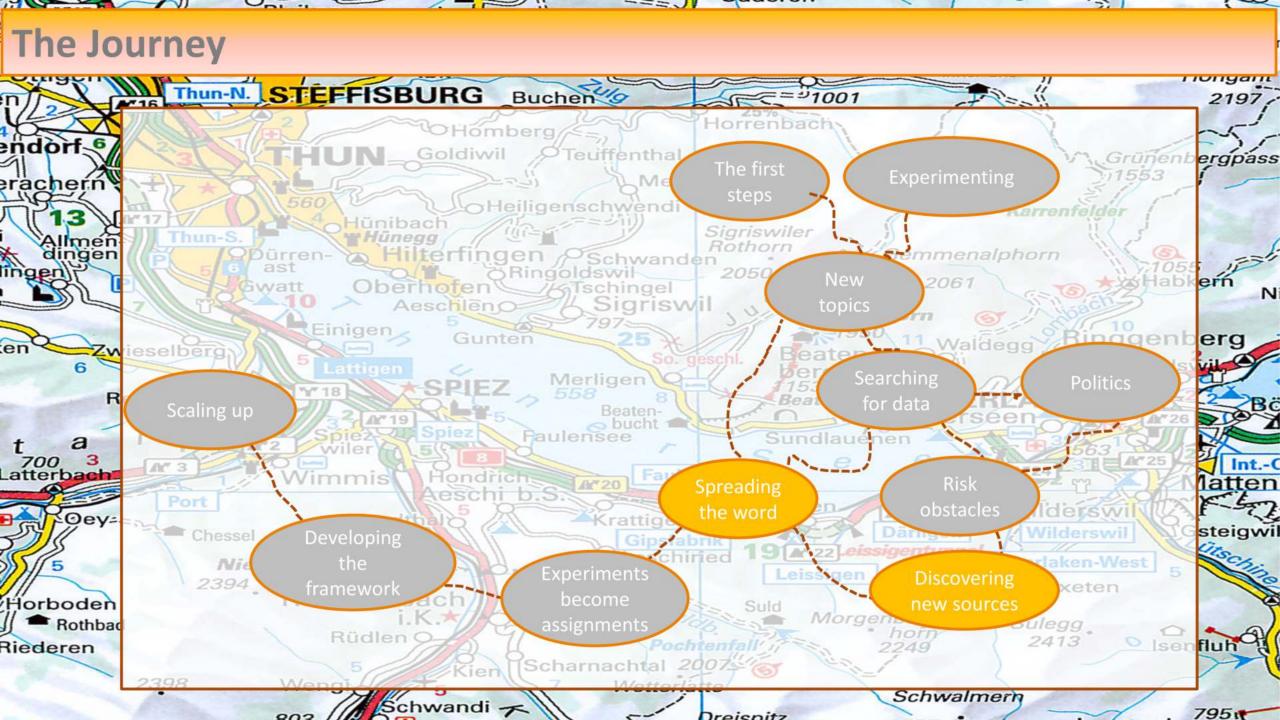




### The outcome



And objectivity and insight brings peace

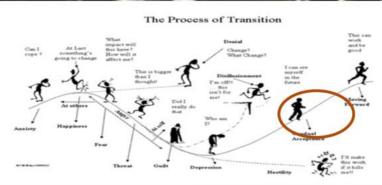


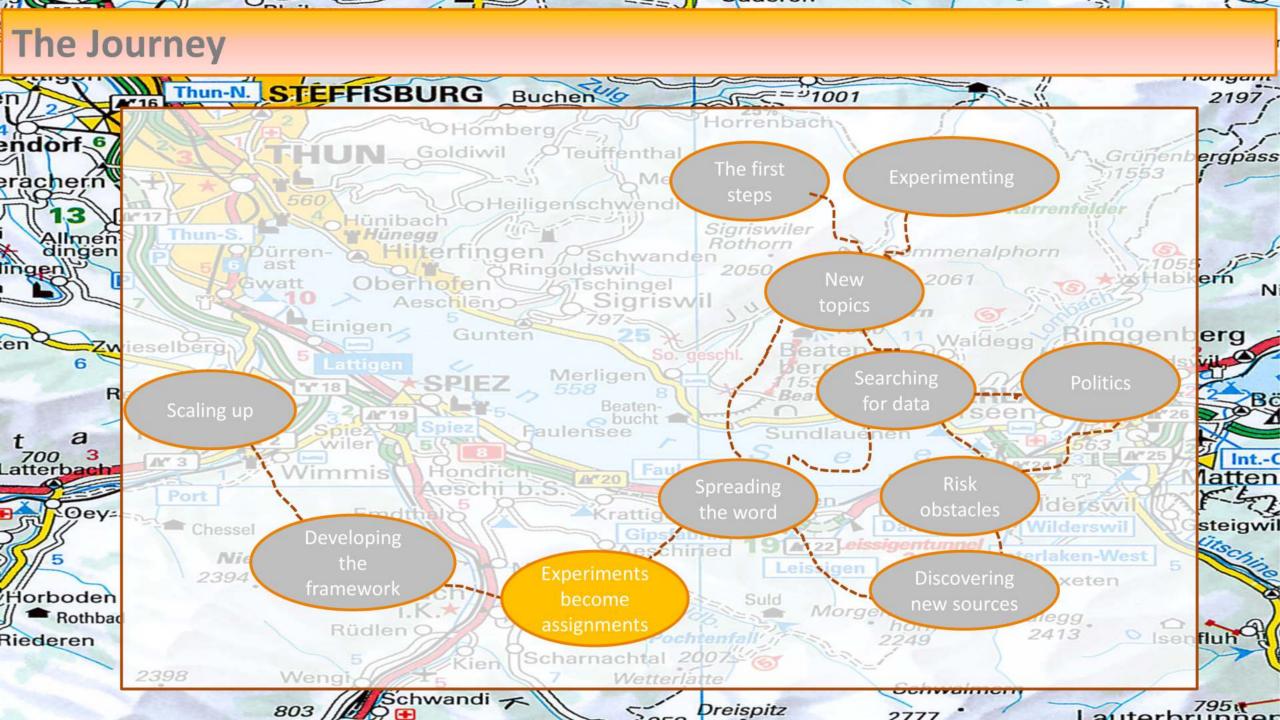
### **New experiments**



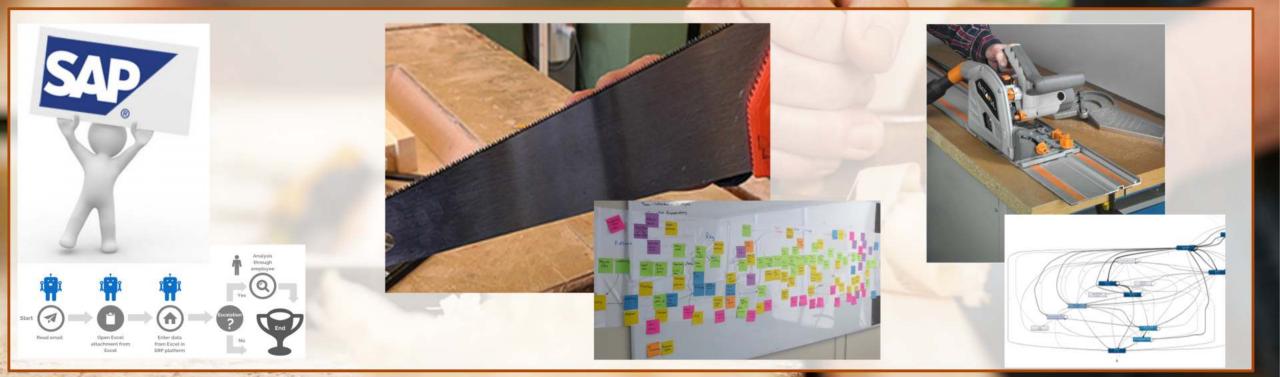


### And keep spreading the word

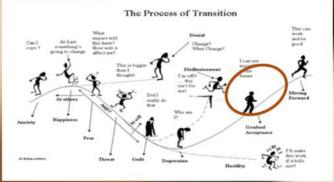




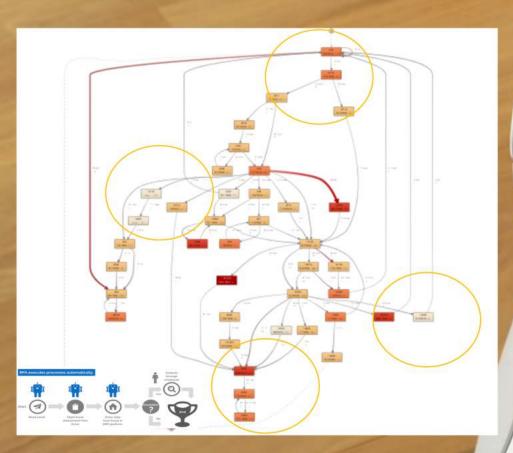
### **Experiments become real assignments**



Old tools are being replaced by new ones

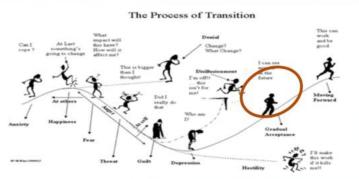


### **Experiments become real assignments**



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

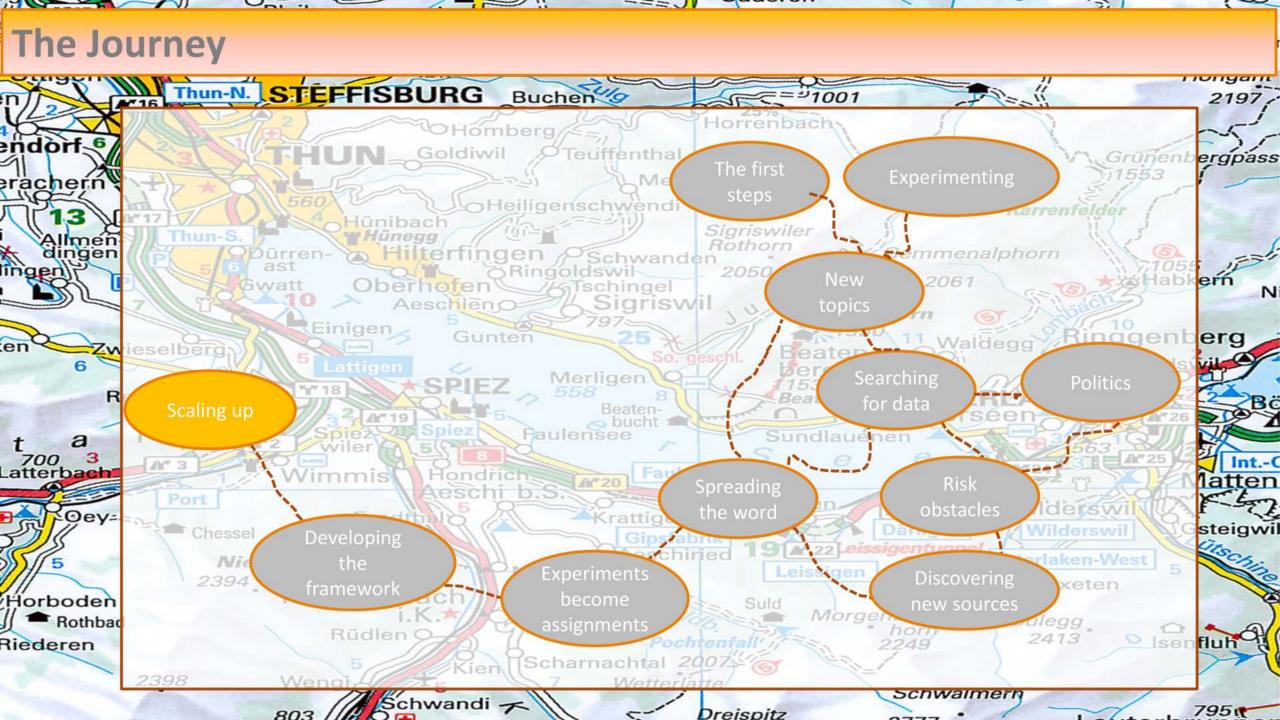


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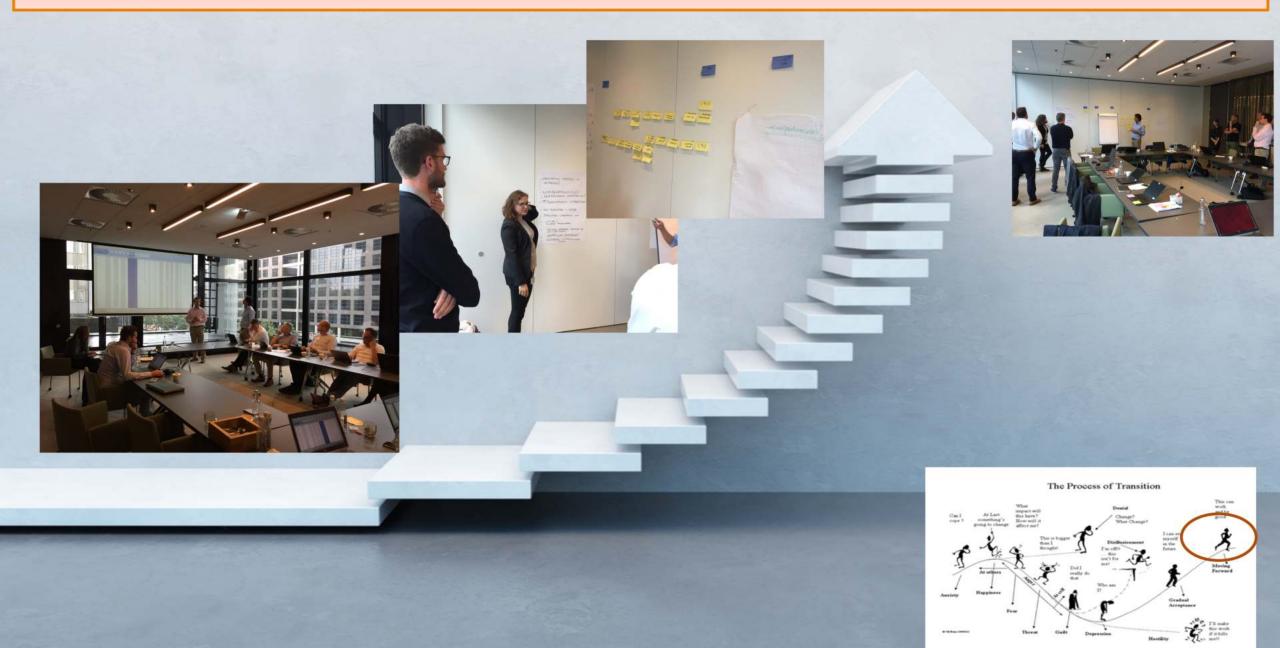
### In search for the right framework



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