

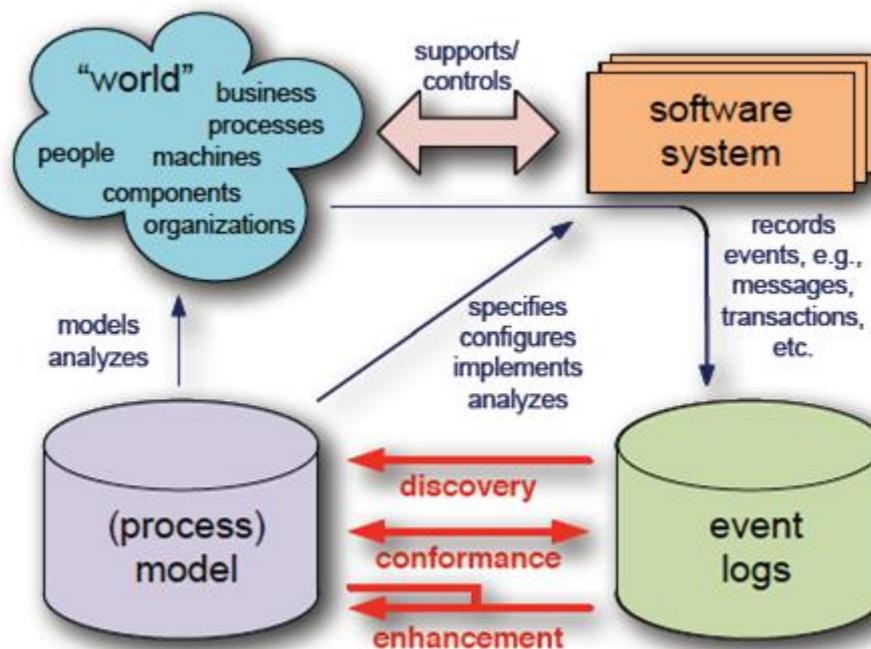
Process Mining Manifesto clarifies Market for Automated Process Discovery (APD)

The [IEEE Task Force on Process Mining](#) has released the [Process Mining Manifesto](#). This is the single best, most concise description of what process mining is, and what this revolutionary new technology might bring about.

Background

Process mining is the scanning of historical records of activity in order to determine the process that had been used. A process is simply a sequence of actions. Process mining uses recorded evidence of many such sequences to give you a picture of typical process paths and exceptional paths as well.

Research on this field started in the mid-1990s. This means it is still a relatively young field, which has come surprisingly far in a decade and a half, and can be used successfully in business situations today.



Why a Manifesto?

I have personal experience with using the approach, and the results are dramatic. A simple, two-week consulting engagement will provide an organization with insights that can potentially save it millions of dollars.

I recently attended a presentation to a Fortune 50 company where some consultants had spent several days analyzing order fulfillment history records. Focusing on operations in two countries, they were able to

pinpoint individual product fulfillments which had been handled incorrectly. They were able to show how sales progressed differently in the two countries. They could break this out by specific product line, and could tell, for example, how long different orders were typically delayed in customs or other process stages. I remember particularly the enthusiastic response of one IT executive, who said,

“This is witchcraft!”

It is not unusual for people who hear about the approach without experiencing it, to believe that it is too good to be true. They have a hard time believing that it really works, and it is pretty amazing. Other members of the IEEE Task Force have run into the same thing: there is not enough known about process mining and it seems too good to be believed.

This drove the need for a Process Mining Manifesto to clearly define process mining and to help people understand the real promise of this new technology. It was written largely by Wil van der Aalst and his colleagues at the Technical University of Eindhoven, but also with representation from a broad range of contributors across industry and academia. It is now being translated into a dozen languages.

If you are not already familiar with process mining, the manifesto is probably the best way to come up to speed quickly. If you have a high level understanding, the manifesto will give you a solid base to understand in detail when you might want to make use of this approach.

Relevance to Interstage APD

Fujitsu launched process mining as a service offering three years ago, called Interstage Automated Process Discovery. I have been involved in the launch and evangelism of this new approach for understanding and optimizing business. See this 9 minute demo and this podcast on Integration Developer News. My most recent webinar last month to ASQ was on how process mining can be used to support Lean and Six Sigma methodologies.

APD is also built into the Interstage BPM Analytics software, and so it is always on, always available to give you a view of how the processes are really running.

See my post about “Flipping the Process Life Cycle” to see how process mining might be incorporated into everyday agile BPM

Article by Keith Swenson, Vice President of R&D and Chief Architect Fujitsu America, Inc

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