



## Bachelorarbeit / Masterarbeit

# Assessing the Maturity of Organizations Regarding the Use of Process Mining

Process mining is a novel technology that helps organizations to better understand their business processes. Over the last 20 years, there has been intensive research into various process mining techniques. These techniques support the automatic discovery of business process models from event log data, the checking of conformance between specified and observed behavior, the identification of various variants of a business process, non-compliant behavior, performance-relevant insights, and so forth.

Research on process mining has mostly focused on devising new or better algorithms and only some contributions have been made towards understanding process mining from an organizational perspective. For instance, Mans et al. (2013) have identified success factors for process mining projects. However, what is largely missing so far is research on how organizations adopt process mining technology and how they integrate it into their information systems landscape.

Hence, identifying the key capabilities of organizations to fully exploit the potential of process mining would be a significant contribution to research and practice. The aim of the thesis is therefore to identify key capabilities that help organizations to apply process mining in a beneficial way. A potential outcome could be a KPI system linked to a process mining maturity model that supports organizations to evaluate their readiness for the use of process mining.

The thesis can be written in either English or German language.

### Empfohlene Einstiegsliteratur:

- De Bruin, T., Rosemann, M., Freeze, R., & Kaulkarni, U. (2005). Understanding the main phases of developing a maturity assessment model. In *Australasian Conference on Information Systems* (pp. 8-19).
- Mans, R., Reijers, H., Berends, H., Bandara, W., & Rogier, P. (2013). Business process mining success. In *Proceedings of the 21st European Conference on Information Systems*.
- Van Der Aalst, W. et al. (2011). Process mining manifesto. In *International Conference on Business Process Management* (pp. 169-194).

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