SUMMARY: Investigation topic

DISCOVERY AND PROCESS OPTIMIZATION THROUGTH PARTISIPATIVE TECHNICS AND PROCESS MINING

Develop a methodology for discovery and formalization of user-centric processes through process mining, intent mining and quality management tools.

Organizations today must be flexible, able to adapt their processes to real-time customer needs and respond to demands from the environment; for example, address the rapid technological, strategic, organizational and evolution of new regulations.

In an organization, there are processes, most of the time these have not been defined and formalized. Sometimes the processes are described, modeled and controlled quantitatively, but the biggest problem lies in defining itself; ie identify, what is the overall goal and individual objectives?, Are the right actors?, The activities are optimal?

Organizational and intentional aspects, interaction (process - user) and general information (data sources, process, process instances, activities, events and information flows) are analyzed, are discovered, are executed, are adapted and are optimized without human intervention.

Keywords: ProecessMining, IntentionMining, DataMining, BMP, BP

SUMMARY: Investigation Area

INFORMATION SYSTEMS AND INTELLIGENT SYSTEMS

Every organization is itself an information system that it nourishes on data from the organizational environment, the stage where develops their activities and of its stakeholders; with support of technological tools, runs processes to meet their internal and external customers, generating information to meet user demand.

The Information System (manual processes and computerized) must conform to the policies of the stage and the business rules, adapt to dynamic and changing environment and new information requirements of the user; these requirements should be continuously monitored and satisfied in "real time" without human intervention (through intelligent systems) and with quality.

Human intervention in the processing of data should be minimal, precisely to avoid human error and get immediate answers (in real time) with quality and total customer satisfaction; through tools of intelligent systems (Data Mining, Process Mining and Intention Mining)

In this environment, products as BPM, BP and any process discipline that used in the business world and that it serves for support in the decision-making, is an antecedent to be taken into account.

Keyword: Information System, Intelligent Systems

CONGRESESS ONE

1. 18th International Conference on Business Process Management
2. ICBPM 2016
3. https://www.waset.org/conference/2016/02/london/ICBPM/dates
4. Fecha límite de envío: 25 de Agosto 2015
5. Procedimiento de envío
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6. World Academy of Science, Engineering and Technology (WASET)

CONGRESESS TWO

1. International Conference on Data mining, Multimedia, Image Processing and their applications
2. ICDMMEPA2015
3. http://sdiwc.net/conferences/icdmmipa2015/important-dates/
4. Fecha límite de envío: 18 de Agosto 2015
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6. Rajasthan Vidyapeeth (D) University

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1. Enterprise Information Systems
2. EIS
3. http://www.tandfonline.com/loi/teis20

4. 8 publications for year (last publication was February 2015)
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