Process Exploration Tools Explained

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PROCESS DISCOVERY

Definition:

- Process discovery is a set of techniques and tools that organizations deploy to define, map and analyze their processes. Process discovery tools are machine learning-based and help organizations identify business processes, record all possible variations and make automation recommendations.

Important Notes:

- **Process discovery is comprised of three steps. The first step is observation through a computer implement that collects data in a step called process assessment, then sends it to a machine learning application that determines what can be automated during the final step, which leads to a detailed process assessment.**

Use Rate:

- According to the Intelligent Automation (IA) 2022 Benchmarking Survey, only 17% of shared services organizations (SSOs) have invested in process discovery, the fewest out of every process exploration tool.

PROCESS MINING

Definition:

- Process mining is the technique of discovering, monitoring, and improving business processes by collecting real-time data from company forms and event logs.

Important Notes:

- **One shortcoming of process mining tools is that they focus solely on databases and event logs, meaning SSOs are not able to completely piece together their entire process maps.**
- A close partnership is key to successfully incorporating Process Mining into your organization. Technology vendors not only provide their software, but also their expertise, experience, and methodology either directly or via their ecosystem partners.

Use Rate:

- According to the IA 2022 Benchmarking Survey, 38% of SSOs have invested in process discovery, the most commonly used process exploration tool.

TASK MINING

Definition:

- Task mining is a form of process discovery that collects user data as they interact with a process in real time. Task mining looks at user data on the front end, meaning their clicks, keystrokes, and date entries related to the process they oversee.

Important Notes:

- Task mining has the potential to be paired with process mining in a way that is advantageous for SSOs. Task mining's ability to collect granular, real time data can cover many of the blind spots created by process discovery.
- **Examples of task mining use cases include: discovering automation opportunities, improving task efficiency, removing redundant actions, and improving the user and customer experience.**

Use Rate:

- According to the IA 2022 Benchmarking Survey, 28% of SSOs have invested in task mining.