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# Placing Process Intelligence within the Business Intelligence Framework

Jan Vanthienen

*K.U.Leuven, Belgium*, Jan.Vanthienen@econ.kuleuven.be

David Martens

*K.U.Leuven, Belgium*, david.martens@econ.kuleuven.be

Stijn Goedertier

*K.U.Leuven, Belgium*, Stijn.Goedertier@econ.kuleuven.be

Bart Baesens

*K.U.Leuven, Belgium*, bart.baesens@econ.kuleuven.be

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## Placing Process Intelligence within the Business Intelligence Framework

Jan Vanthienen, K.U.Leuven, Naamsestraat 69, 3000 Leuven, Belgium,  
Jan.Vanthienen@econ.kuleuven.be

David Martens, K.U.Leuven, Naamsestraat 69, 3000 Leuven, Belgium, Hogeschool Gent, Voskenslaan  
270, 9000 Gent, Belgium, David.Martens@econ.kuleuven.be

Stijn Goedertier, K.U.Leuven, Naamsestraat 69, 3000 Leuven, Belgium,  
Stijn.G Goedertier@econ.kuleuven.be

Bart Baesens, K.U.Leuven, Naamsestraat 69, 3000 Leuven, Belgium, University of Southampton,  
Highfield Southampton, SO17 1BJ, United Kingdom, Bart.Baesens@econ.kuleuven.be

**Abstract:** Recently we have seen a trend of increasingly process-aware information systems and architectures. The application of Business Process Management ever more determines the information systems research agenda, as well as the ICT industry. As more process-related data and models become available, techniques have been introduced that attempt to extract intelligence and mine process information. In this paper, we provide an overview of existing Process Intelligence research, and position the concepts and techniques within the Business Intelligence framework, providing a common ground for both current and future research.

Nowadays, IT is subject to an increasing pressure from the businesses demanding a higher added value and lower costs. Business process management (BPM) has become a key issue in information systems architecture and deployment. The first assignment in BPM is to know and model the business processes, and to measure and benchmark the implementations that represent the actual business processes. Next, they have to be analyzed, evaluated, and possibly redesigned. Business Process Intelligence (BPI) is a concept that can be described as the application of Business Intelligence (BI) techniques (such as performance management, OLAP analysis, data mining, etc.) in BPM in order to understand and improve the company's processes.

The emergence of BPM makes that process components are getting introduced into the information systems more explicitly, thereby moving to process aware information systems. As information systems typically log data related to the jobs they perform, process aware information systems will log events related to processes in addition to transaction related data. This offers opportunities for a myriad of Business Intelligence techniques on process data, in order to analyze process data and obtain process. We provide an overview of Process Intelligence tasks and techniques and place them within a BI context. Process intelligence is not an isolated concept. By looking at Process Intelligence from a Business Intelligence perspective, techniques and solutions that have been well researched within Business Intelligence, can serve as a basis and an inspiration for Process Intelligence research and practice.

Business Intelligence refers to an interactive process for exploring and analyzing structured, domain-specific data, usually stored in data warehouses, to discern business trends or patterns, thereby deriving insights and drawing conclusions. Business intelligent systems are developed to support strategic and tactical decisions and to assess business performance.

As Business Intelligence entails a wide domain of tasks and techniques, we describe a framework, in which we make a distinction between analysis and reporting, data mining, control flow discovery, pattern matching and finally complexity measures.

Table I. Process Intelligence within the Business Intelligence framework

Marketing	Direct Advertising	Response Probability	Customer Profiles	Market Basket Analysis,	Market Basket Analysis	Click Stream Analysis		
Web	Taxonomy		Clusty.com		Web Usage Mining			
Software Engineering		Effort Estimation	Clustering Services into Components			Reverse Engineering Program Understanding [Zhang 2006]	Counter-Plagiarism	Program Complexity measures
Financial Engineering	CPM, BAM	Loss Given Default	Fraud Profiles					
Counter-Terrorism	Terrorist Recognition		Terrorism Profiles	Terrorism networks Health Care Fraud [Yang 2006]			Face recognition fingerprints	
Bio-informatics	Medical Diagnosis				Find Sequences of Genes responsible for a certain disease			
Process Mining	Decision Point prediction: Predicting the next task at given decision points [Rozinat BPM2006]	Performance prediction: Predicting the performance given event logs	Event log preprocessing: Clustering similar events (tasks) into meaningful clusters of events [Ellis BPM2006]	Social Networks: who ....with whom? [vanderAelst 2006a] Handover of work Subcontracting Working together Reassignments Doing similar tasks	Process model mining [Hwang 2004] discovery of temporal patterns from process instances	Process discovery What is the process [vanderAelst 2006a]	Delta analysis: what is the difference between two processes [Medeira BPM2006, [vanderAelst 2005]]	Workflow complexity [Cardoso BPM2006]
Tasks	Analysis and reporting	Classification	Clustering	Association rules	Sequences	control flow discovery	Pattern matching	Measuring complexity
	OLAP statistics	Supervised learning	SOM k-means hierarchical clustering	Apriori	Apriori Modified Apriori	flow analysis	similarity measures	complexity measures
Techniques	C4.5 logit SVM AntMiner+ NN	CART logit SVM NN OLS regression						