# Process Mining

The Business Challenge

Current Process Mining methodology is time-consuming, expensive, and bears highly uneven results. That current methodology is extremely manual and includes looking at KPIs/Reports, holding process mapping workshops, hiring consultants and attempting to find consensus on where to improve and automate. IT leaders are struggling to optimize processes. To do so they need a new level of process understanding and visibility. Without it, they can't identify opportunities for improvement, or areas suitable for smart automation.

Today's organizations have a difficult time in proactively finding improvement and automation opportunities to drive continual optimization across IT Service Management (ITSM). IT leaders spend a lot of time digging for data and are limited by rigid tools as they struggle to gain process level transparency. They are slowed by pulling together information and reports from disparate systems to look at snapshots of historical data and outdated process maps. This process is a constant suboptimal experience of manual labor and frustration, which affects both manager satisfaction and executive understanding and resource prioritization.

The ServiceNow Solution

ServiceNow Process Mining (PM) on the Now Platform creates business process flows from the data in audit trails for quick, in-depth analysis of business processes. Armed with complete visibility into process flows, you gain the ability to instantly monitor and analyze performance, find conformance issues, and continually optimize and improve.

Process Mining provides an X-ray for process, providing visibility into a process with one-click. Use it to uncover process bottlenecks, weak spots, and find areas for automation and optimization potential. This enables proactive process assessment and continual optimization of ITSM processes based on data driven facts.
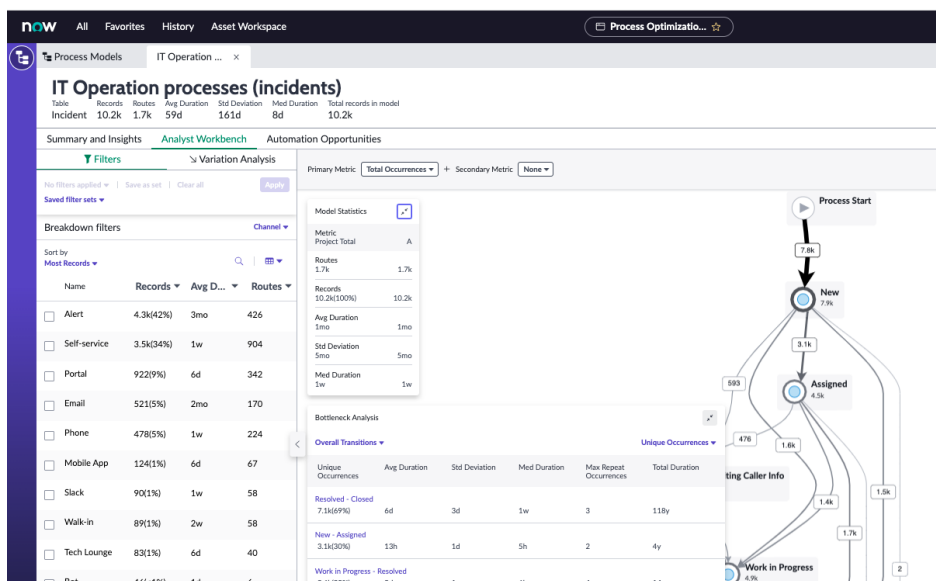
Uncover hidden inefficiencies with a push of a button using process data from audit trails.

Overview

PO is made available as part of ServiceNow's Enterprise packages for IT Service Management (ITSM), Customer Service Management (CSM), Telecommunications Service Management and Financial Services Operations (FSO).

Benefits

Discover processes to fine-tune and get work done by measuring and improving service delivery in alignment with SLAs and customer expectations

Achieve top performance with the ability to view performance across your organization and use machine learning to improve workgroup results

Increase efficiency and streamline workflows by quickly finding and removing costly variants in core business processes

Achieve continuous excellence through deep process knowledge, monitoring, and automation

The ServiceNow Difference

Native process mining provides one click process discovery across all ServiceNow Processes with the ability to mine multiple linked process and identify bottlenecks quickly using AI/ML powered analysis.

Integrated continual optimization workflow, easy collaboration and sharing of knowledge, and automated process insights to drive improvement actions.

Process Mining Key Features

Process Discovery & ML based Automation Discovery

Streamline business process flows via process mining and uncover hidden inefficiencies with a push of a button using process data from audit trails. Owners can easily measure the benefits achieved by comparing pre-automation and post automation improvements

Process map and comparison

See a visual representation of process flows side-by-side to identify bottlenecks for improvements, as well as performance over time. Interactive process graphs show all executed workflows and provide insight into where to prioritize resources due to differences in complexity and approach.

Process insight dashboard

View process summary and actionable insights to reduce efficiency leaks at a glance from a single dashboard. Highlight unwanted transition/process variation and easily customize to meet process objective.

Continual Improvement Management (CIM) Integration

Discover best practices among your departments and opportunities for improving your processes. Easily submit improvement initiatives in the PO workbench, maintain visibility into status of previously requested CIM, and track business value.

AI powered root cause analysis

Use integrated machine learning clustering to identify and remediate process inefficiencies faster. Understand the specific attributes (assignment group, category, location, etc.) behind what is causing a problem. Take action by creating continual improvement plans.

Linked process analysis

Discover and map related processes (and sub-processes) for a complete view of how they connect to and impact each other. By linking Incident, Problem, and Change, you can get a complete picture and view these related processes in a single model.

Conformance Check

Business process conformance checking allows users to compare pre-defined process models with actual process execution as recorded in the audit trails.

Advanced Insight Rule Engine

Leverage logic to find "out of compliance" and unexpected process behaviors with the ability to create rule-based returns (e.g. time, value).

Collaboration and sharing

Ability to share process map for collaboration and process improvement. A side panel option enables note creation and sharing. Enable governance and control based on PO roles and eliminate unnecessary emails, spreadsheets, and phone calls.

Performance Analytics integration

Investigate poorly performing KPI metrics for faster root cause analysis. Automatically view process maps associated with specific KPIs.

Projected Process Mining savings

Discover and mapping: 4 weeks reduction on time spent on manual processes per year[1]

Process Assessment: $20k saved on process assessment consultants per year[1]

Continual process optimization: $30k saved versus using siloed tools[1]

Monitoring and reporting: $20k saved versus manual processes[1]