

Digital Process Mining in IT Service Management Processes



In the IT Service Management (ITSM) industry, we often see a huge gap between the initial process design and the reality, which creates suboptimal processes for the business users and a low adoption of the supporting system. Consequently, business users and teams create parallel processes and frictions. These actions result in impact on time, cost and quality of operations, causing inefficient processes, lack of compliance and poor customer satisfaction. To overcome these issues, organizations should strive to decrease the gap between the initial design of their systems and the day-to-day reality in their operational processes. This gap can be eliminated with the data driven solution of process mining — digital process mining.

Digital process mining gives businesses deep insights into ITSM processes. It also allows businesses to scale their automation with end-to-end understanding of processes so that they can identify frictions, redesign processes when necessary and establish a cycle of continuous monitoring.

The What and Why of Digital Process Mining (DPM)

Organizations want to build and grow automation to squeeze more performance and business insights out of their operations that historically have been managed by people. However, they often lack the tools to understand their processes – including inefficiencies and bottlenecks that adversely affect business growth. Lacking that insight, they will struggle to understand what they are assessing, automating and why and they won't be able to fully leverage the power of automation solutions.

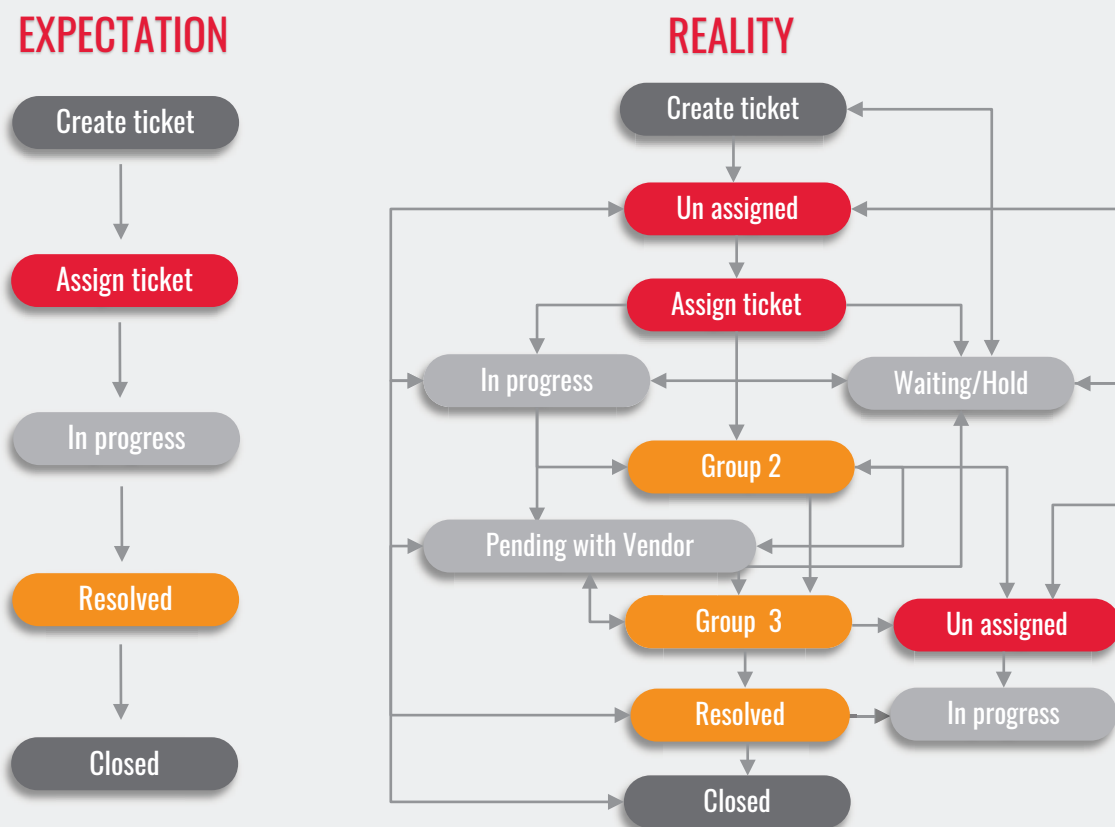
Historically, process mapping techniques were manually intensive and time consuming. Process models were typically drawn by hand and often there was not enough precise data to fill in or the input was biased. A lot of effort and cost was required by business analysts and managers to extract the right data, organize workshops, and write down desired processes.

Process mining bridges the gap between traditional model-based process analysis and data-centric analysis techniques such as machine learning and data mining.

Even the best-documented procedures may differ from how they appear on paper and how they are carried out in reality. We tend to think of a model as the ideal scenario of how something functions. Yet in the context of process mining, the end model should be viewed less as a fixed state and more like a map. The goal is to guide the user to the destination using the best possible route, knowing that things will change over time.

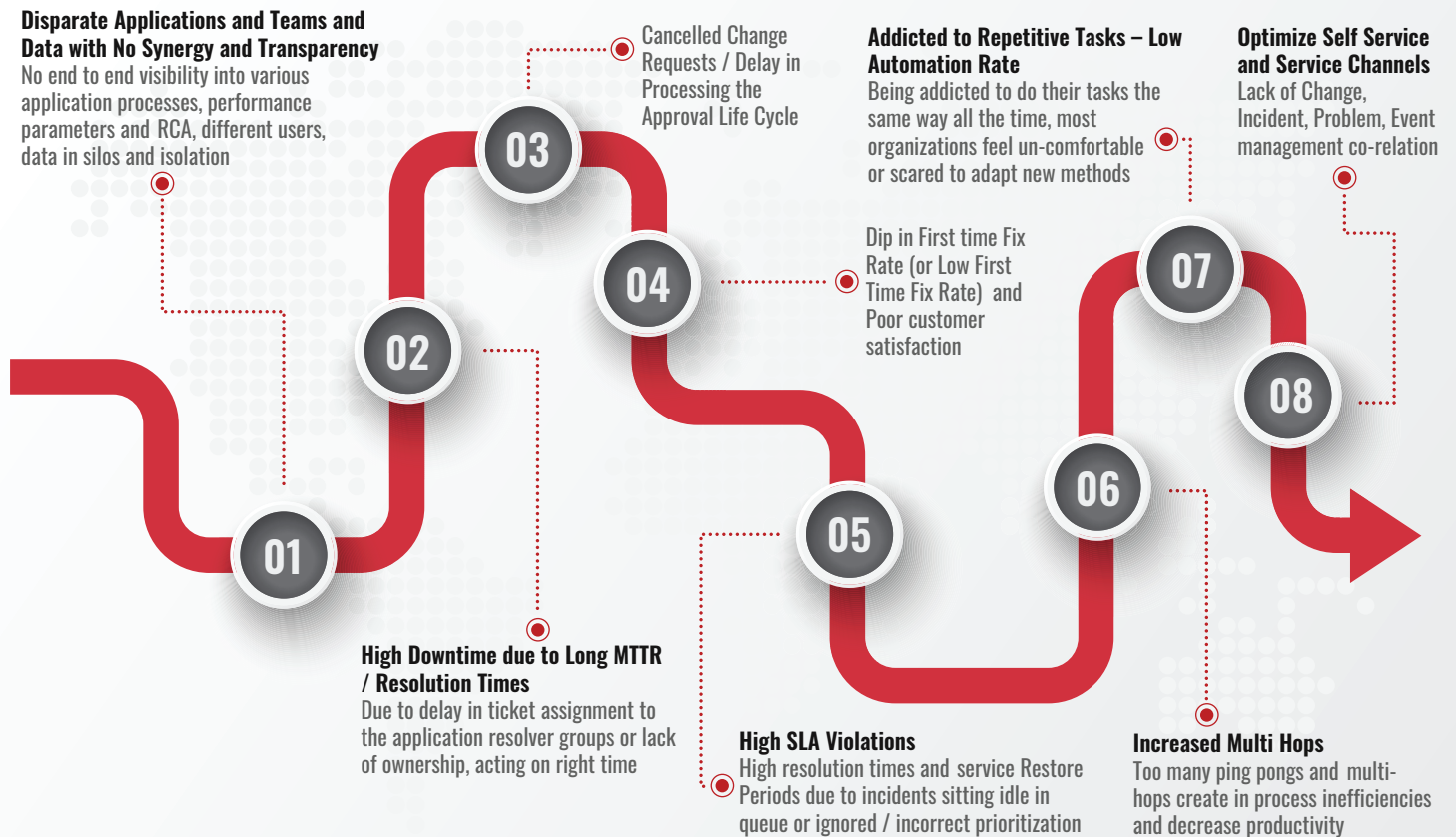
Understanding your processes is the key to optimize them

Process expectation vs. process reality



How can you make sure you know exactly what is going on in your processes? Better yet, how can you leverage existing data to do this? Process mining can show you.

Major Process Challenges in ITSM



4C through DPM: A New Way to Access and Optimize

DPM is the most interesting for IT-supported processes where it can provide complete and fact-based visualizations and measurements of the actual process flows with all their variations. Usually, majority of the business teams do not have a complete overview of what is actually going on in the process.

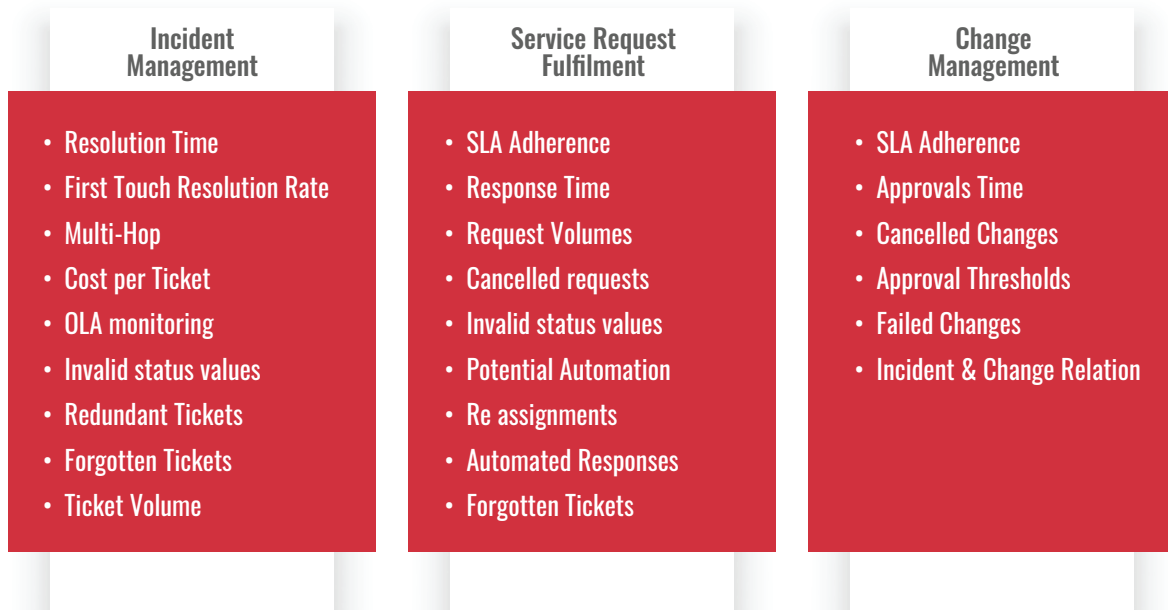
In the global pandemic situations, it has become difficult to assess processes using legacy methods. With the digital evolution and virtual connects, process mining can now be performed remotely and assess processes as real as possible and yield better business outcomes through 4C (four see) approach.



Imagine having a system that looks at your processes across your entire digital footprint and gives you an objective, as-is visualization of the current state of your operations. Then, imagine your team is empowered with AI-based tool to turn the insights from that visualization into measurable enhancements **and** actionable items and monitor those improvements on an ongoing basis. Understanding your IT service Management processes is the key to automating and optimizing them.

DPM helps to remove frictions across various ITSM processes

Some of the key ITSM processes and various opportunities:



Imagine, Build, Run the Future Mode of Process functioning



Work transparently:

Visualize your processes in a new light and eliminate bottlenecks, inefficiencies and deviations.



Work efficiently:

Don't invest more time searching or guessing. See, understand and improve.



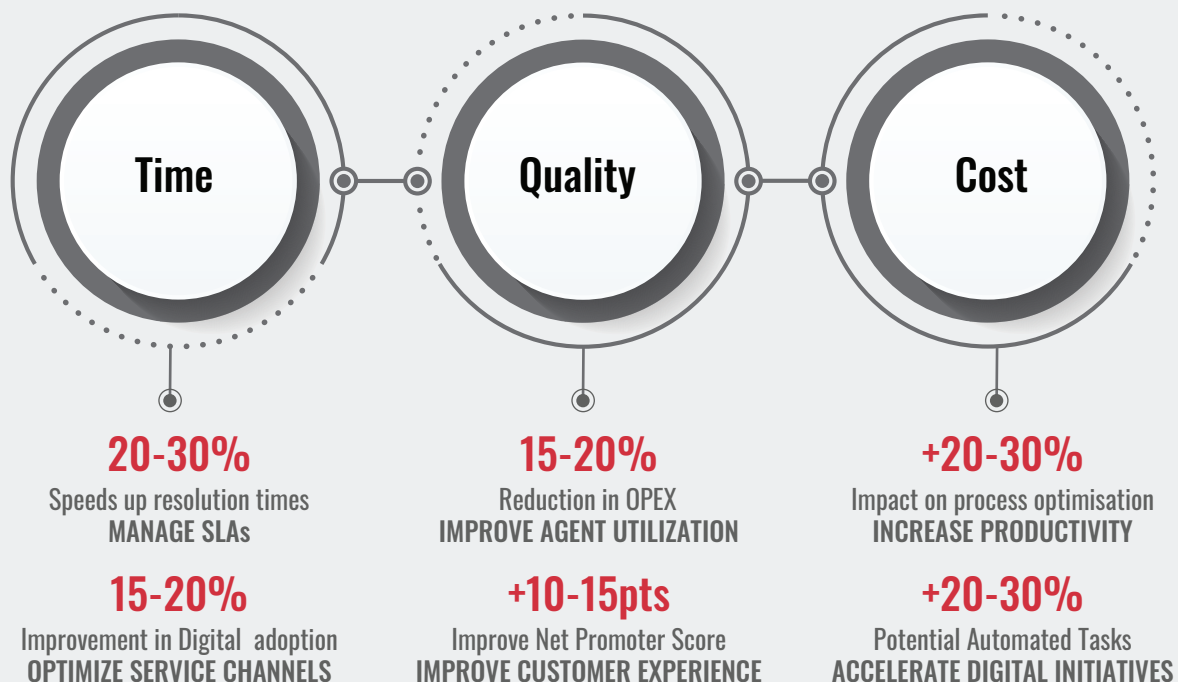
Work intuitive:

Digital process mining lets you explore your business and find out how processes are really happening.

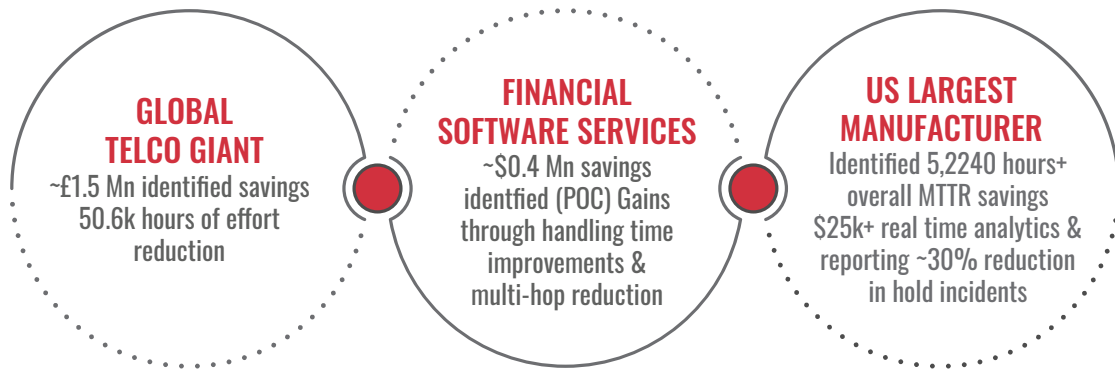


Work real-time:

Never miss opportunities and potential risks.



Our Success Stories



The Way Forward

To conclude, it is the need of the hour for organizations to visualize and learn about their IT service management processes on ground. How they are being performed and where they can improve by identifying common frictions. Key focus must be given to the way we assess our processes to comply with quality standards. In order to achieve the process optimization and standardization, it is recommended to take an advantage of remote digital process mining technology

Our **four see (4C)** approach lets you x-ray the process in near real time and help to identify key pain areas causing inefficiencies in the processes.

About the Author



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Ramanababu is an ITIL certified professional with over 14 years of experience in process consulting, service operations and delivery. Currently, he is associated with TechM BPS as a business consultant with the key role to drive transformation projects across the organization.



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