

# Use and handling of process mining



## Mid 2020

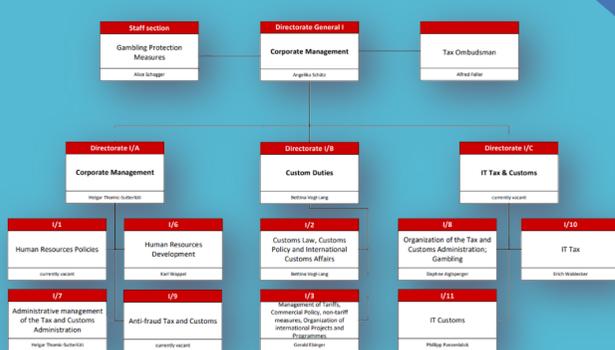
### NEED FOR AS-IS PROCESS ANALYSIS IDENTIFIED

Decision for process mining as a suitable approach by the internal audit department



### PROCESS MANAGER AS A NEW FUNCTION

Process manager functions were created in the line organisation. Their task is to analyse, redesign and model the processes of the lower-level organisations.



## Mid 20 - End 21

### FIRST CONTACT

Internal audit contacts process managers

### BUILDING KNOW-HOW

Internal audit builds up know-how in process mining



### ADVICE

Internal audit advises and convinces process managers of process mining as a useful tool

### COMMON REQUIREMENT

Internal audit and process management formulate joint requirement

## End 21 - beginning 22

### COMMON TESTING OF DIFFERENT TOOLS

- Internal audit and process managers are testing different process mining tools.
- Use of real data from Internal Audit.
- Involving the IT department in this evaluation.
- Problems with the Ministry's IT security requirements (cloud solutions, GDPR, etc.).



### INVOLVEMENT OF ANOTHER MINISTRY

Exchange with the Ministry on IT security-compliant solutions  
Further search for solutions by Internal Audit



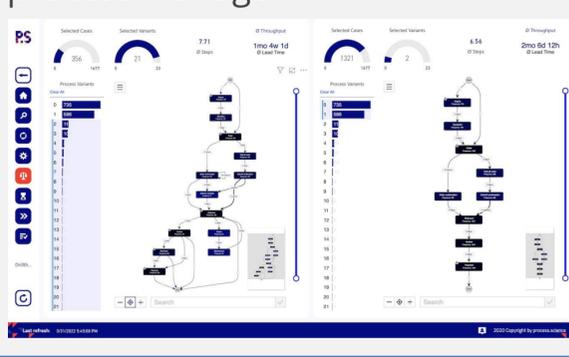
## March 2022

### A USEABLE TOOL WAS FOUND



## August 2022

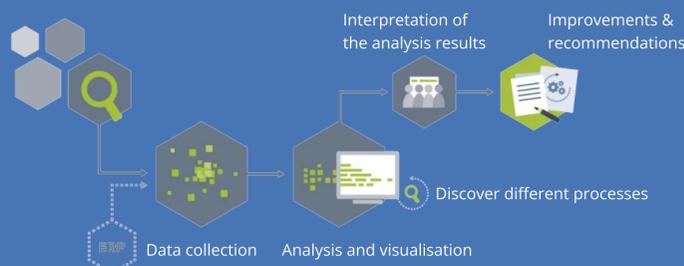
After in-depth testing, procurement and allocation for internal audit and process manager



## Aug 22 - Nov 22

### IN-DEPTH KNOW-HOW BUILDING

- On the job training in the Internal Audit Department
- Examination of the required data structure
- Interpretation of the analysis results



## since Nov 22

### PROCESS MINING IN AUDITS

- Process mining is continuously used in audits
- Ongoing exchange with process managers on analysis results
- Providing the analyses for further processing by process managers
- Training of process managers in the use of the tool by Internal Audit
- Supporting process managers in the interpretation of analysis results by internal audit

