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Sketching Process Models by Mining Participant Stories



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Sketching Process Models by *Mining Participant Stories*

Step 1: Interviews



business analyst + participants

Sketching New Process Models
- current approach -

Step 1: Interviews



Step 2: Analysis



business analyst + participants

business analyst

Sketching New Process Models
- current approach -

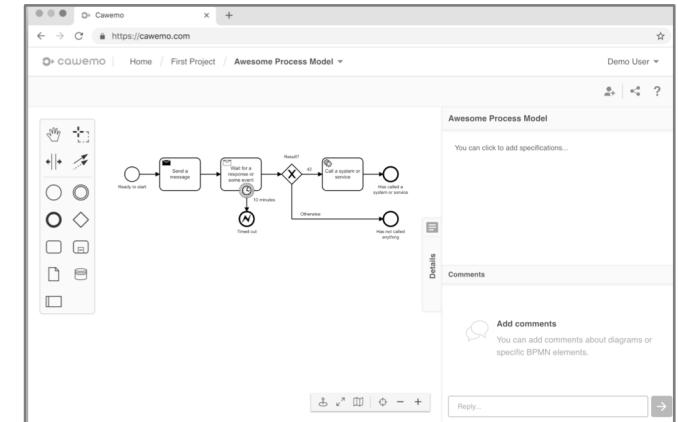
Step 1: Interviews



Step 2: Analysis



Step 3: Modeling



business analyst + participants

business analyst

business analyst

Sketching New Process Models
- current approach -

Feedback Loop

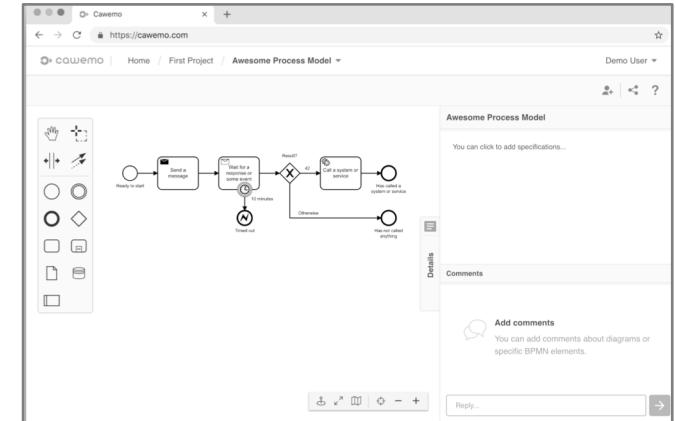
Step 1: Interviews



Step 2: Analysis



Step 3: Modeling

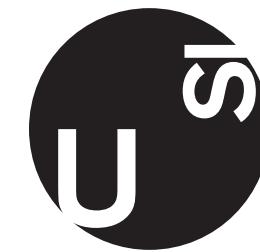


business analyst + participants

business analyst

business analyst

Sketching New Process Models
- current approach -



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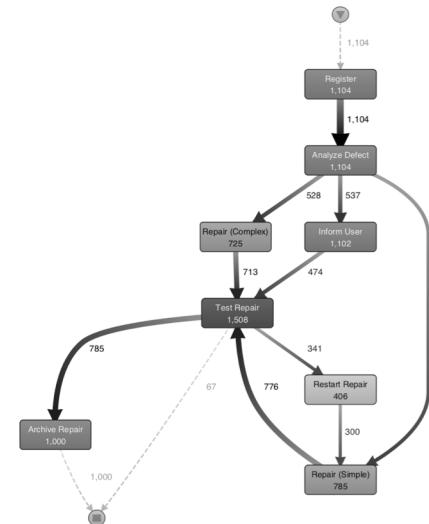
*Sketching Process Models by
Mining Participant Stories*

Analysis



mining algorithm

Discovered Process



tool

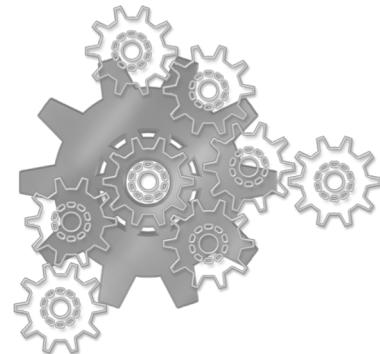
Process Mining

- current use -

Event logs

```
Case ID,Activity,Resource,Start Timestamp,Complete Timestamp,Variant,Variant index,defectFix
1,Register,System,1970/01/02 12:23:00.000,1970/01/02 12:23:00.000,Variant 2,2,,,
1,Analyze Defect,Tester3,1970/01/02 12:23:00.000,1970/01/02 12:30:00.000,Variant 2,2,,6,T2
1,Repair (Complex),SolverC1,1970/01/02 12:31:00.000,1970/01/02 12:49:00.000,Variant 2,2,,,
1,Test Repair,Tester3,1970/01/02 12:49:00.000,1970/01/02 12:55:00.000,Variant 2,2,true,,0,
1,Inform User,System,1970/01/02 13:10:00.000,1970/01/02 13:18:00.000,Variant 2,2,,,
1,Archive Repair,System,1970/01/02 13:18:00.000,1970/01/02 13:10:00.000,Variant 2,2,true,,0,
10,Register,System,1970/01/01 11:09:00.000,1970/01/01 11:09:00.000,Variant 8,8,,,
10,Repair (Simple),SolverS1,1970/01/01 11:35:00.000,1970/01/01 11:42:00.000,Variant 8,8,,T1
10,Repair (Simple),SolverS2,1970/01/01 11:54:00.000,1970/01/01 11:54:00.000,Variant 8,8,,,
10,Test Repair,Tester2,1970/01/01 11:09:00.000,1970/01/01 11:15:00.000,Variant 8,8,3,T1
10,Test Repair,Tester6,1970/01/01 11:42:00.000,1970/01/01 11:48:00.000,Variant 8,8,false,,1,
10,Repair (Simple),SolverS2,1970/01/01 11:54:00.000,1970/01/01 12:03:00.000,Variant 8,8,,,
10,Inform User,System,1970/01/01 11:55:00.000,1970/01/01 11:55:00.000,Variant 8,8,,,
10,Test Repair,Tester4,1970/01/01 12:03:00.000,1970/01/01 12:09:00.000,Variant 8,8,true,,2,
10,Archive Repair,System,1970/01/01 12:14:00.000,1970/01/01 12:14:00.000,Variant 8,8,true,,2
100,Register,System,1970/01/04 02:28:00.000,1970/01/04 02:28:00.000,Variant 2,2,,,
100,Analyze Defect,Tester4,1970/01/04 02:28:00.000,1970/01/04 02:36:00.000,Variant 2,2,,T
100,Repair (Complex),SolverC1,1970/01/04 02:52:00.000,1970/01/04 03:09:00.000,Variant 2,2,,,
100,Test Repair,Tester1,1970/01/04 03:09:00.000,1970/01/04 03:18:00.000,Variant 2,2,true,,0,
100,Inform User,System,1970/01/04 03:20:00.000,1970/01/04 03:20:00.000,Variant 2,2,,,
```

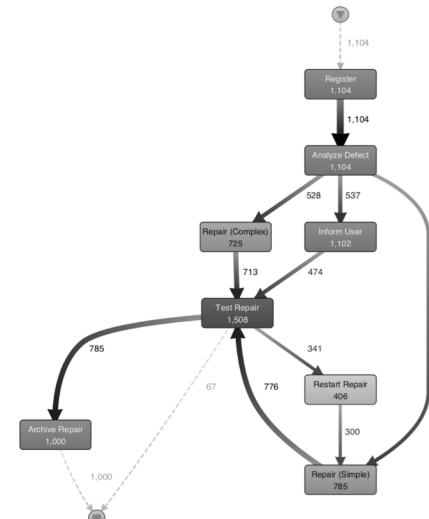
Analysis



system generated

mining algorithm

Discovered Process



tool

Process Mining

- current use -



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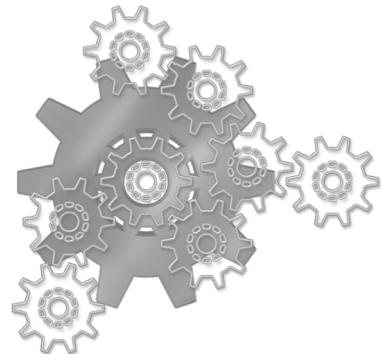


*Sketching Process Models by
Mining Participant Stories*

Event logs

```
Case ID,Activity,Resource,Start Timestamp,Complete Timestamp,Variant,Variant index,defectFix
1,Register,System,1970/01/02 12:23:00.000,1970/01/02 12:23:00.000,Variant 2,2,,,
1,Analyze Defect,Tester3,1970/01/02 12:23:00.000,1970/01/02 12:30:00.000,Variant 2,2,,6,T2
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1,Test Repair,Tester3,1970/01/02 12:49:00.000,1970/01/02 12:55:00.000,Variant 2,2,true,,0,
1,Inform User,System,1970/01/02 13:10:00.000,1970/01/02 13:18:00.000,Variant 2,2,,,
1,Archive Repair,System,1970/01/02 13:18:00.000,1970/01/02 13:10:00.000,Variant 2,2,true,,0,
10,Register,System,1970/01/01 11:09:00.000,1970/01/01 11:09:00.000,Variant 8,8,,,
10,Repair (Simple),SolverS1,1970/01/01 11:35:00.000,1970/01/01 11:42:00.000,Variant 8,8,,T1
10,Repair (Simple),SolverS2,1970/01/01 11:54:00.000,1970/01/01 11:54:00.000,Variant 8,8,,,
10,Test Repair,Tester2,1970/01/01 11:09:00.000,1970/01/01 11:15:00.000,Variant 8,8,3,T1
10,Test Repair,Tester6,1970/01/01 11:42:00.000,1970/01/01 11:48:00.000,Variant 8,8,false,,1,
10,Repair (Simple),SolverS2,1970/01/01 11:54:00.000,1970/01/01 12:03:00.000,Variant 8,8,,,
10,Inform User,System,1970/01/01 11:55:00.000,1970/01/01 11:55:00.000,Variant 8,8,,,
10,Test Repair,Tester4,1970/01/01 12:03:00.000,1970/01/01 12:09:00.000,Variant 8,8,true,,2,
10,Archive Repair,System,1970/01/01 12:14:00.000,1970/01/01 12:14:00.000,Variant 8,8,true,,2
100,Register,System,1970/01/04 02:28:00.000,1970/01/04 02:28:00.000,Variant 2,2,,,
100,Analyze Defect,Tester4,1970/01/04 02:28:00.000,1970/01/04 02:36:00.000,Variant 2,2,,8,T
100,Repair (Complex),SolverC1,1970/01/04 02:52:00.000,1970/01/04 03:09:00.000,Variant 2,2,,,
100,Test Repair,Tester1,1970/01/04 03:09:00.000,1970/01/04 03:18:00.000,Variant 2,2,true,,0,
100,Inform User,System,1970/01/04 03:20:00.000,1970/01/04 03:20:00.000,Variant 2,2,,,
```

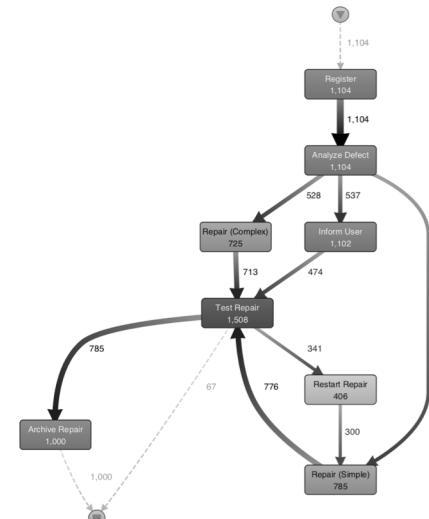
Analysis



system generated

mining algorithm

Discovered Process



tool

Process Mining

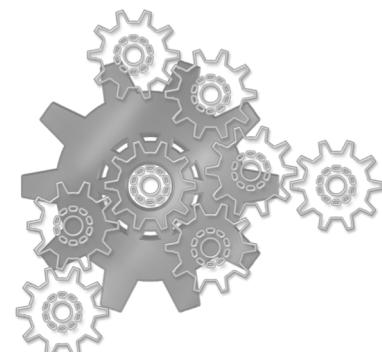
- current use -

Type a user story (DSL)



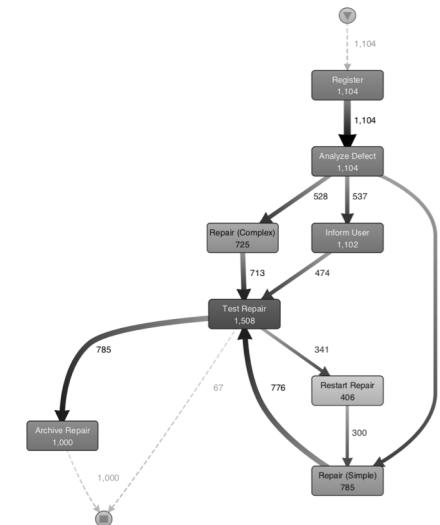
process participants

Analysis



mining algorithm

Discovered Process



tool

Sketching New Process Models

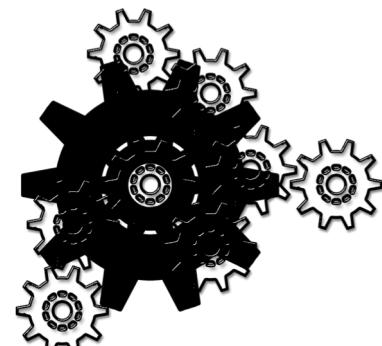
- proposed approach -

Type a user story (DSL)



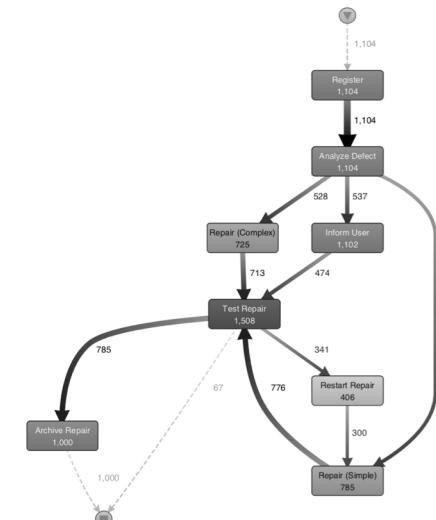
process participants

Analysis



mining algorithm

Discovered Process



tool

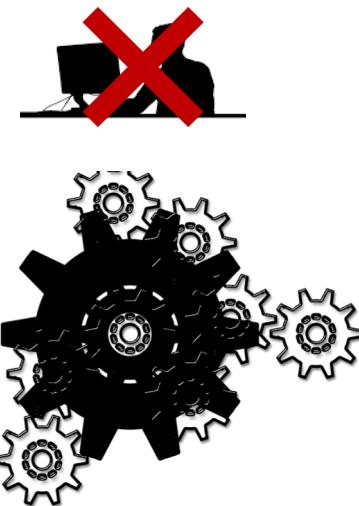
Sketching New Process Models
- proposed approach -

Type a user story (DSL)



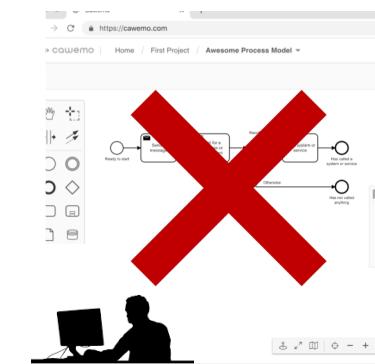
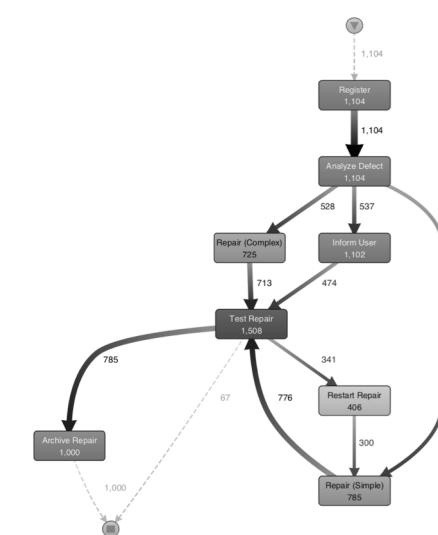
process participants

Analysis



mining algorithm

Discovered Process



tool

Sketching New Process Models

- proposed approach -

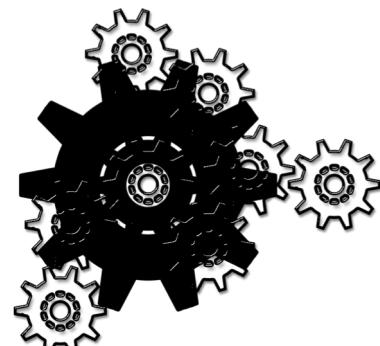
Real-time Feedback Loop

Type a user story (DSL)



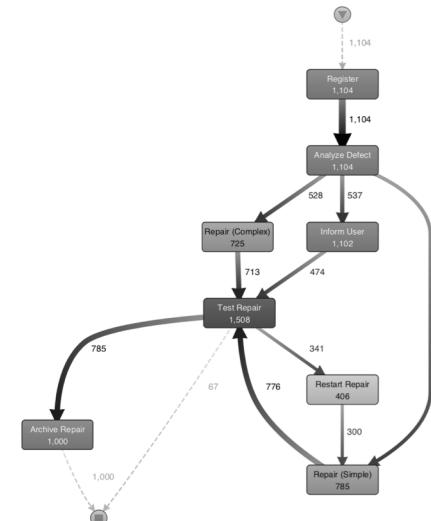
process participants

Analysis



mining algorithm

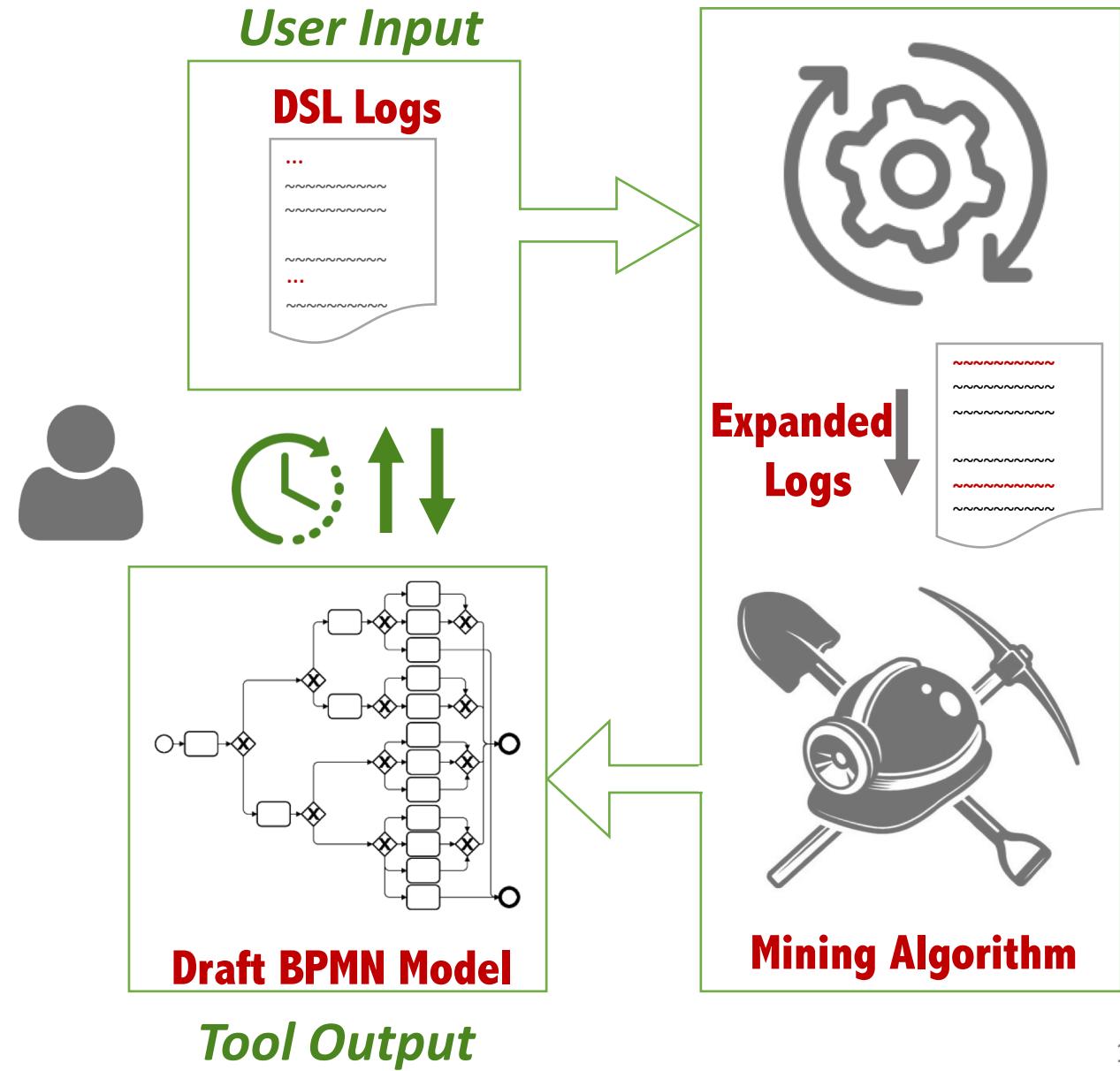
Discovered Process



tool

Sketching New Process Models
- proposed approach -

Sketch Miner Architecture



Sketch Miner

BPMN Sketch DSL

```
participant Employee
```

```
    Fill in reimbursement form
```

```
    Mark the bills
```

```
    Send the dossier
```

```
    ...
```

```
participant Head
```

```
    ...
```

```
    Send the dossier
```

```
    Check description
```

```
    Reject request
```

```
    ...
```

```
    Check description
```

```
    Approve request
```

```
    Send to finance
```

```
    ...
```

```
participant Finance
```

```
    ...
```

```
    Send to finance
```

```
    Check reimbursability
```

```
    Send payment
```

User Input

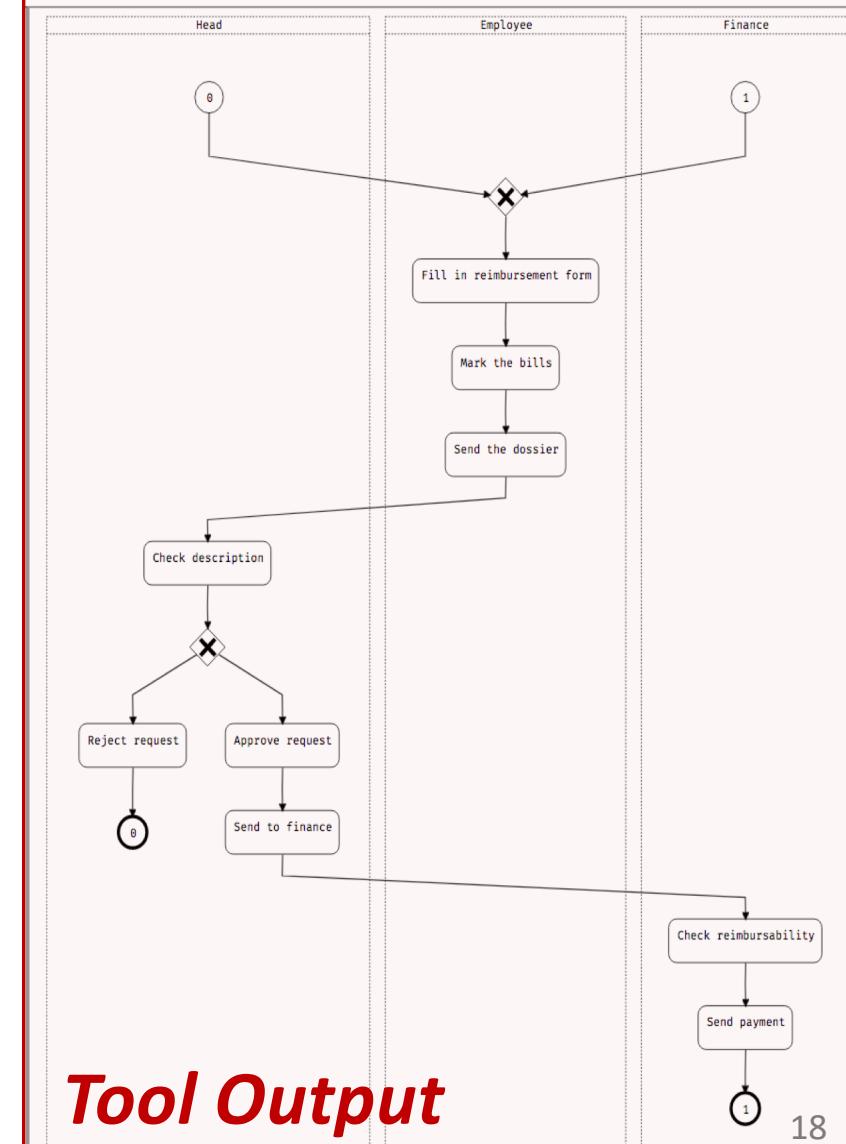
Sketch Miner

BPMN Sketch DSL

```
participant Employee  
  
Fill in reimbursement form  
Mark the bills  
Send the dossier  
...  
  
participant Head  
  
...  
Send the dossier  
Check description  
Reject request  
  
...  
Check description  
Approve request  
Send to finance  
...  
  
participant Finance  
  
...  
Send to finance  
Check reimbursability  
Send payment
```

User Input

Reconstructed BPMN Control Flow Model



Tool Output

Sketch Miner

BPMN Sketch DSL

```
participant Employee  
  
Fill in reimbursement form  
Mark the bills  
Send the dossier  
...  
  
participant Head  
  
...  
Send the dossier  
Check description  
Reject request  
  
...  
Check description  
Approve request  
Send to finance  
...  
  
participant Finance  
  
...  
Send to finance  
Check reimbursability  
Send payment
```

User Input

Expanded Log

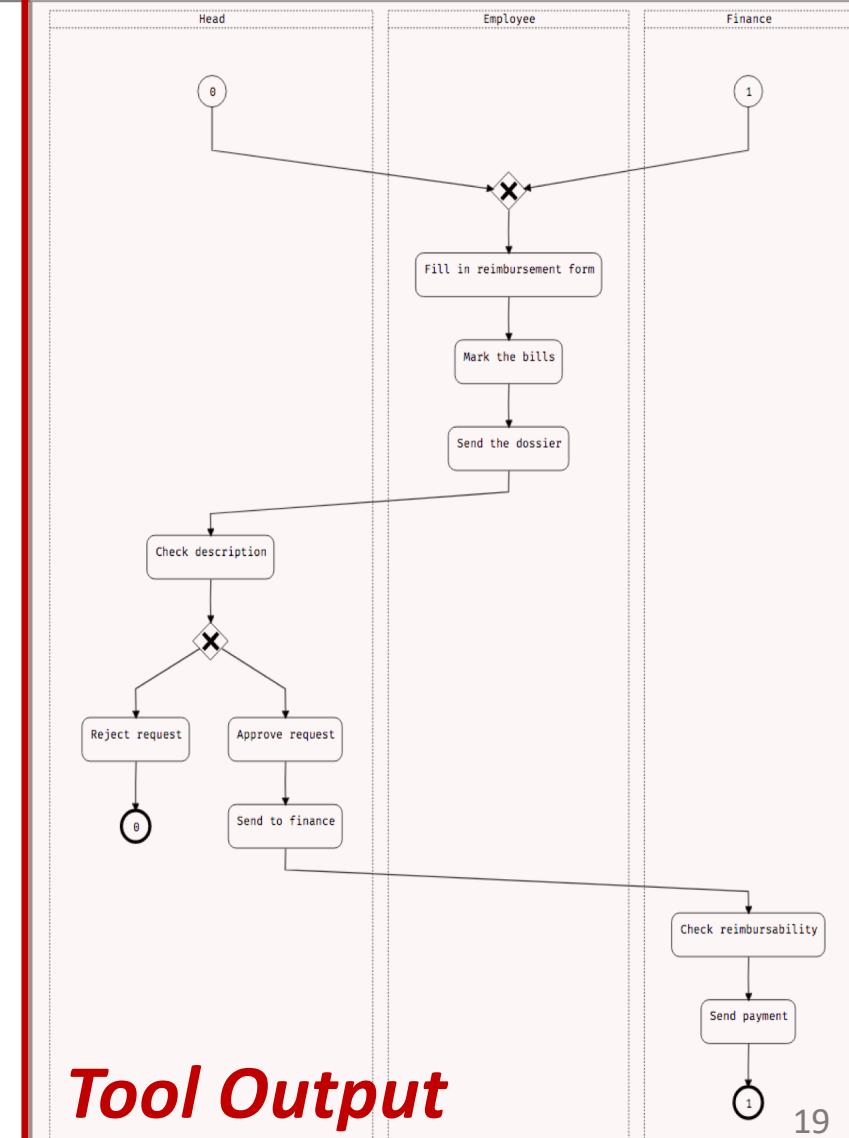
Fill in reimbursement form
Mark the bills
Send the dossier
Check description
Reject request

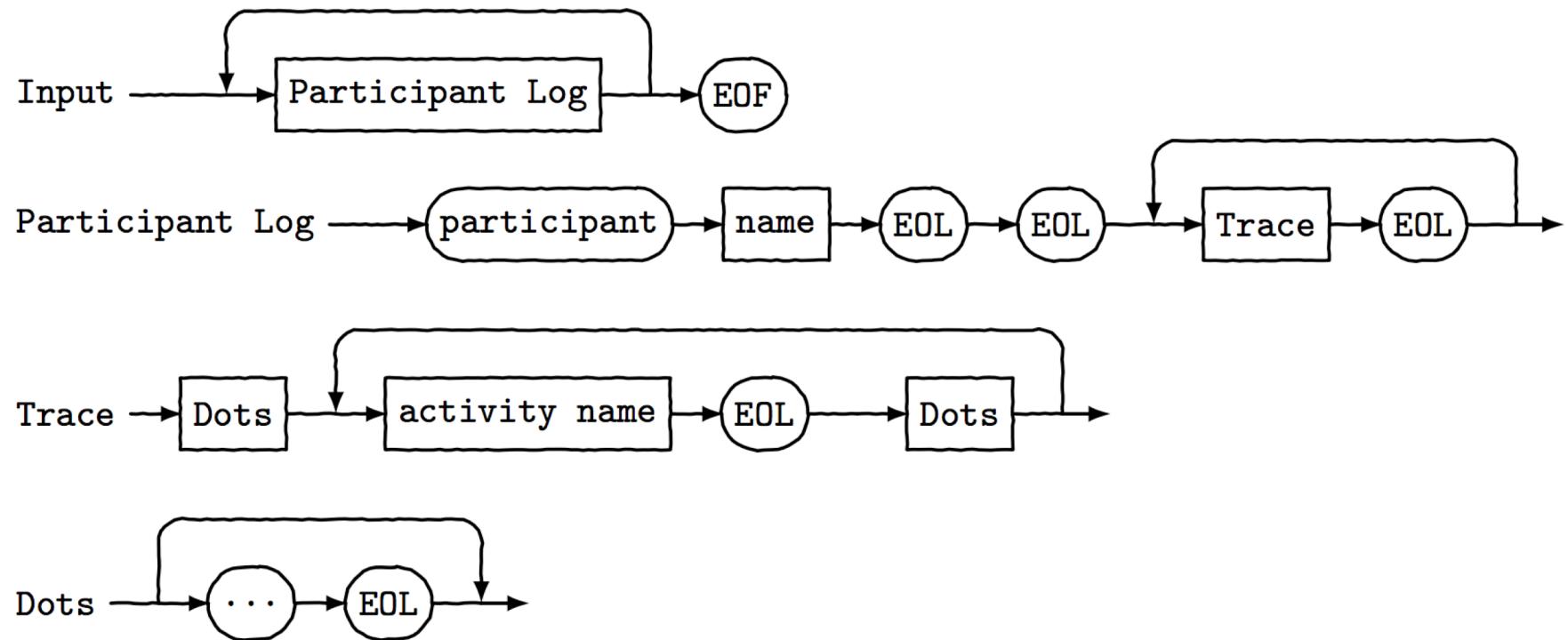
Fill in reimbursement form
Mark the bills
Send the dossier
Check description
Approve request
Send to finance
Check reimbursability
Send payment



Real time processing

Reconstructed BPMN Control Flow Model





Sketch Miner DSL

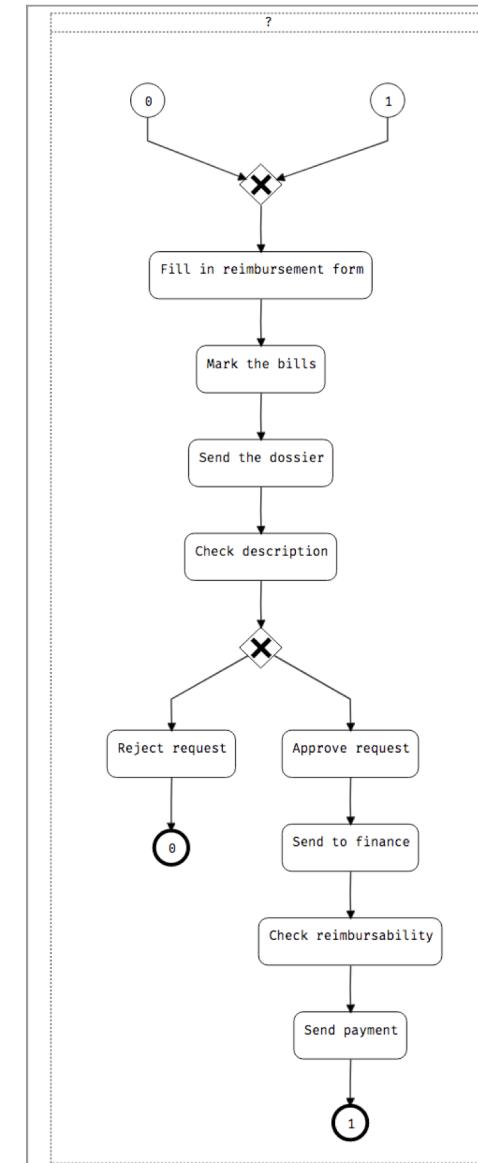
Sketch Miner

BPMN Sketch DSL

Fill in reimbursement form
Mark the bills
Send the dossier
Check description
Reject request

Fill in reimbursement form
Mark the bills
Send the dossier
Check description
Approve request
Send to finance
Check reimbursability
Send payment

Reconstructed BPMN Control Flow Model



Sketch Miner

BPMN Sketch DSL

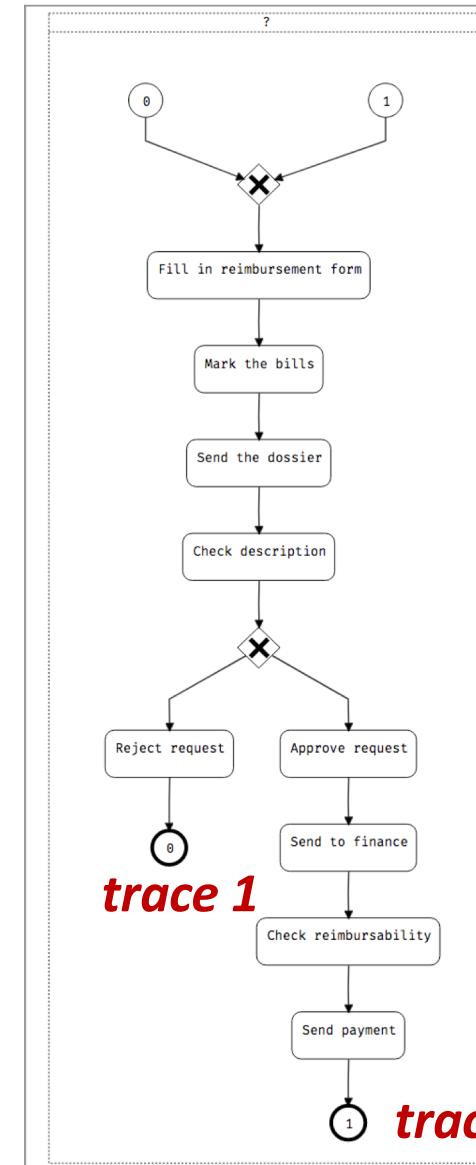
Fill in reimbursement form
Mark the bills
Send the dossier
Check description
Reject request

trace 1

Fill in reimbursement form
Mark the bills
Send the dossier
Check description
Approve request
Send to finance
Check reimbursability
Send payment

trace 2

Reconstructed BPMN Control Flow Model



trace 1

trace 2

Sketch Miner

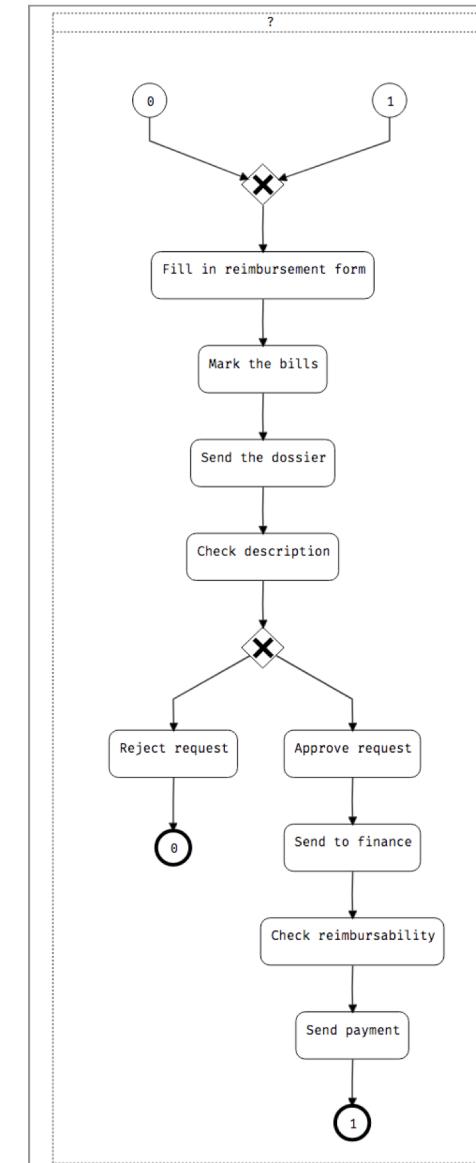
BPMN Sketch DSL

Fill in reimbursement form
Mark the bills
Send the dossier
Check description
Reject request

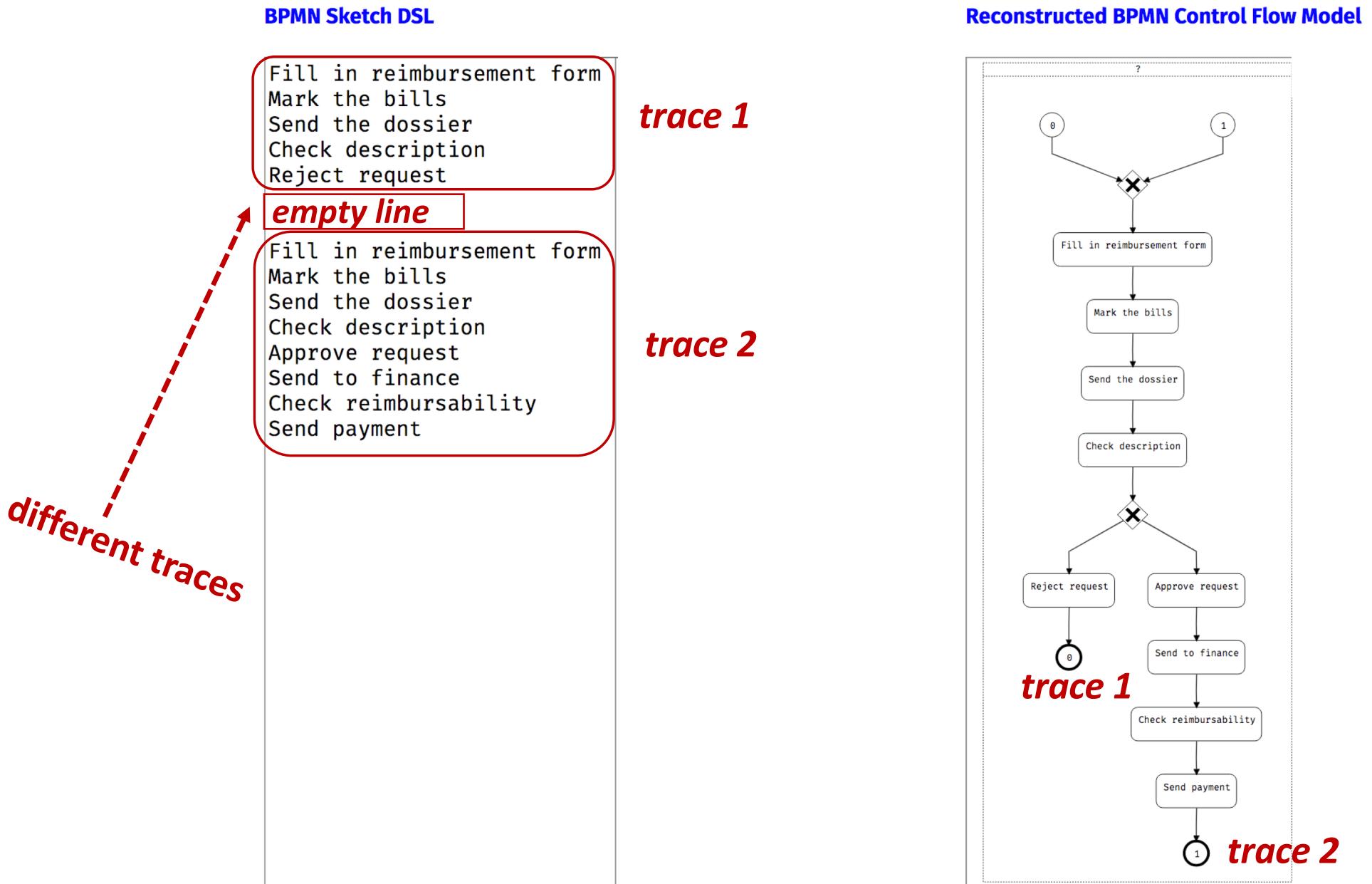
Fill in reimbursement form
Mark the bills
Send the dossier
Check description
Approve request
Send to finance
Check reimbursability
Send payment

*activity names
separated by new line*

Reconstructed BPMN Control Flow Model



Sketch Miner



Sketch Miner

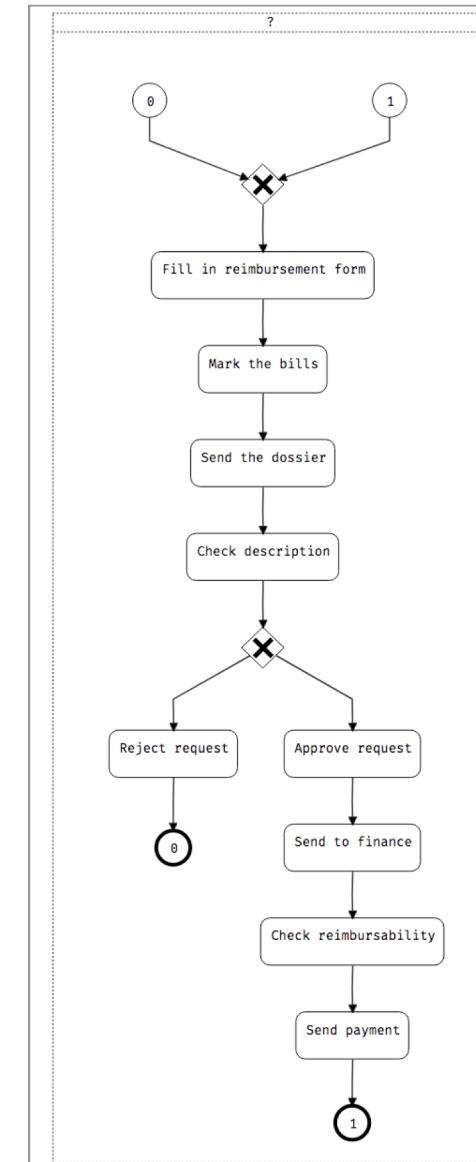
*lack of knowledge
of the full traces*

BPMN Sketch DSL

Fill in reimbursement form
Mark the bills
Send the dossier
Check description
Reject request

Fill in reimbursement form
Mark the bills
Send the dossier
Check description
Approve request
Send to finance
Check reimbursability
Send payment

Reconstructed BPMN Control Flow Model



Sketch Miner

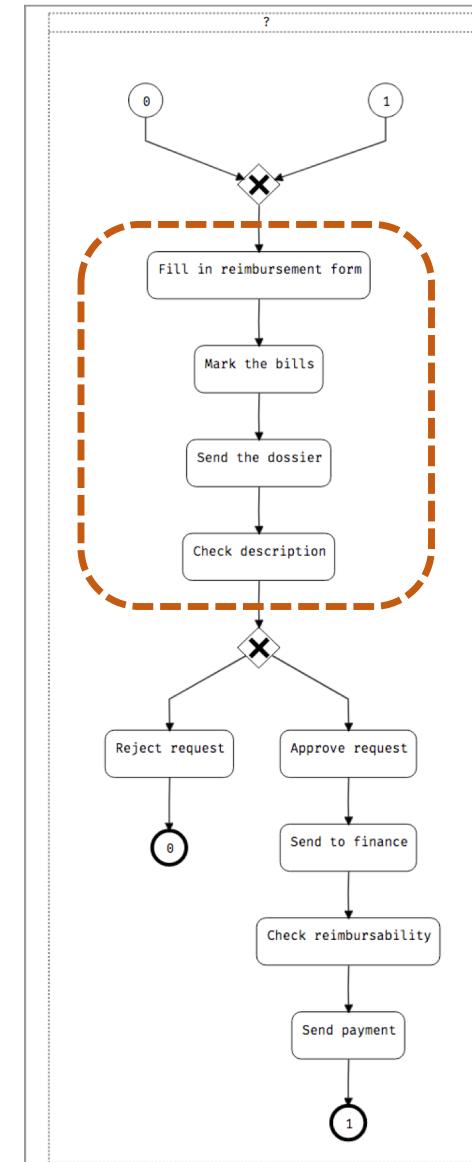
*activity
repetitiveness*

BPMN Sketch DSL

```
Fill in reimbursement form
Mark the bills
Send the dossier
Check description
Reject request
```

```
Fill in reimbursement form
Mark the bills
Send the dossier
Check description
Approve request
Send to finance
Check reimbursability
Send payment
```

Reconstructed BPMN Control Flow Model



Sketch Miner

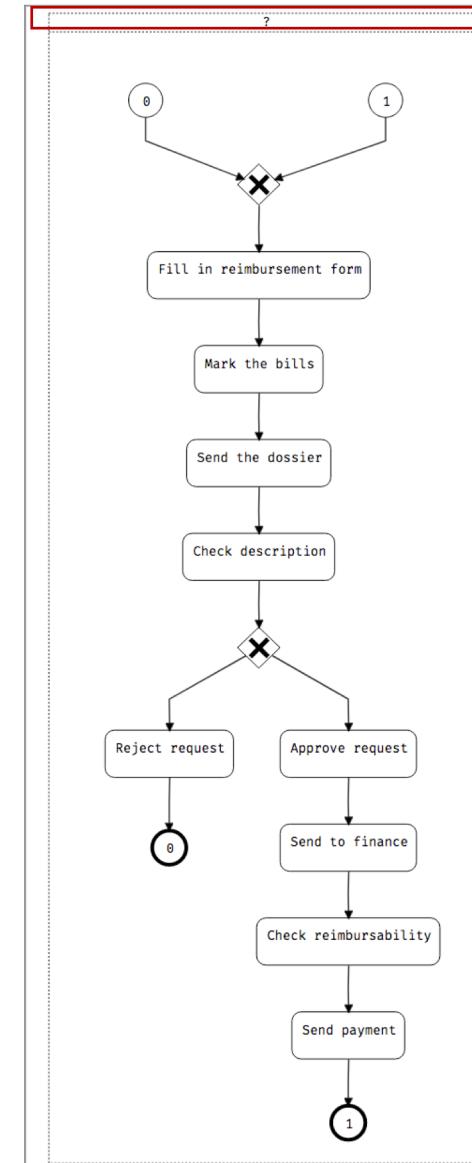
*no segregation
of roles*

BPMN Sketch DSL

Fill in reimbursement form
Mark the bills
Send the dossier
Check description
Reject request

Fill in reimbursement form
Mark the bills
Send the dossier
Check description
Approve request
Send to finance
Check reimbursability
Send payment

Reconstructed BPMN Control Flow Model



Sketch Miner

BPMN Sketch DSL Expanded Log Reconstructed BPMN Control Flow Model

participant Employee
Fill in reimbursement form
Mark the bills
Send the dossier
...

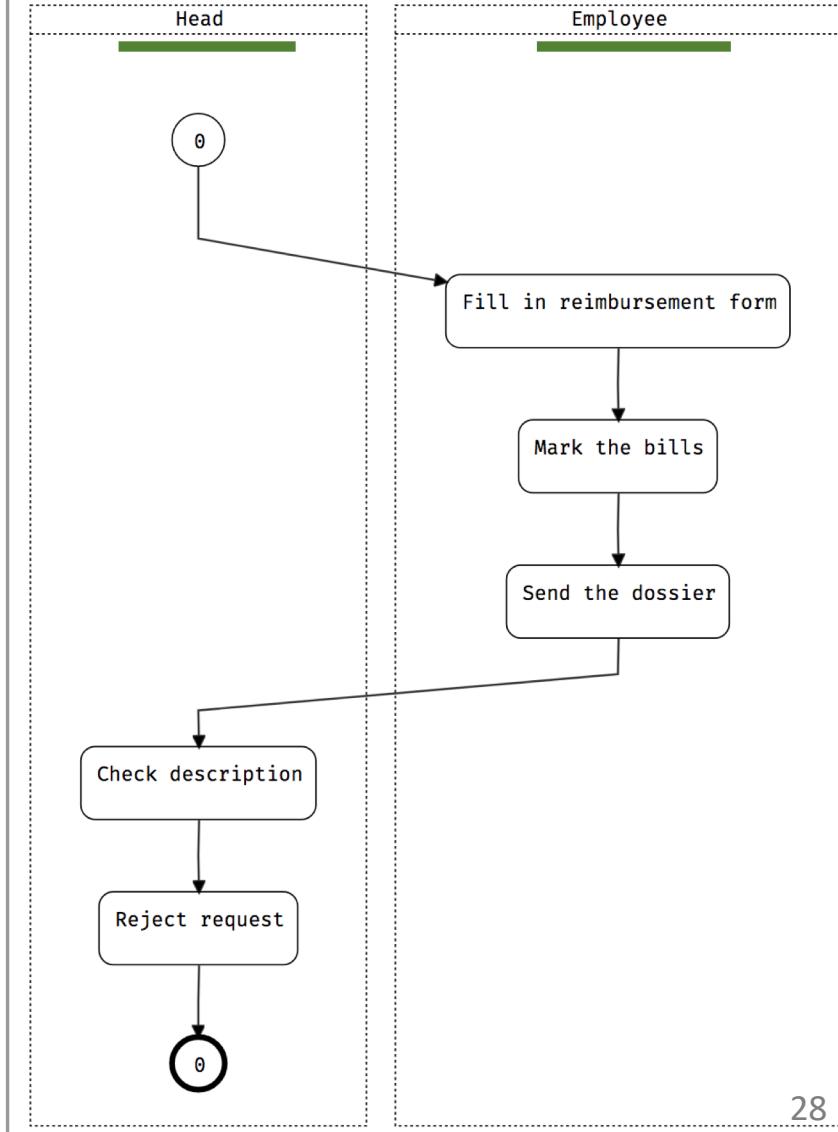
participant Head
...
Send the dossier
Check description
Reject request

Expanded Log

Fill in reimbursement form
Mark the bills
Send the dossier
Check description
Reject request

*key word
'participant'*

Reconstructed BPMN Control Flow Model



Sketch Miner

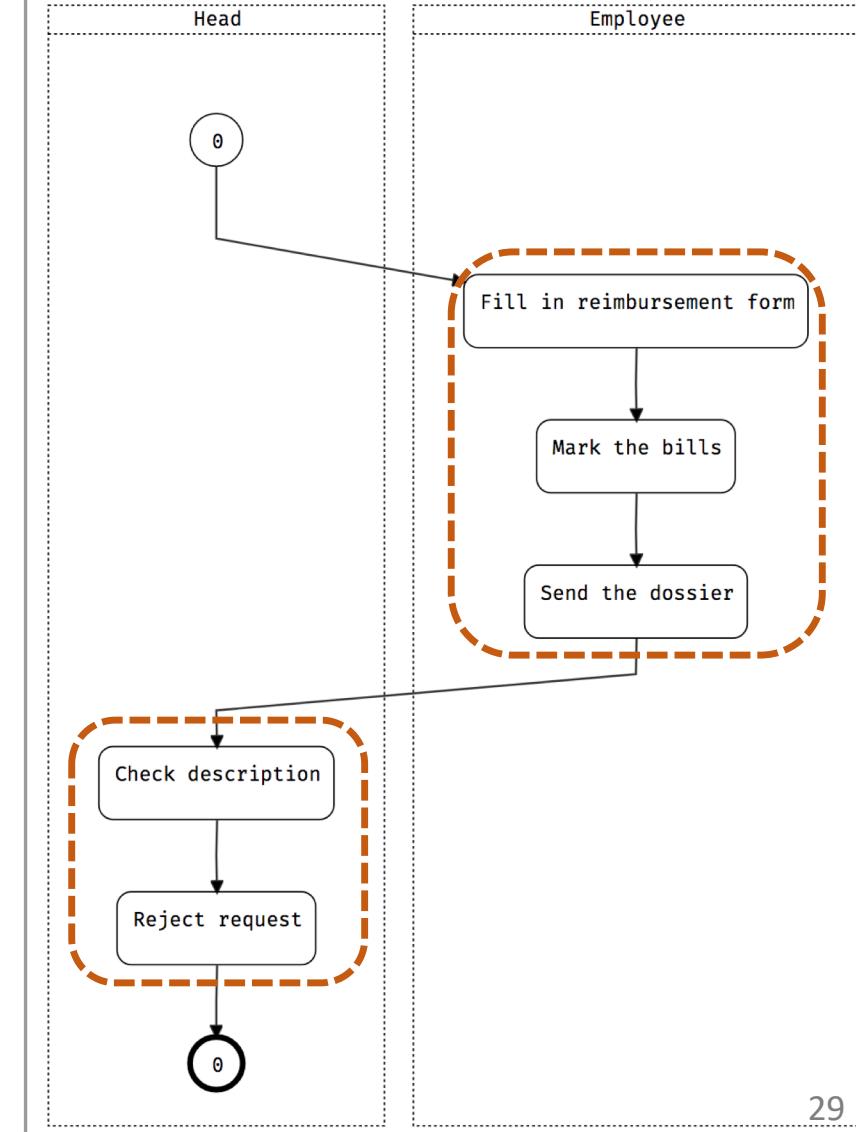
BPMN Sketch DSL

```
participant Employee  
Fill in reimbursement form  
Mark the bills  
Send the dossier  
...  
  
participant Head  
...  
Send the dossier  
Check description  
Reject request
```

Expanded Log

```
Fill in reimbursement form  
Mark the bills  
Send the dossier  
Check description  
Reject request
```

Reconstructed BPMN Control Flow Model



activity names
separated by new line

Sketch Miner

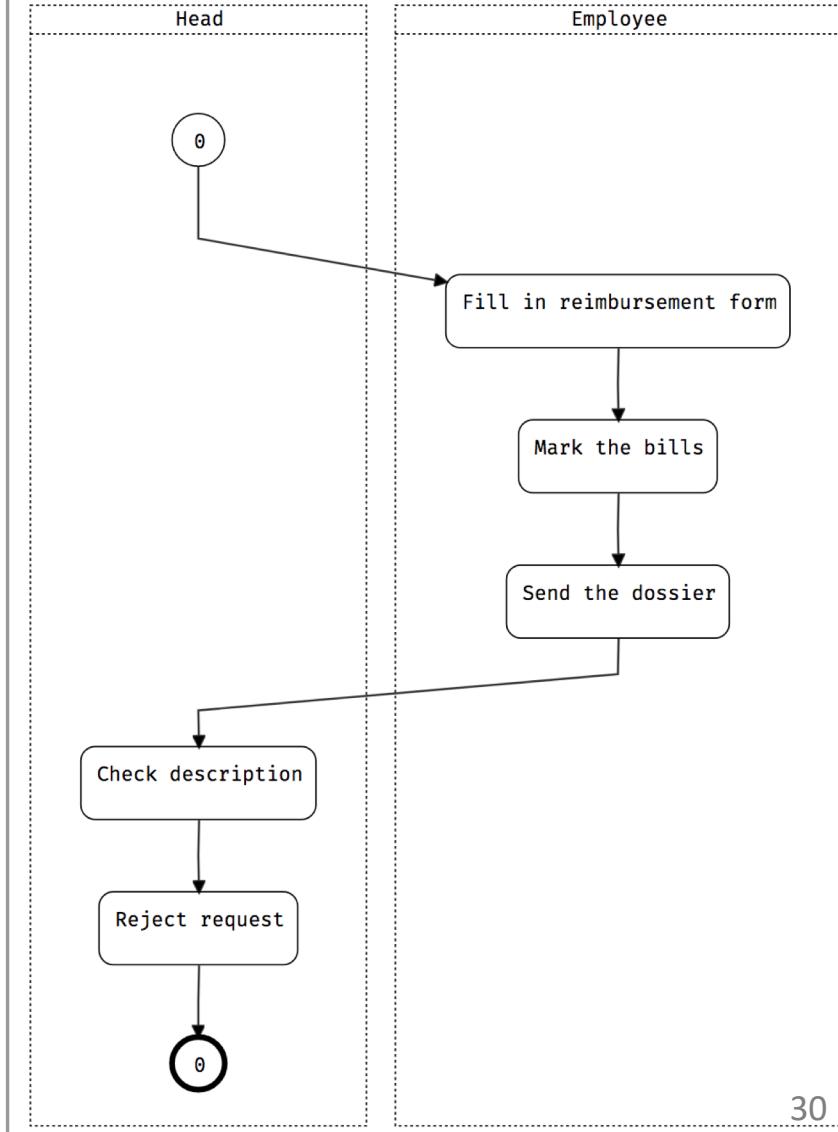
BPMN Sketch DSL

```
participant Employee  
  
Fill in reimbursement form  
Mark the bills  
Send the dossier  
...  
participant Head  
...  
Send the dossier  
Check description  
Reject request
```

Expanded Log

```
Fill in reimbursement form  
Mark the bills  
Send the dossier  
Check description  
Reject request
```

Reconstructed BPMN Control Flow Model



activities
placeholder

Sketch Miner

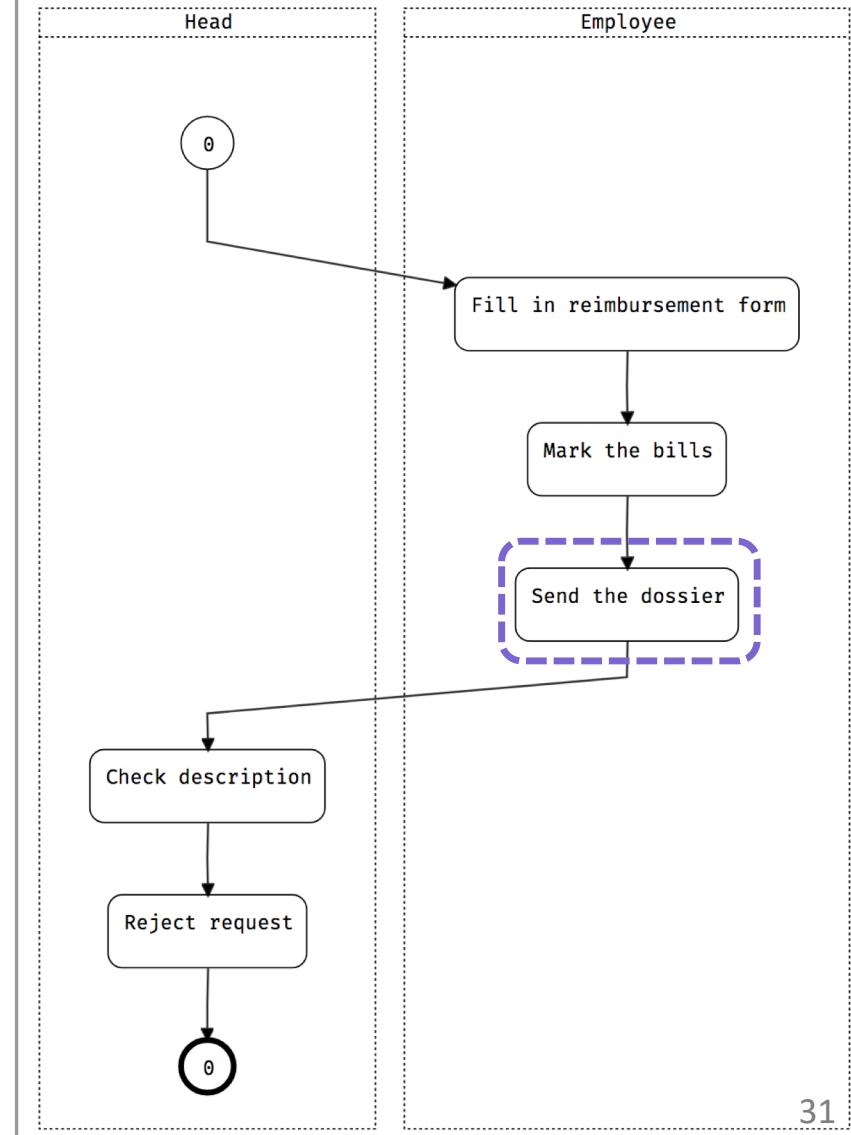
BPMN Sketch DSL

```
participant Employee  
  
Fill in reimbursement form  
Mark the bills  
Send the dossier  
...  
  
participant Head  
  
...  
Send the dossier  
Check description  
Reject request
```

Expanded Log

```
Fill in reimbursement form  
Mark the bills  
Send the dossier  
Check description  
Reject request
```

Reconstructed BPMN Control Flow Model



connecting activity
(handover)

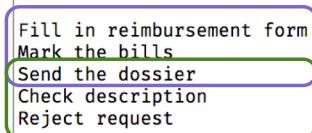
Sketch Miner

BPMN Sketch DSL

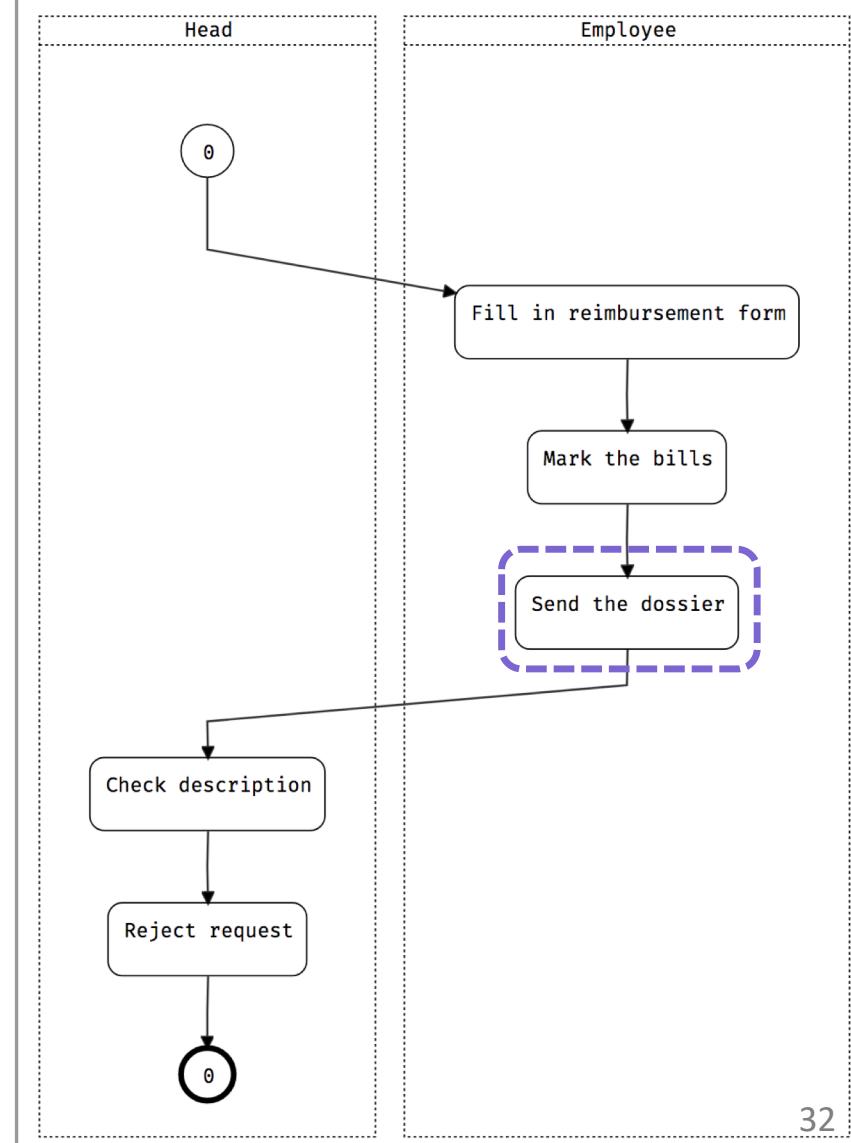
```

participant Employee
Fill in reimbursement form
Mark the bills
Send the dossier
...
participant Head
...
Send the dossier
Check description
Reject request
  
```

Expanded Log



Reconstructed BPMN Control Flow Model



connecting activity
(handover)

Sketch Miner

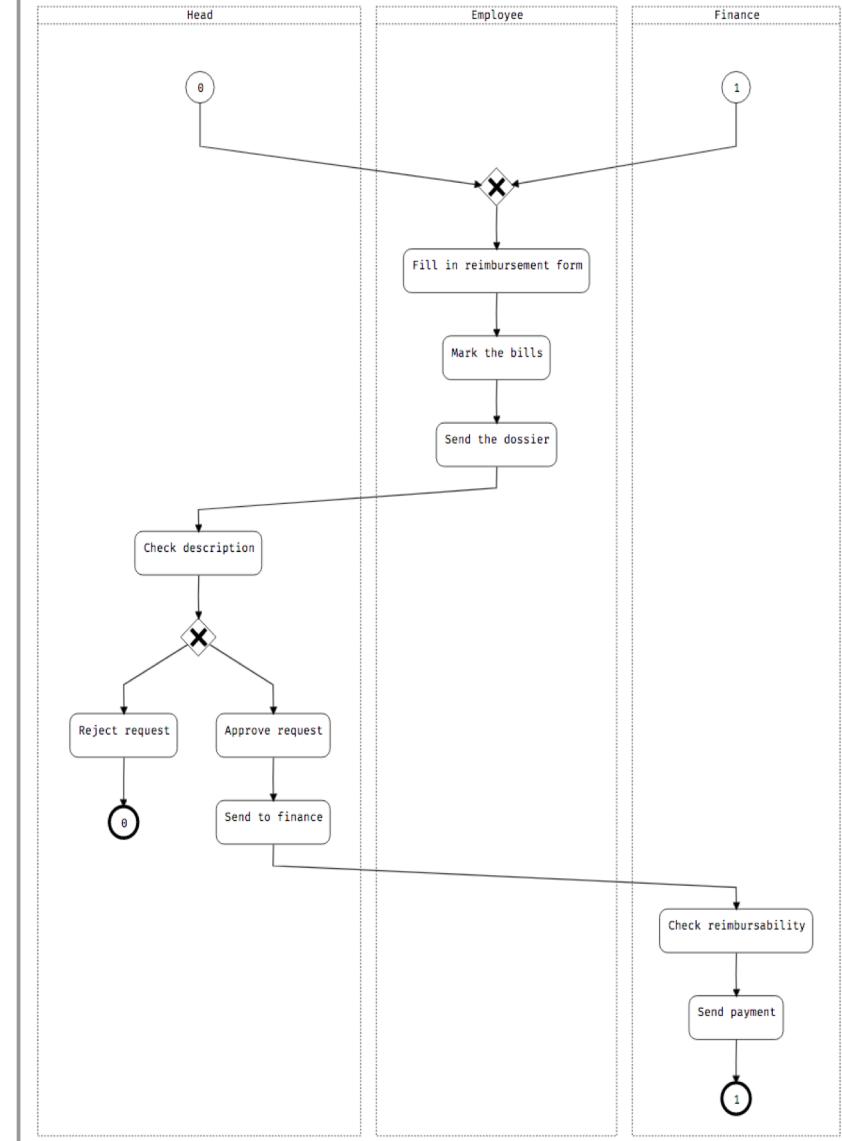
BPMN Sketch DSL

```
participant Employee  
  
Fill in reimbursement form  
Mark the bills  
Send the dossier  
...  
  
participant Head  
  
...  
Send the dossier  
Check description  
Reject request  
  
...  
Check description  
Approve request  
Send to finance  
...  
  
participant Finance  
  
...  
Send to finance  
Check reimbursability  
Send payment
```

Expanded Log

```
Fill in reimbursement form  
Mark the bills  
Send the dossier  
Check description  
Reject request  
  
Fill in reimbursement form  
Mark the bills  
Send the dossier  
Check description  
Approve request  
Send to finance  
Check reimbursability  
Send payment
```

Reconstructed BPMN Control Flow Model



Sketch Miner

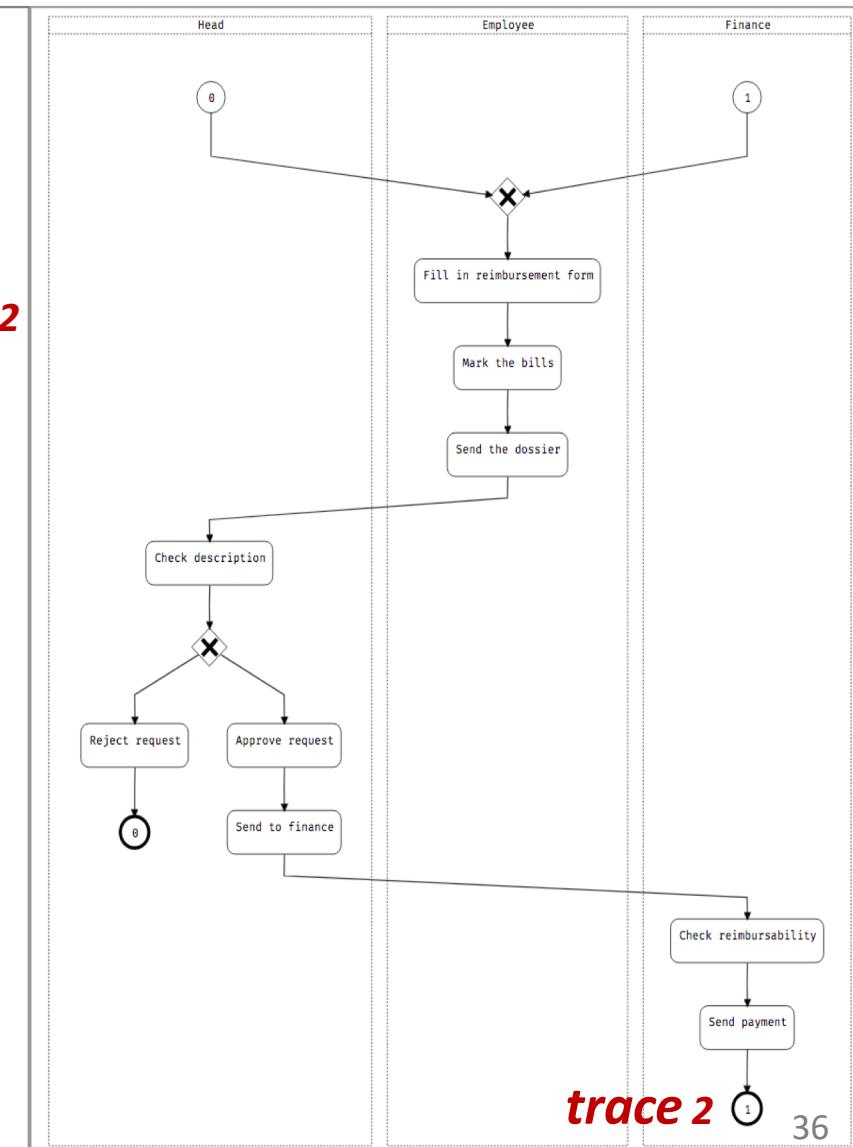
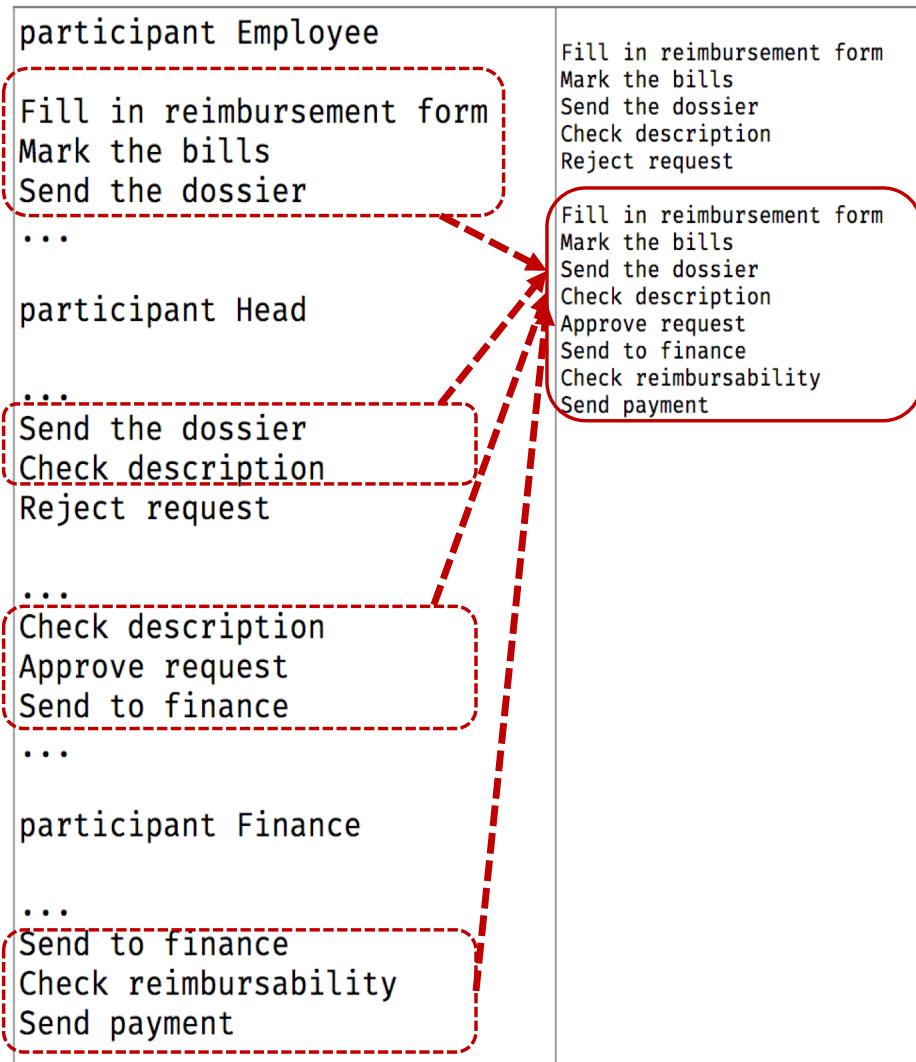
BPMN Sketch DSL	Expanded Log	Reconstructed BPMN Control Flow Model
<pre> participant Employee Fill in reimbursement form Mark the bills Send the dossier ... participant Head ... Send the dossier Check description Reject request ... Check description Approve request Send to finance ... participant Finance ... Send to finance Check reimbursability Send payment </pre>	<p>Fill in reimbursement form Mark the bills Send the dossier Check description Reject request</p> <p>Fill in reimbursement form Mark the bills Send the dossier Check description Approve request Send to finance Check reimbursability Send payment</p>	<pre> graph TD Head((Head)) --> 0 CheckDescriptionHead[Check description] CheckDescriptionHead --> X DecisionHead{ } DecisionHead --> RejectHead[Reject request] DecisionHead --> ApproveHead[Approve request] ApproveHead --> SendFinanceHead[Send to finance] Employee((Employee)) --> X FillForm[Fill in reimbursement form] FillForm --> MarkBills[Mark the bills] MarkBills --> SendDossier[Send the dossier] Finance((Finance)) --> 1 CheckReimbursability[Check reimbursability] CheckReimbursability --> SendPayment[Send payment] </pre> <p>The diagram illustrates the reconstructed BPMN Control Flow Model. It features three parallel processes: Head, Employee, and Finance. The Head process starts with a 'Check description' task, followed by a decision diamond. If the decision leads to 'Reject request', it ends at a final node labeled '0'. If it leads to 'Approve request', it continues to a 'Send to finance' task. The Employee process begins with 'Fill in reimbursement form', followed by 'Mark the bills' and 'Send the dossier'. The Finance process starts with 'Check reimbursability', followed by 'Send payment'. A dashed arrow labeled 'process instance fragment' points from the expanded log section to the 'Check description' task in the Head process.</p>

Sketch Miner

BPMN Sketch DSL	Expanded Log	Reconstructed BPMN Control Flow Model
<pre> participant Employee Fill in reimbursement form Mark the bills Send the dossier ... participant Head ... Send the dossier Check description Reject request ... Check description Approve request Send to finance ... participant Finance ... Send to finance Check reimbursability Send payment </pre>	<pre> Fill in reimbursement form Mark the bills Send the dossier Check description Reject request Fill in reimbursement form Mark the bills Send the dossier Check description Approve request Send to finance Check reimbursability Send payment </pre> <p style="color: purple; transform: rotate(-15deg);">connecting activity (avoid repetition)</p>	<pre> graph TD Head((Head)) --> X E1[Fill in reimbursement form] E1 --> M1[Mark the bills] M1 --> SD1[Send the dossier] Head --> X C1[Check description] C1 --> RR1[Reject request] C1 --> AP1[Approve request] AP1 --> SF1[Send to finance] SF1 --> F1(()) Employee((Employee)) --> X C2[Check description] C2 --> RR2[Reject request] C2 --> AP2[Approve request] AP2 --> SF2[Send to finance] SF2 --> F2(()) Finance((Finance)) --> X CR[Check reimbursability] CR --> SP[Send payment] SP --> F3(()) </pre> <p>The diagram illustrates a BPMN control flow model reconstructed from the expanded log. It features three parallel processes: Head, Employee, and Finance. The Head process starts with 'Fill in reimbursement form', followed by 'Mark the bills' and 'Send the dossier'. A decision point (X) leads to either 'Check description' or 'Reject request'. If 'Check description' is chosen, it leads to 'Approve request', then 'Send to finance', and finally a final state (F1). If 'Reject request' is chosen, it leads directly to a final state (F1). The Employee process follows a similar path: 'Fill in reimbursement form', 'Mark the bills', 'Send the dossier', a decision point (X), 'Check description', leading to either 'Reject request' (leading to F2) or 'Approve request' (leading to 'Send to finance' and F2). The Finance process starts with 'Check reimbursability', followed by 'Send payment', and concludes at a final state (F3).</p>

Sketch Miner

BPMN Sketch DSL Expanded Log Reconstructed BPMN Control Flow Model



trace 2

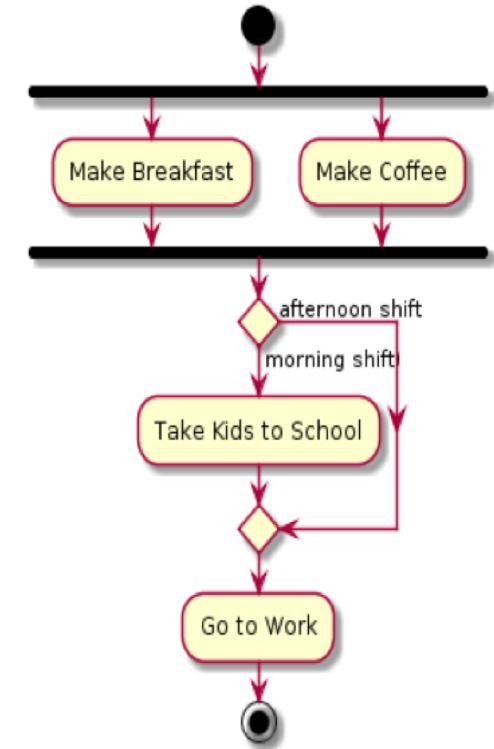
36

Existing Textual Process Modelling DSLs

Existing Textual Process Modelling DSLs

PlantUML

```
1 @startuml
2 start
3 fork
4 :Make Breakfast;
5 fork again
6 :Make Coffee;
7 end fork
8 if () then (morning shift)
9 :Take Kids to School;
10 else (afternoon shift)
11 endif
12 :Go to Work;
13 stop
14 @enduml
```



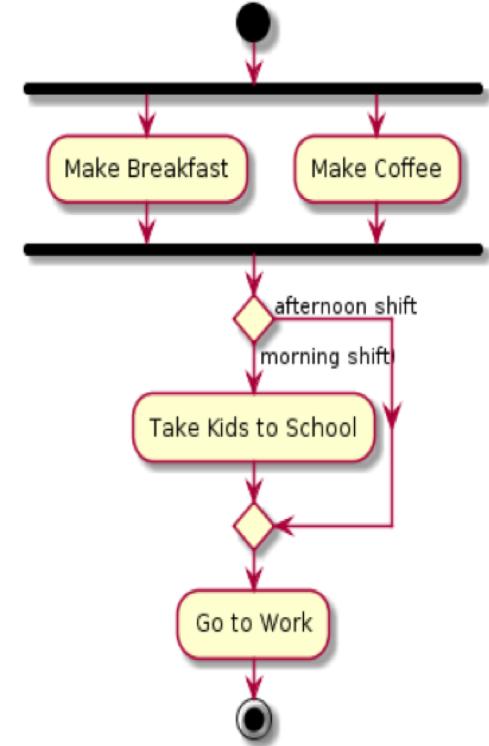
PlantBPMN

```
1o pool workflow {
2o   start: fill_form by "Employee"
3o   ->
4o   task: review_request by "Manager"
5o   ->
6o   exclusive split: decision by "Manager"
7o   -> ("yes": end: update_accounting by "Manager",
8o     "no": task: update_request by "Employee" -> review_request);
9 }
```

Existing Textual Process Modelling DSLs

PlantUML

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2 start
3 fork
4 :Make Breakfast;
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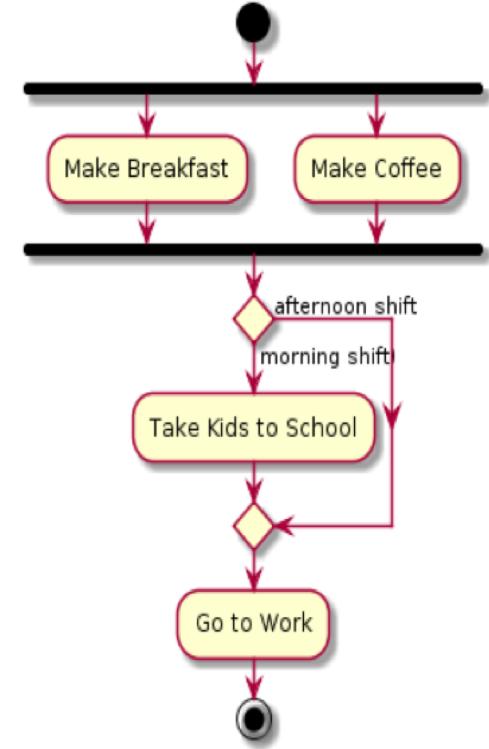
PlantBPMN

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3   ->
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Existing Textual Process Modelling DSLs

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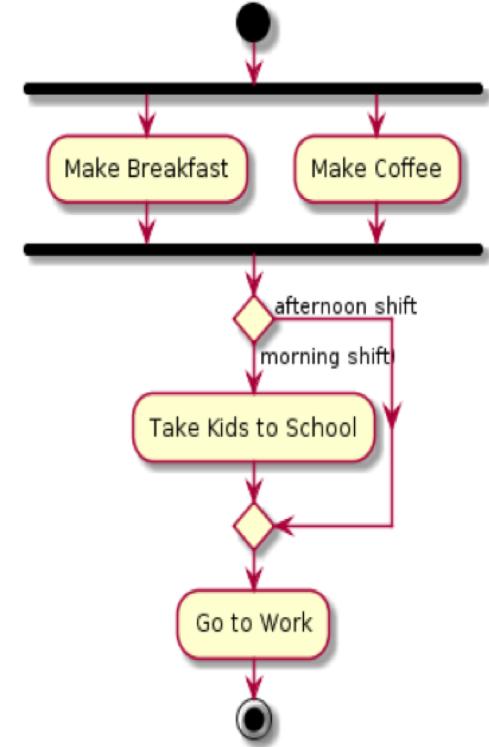
PlantBPMN

```
1 pool workflow {
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5   ->
6   exclusive split: decision by "Manager"
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9 }
```

Existing Textual Process Modelling DSLs

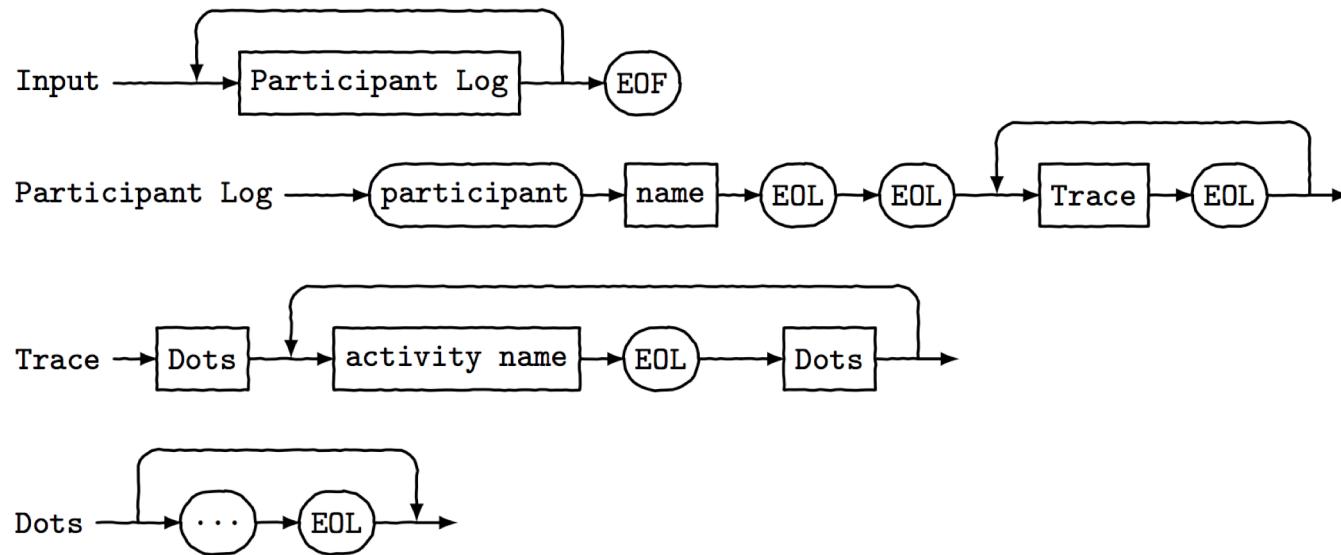
PlantUML

```
1 @startuml
2 start
3 fork
4 :Make Breakfast;
5 fork again
6 :Make Coffee;
7 end fork
8 if () then (morning shift))
9 :Take Kids to School;
10 else (afternoon shift)
11 endif
12 :Go to Work;
13 stop
14 @enduml
```



PlantBPMN

```
1 pool workflow {
2   start: fill_form by "Employee"
3   ->
4   task: review_request by "Manager"
5   ->
6   exclusive split: decision by "Manager"
7   -> ("yes": end: update_accounting by "Manager",
8        "no": task: update_request by "Employee" -> review_request);
9 }
```



no programming terminology

no modelling terminology

Sketch Miner DSL Requirements

- natural language like -

Sketch Miner

BPMN Sketch DSL

participant Employee

Fill in reimbursement form
Mark the bills
Send the dossier
...

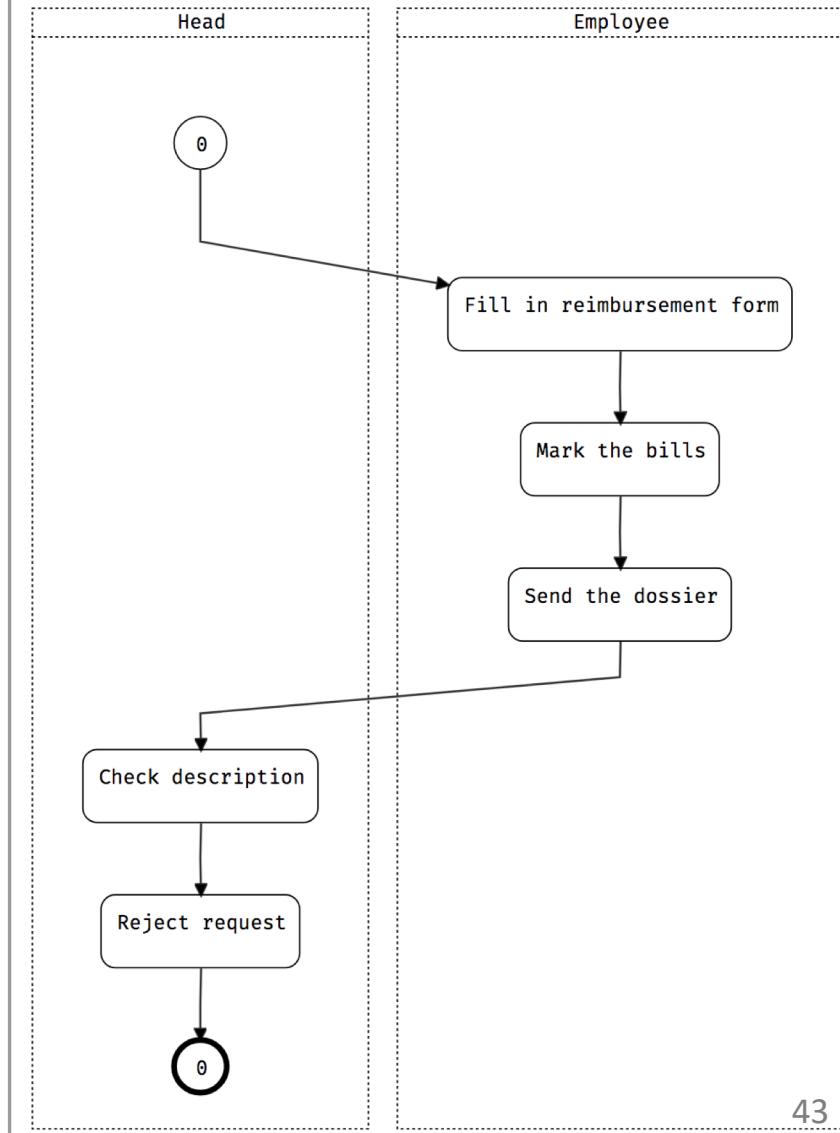
participant Head

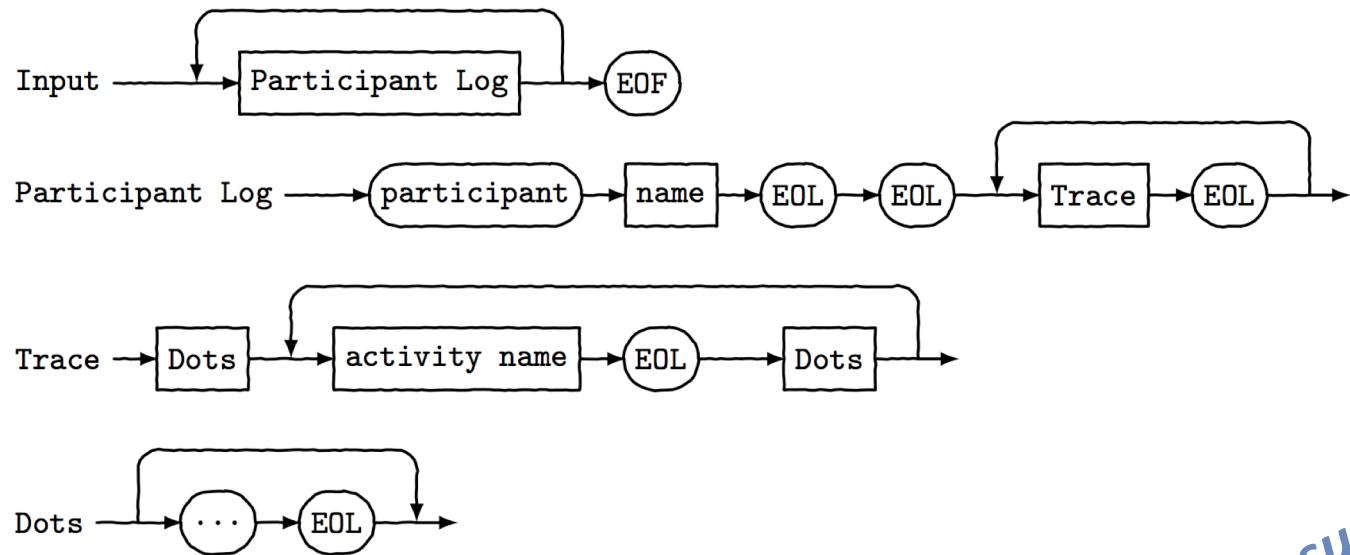
...
Send the dossier
Check description
Reject request

Expanded Log

Fill in reimbursement form
Mark the bills
Send the dossier
Check description
Reject request

Reconstructed BPMN Control Flow Model





minimal input
support incomplete knowledge
avoid repetition

Sketch Miner DSL Requirements

Sketch Miner

BPMN Sketch DSL

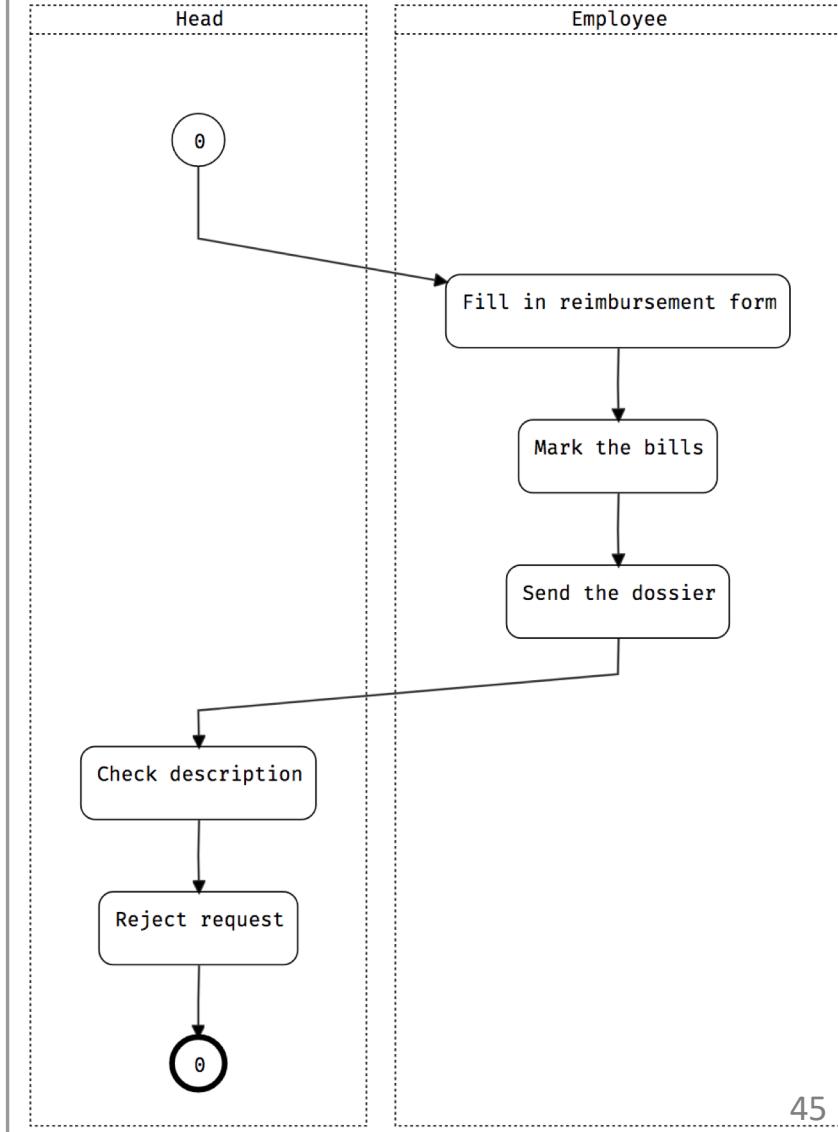
```
participant Employee  
  
Fill in reimbursement form  
Mark the bills  
Send the dossier  
...  
  
participant Head  
  
...  
Send the dossier  
Check description  
Reject request
```

Expanded Log

```
Fill in reimbursement form  
Mark the bills  
Send the dossier  
Check description  
Reject request
```

activities
placeholder

Reconstructed BPMN Control Flow Model

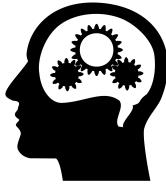


Sketch Miner DSL vs Textual Process Modelling DSLs

Target users		Users identify and name activities	Users identify the control flow	Modelling language support	Output format type	Model visualized
PlantUML	Developers	Yes	Yes	Full	PNG, SVG	On request
PlantBPMN	Developers	Yes	Yes	High	BPMN	On save
BPELight	Business analysts	Yes	Yes	Full	BPEL	N/A
<i>Sketch Miner</i>	<i>Process participants</i>	Yes	No	Basic	SVG	<i>Real-time</i>

Usability vs. Expressiveness Trade-off

Potential Improvement of Modeling Efficiency



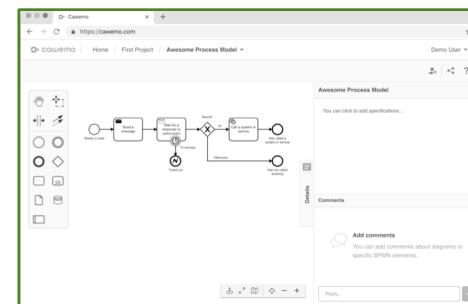
Modelling methodology (cognitive load)

- identify and name activities
- identify the topology of the graph
- end-to-end vs partial knowledge



Modelling tool (efficient use)

- constructs' input
- graph layout



VS

BPMN Sketch DSL
participant Employee
Fill in reimbursement form
Mark the bills
Send the dossier
...
participant Head
...
Send the dossier
Check description
Reject request
...
Check description
Approve request
Send to finance
...
participant Finance
...
Send to finance
Check reimbursability
Send payment

Sketching Process Models by Mining Participant Stories

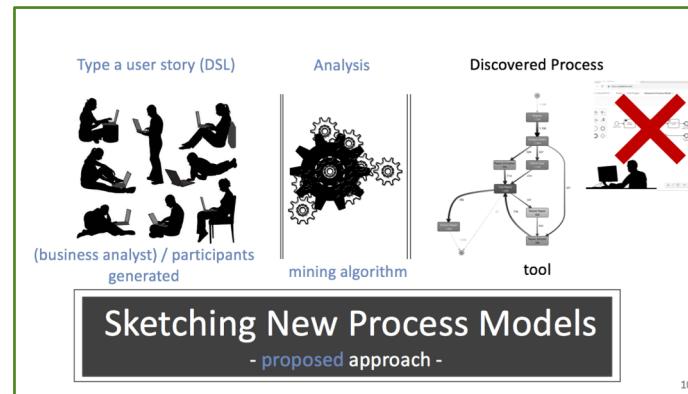
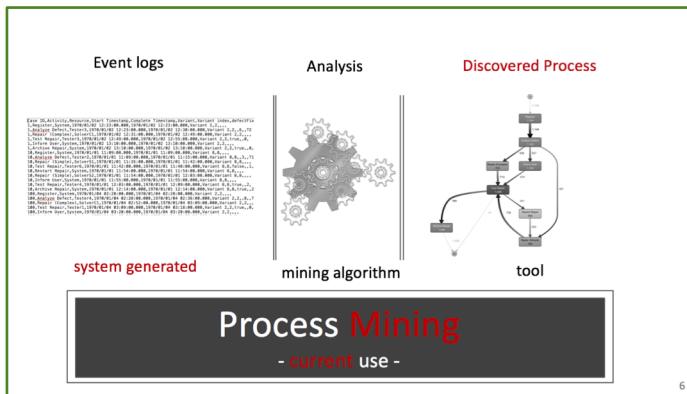
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Sketching Process Models by Mining Participant Stories

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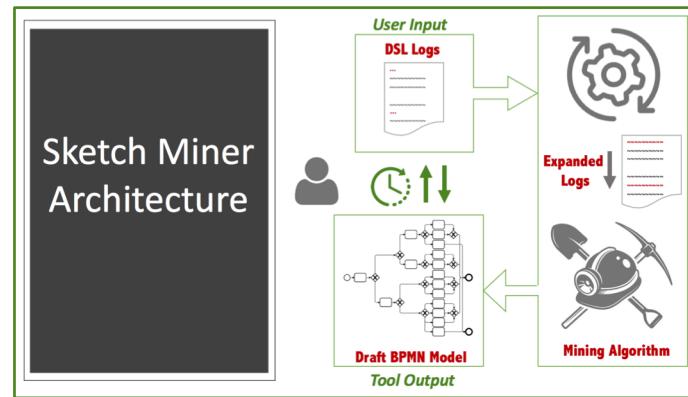
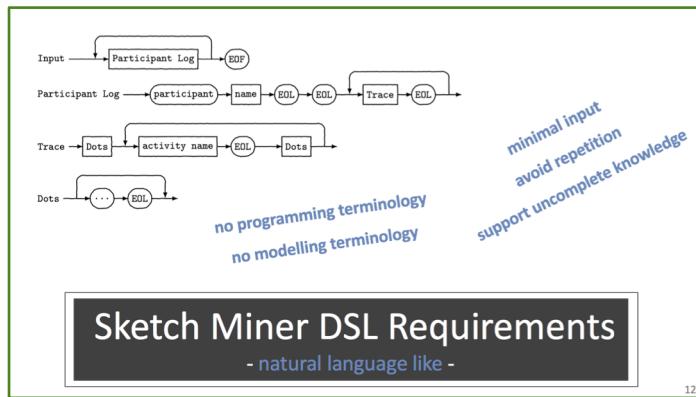
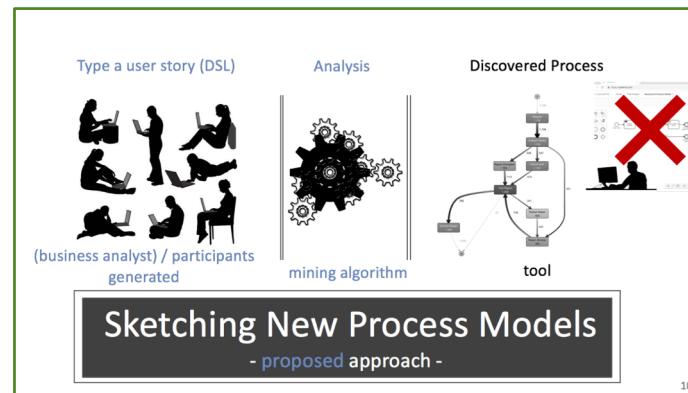
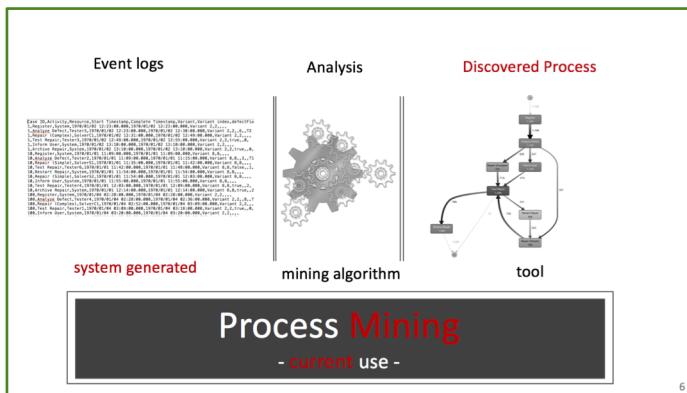
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Sketching Process Models by Mining Participant Stories

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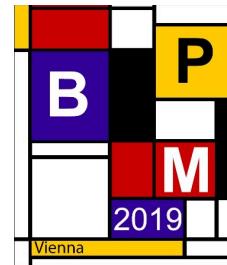
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Sketch Miner

*- Sketching Process Models
by Mining Participant Stories -*

Demo video available at: <https://cutt.ly/zwnvx9z>