

*Master's Degree in Engineering in Management Science  
Sapienza Università di Roma*

# ***Process Management and Mining***

***A.A. 2020/2021***

## **0 - Course Introduction**

**Andrea Marrella**

Last update : 6/10/2020

# General Information

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▶ **Credits:** 6 CFU

▶ **Lecturer:**

- Andrea Marrella (Sapienza, University of Rome)
- Email: [marrella@diag.uniroma1.it](mailto:marrella@diag.uniroma1.it)

▶ **When:**

- Tuesday, 17:00-19:00
- Friday, 14:00-17:00

▶ **Where:**

- in **room A3 @ DIAG**
- online using **Zoom** (check the Piazza web page)

# Office Hours

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## ▶ **When:**

- By appointment.
- To have an appointment, it is required to send an email to the instructor at least one day before.

## ▶ **Where:**

- On-line, using a dedicated link of Google Meet or Zoom.

# General Information

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## ▶ **Web page of the course:**

- <https://piazza.com/uniroma1.it/fall2020/pmm2021>

## ▶ **Access code**

- PMM@Sapienza2021

- Piazza will be used to send news/communications to the course attendees, to upload the slides and the links to the tools required for the course.
- Piazza provides a chat to communicate with the other students and the instructor. Use it when needed!
- Use your **Sapienza institutional account** to sign up on Piazza and Zoom (to avoid the waiting room).

# Short Description

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- ▶ This course introduces key principles and methods of **Business Process Management** (BPM) along the entire lifecycle of business processes: from identification to redesign, automation, execution, monitoring and mining.
- ▶ The course emphasizes the role of business **process models** as an instrument to understand and analyze business operations, and to drive the design of Information Technology solutions that support the execution of business processes.
- ▶ The course combines business and IT methods and is designed both for IT and business students.

# Main Topics

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- ▶ Process Management in Organizations
- ▶ Process Identification
- ▶ Design of Business Processes
- ▶ Process Modeling with BPMN
- ▶ Qualitative and Quantitative Process Analysis
- ▶ Process Simulation
- ▶ Process Redesign
- ▶ Process Automation and Execution
- ▶ Process-Aware Information Systems
- ▶ Process Mining

# Exam

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- ▶ One practical **project** to be held in groups of 2-3 students, or – in special cases – individually.
- ▶ An **oral discussion** consisting of a list of questions and exercises related to the course topics.
  - Both can be carried out during the exam dates.

# Practical Project

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- ▶ Students are strongly encouraged to propose their **own idea** for projects.
  - Send an email to the teacher to ask for the assignment of a project (please, do not start performing a project before you have it assigned).
- ▶ The project must cover the phases of process modeling/simulation/execution/mining.
- ▶ Projects consist of **concretely using the tools** investigated during the course through one or more realistic examples/case studies.
- ▶ A **presentation** of the project (possibly performed with slides) is required.
- ▶ The presentation should also include a **working demo** of the developed project.