

General conclusion

The area of process mining is not simply concerned with finding and visualizing the best model that fits the work execution data. In our opinion, a process mining system must have a rich set of tools that allow the practitioners to carry out a variety of performance measurements and other analytics. In addition, process mining techniques that focus on the dominant execution paths and ignore outlier instances lead to the reason behind the outliers staying undiscovered and thus capable of appearing again in the future causing persistent performance issues.

In this project , we explored the application of process mining techniques in department of computer science in M'sila and we start the first chapter with an overview about process mining, talk inside this last about process mining in general then we focus on basic concepts like Petri net, YAWL, process model, PROM Framework in chapter two . Then in chapter three, we identify three types of process mining, discovery which can be seen as play-ing Learning a model from event data then the Conformance checking which requires a form of replay by replaying reality on top of the model and the last one it is the performance analysis. And last but not least, in the fourth chapter we practice the process mining with real data of computer science department exactly in the service of registration in the order of give the bottlenecks and more for the administration.

Process mining is a vast domain and contains many concepts we will touch them in our future work.