



AI AND DIGITAL TRANSFORMATION TRAINING

Process Mining and Operational Analytics

3 day course

Classroom, online or in-house

Course overview

Every organisation has a documented process and a real one, and the gap between them is where delay, rework and control failure live. Process mining reads the real one out of system event logs. This course covers doing it. Delegates work through event log extraction and the data quality issues that make or break a study, discovering the actual process and its variants, and conformance checking against the intended design. Bottleneck, rework and cycle time analysis follow. The organisational and political dimension is addressed directly, since these findings implicate people. The course closes on turning findings into change, on monitoring continuously rather than as a one off study, and on the processes most worth examining.

What you will learn

- Extract event logs and resolve the data quality issues in them
- Discover the real process and its variants from system data
- Check conformance against the intended design
- Analyse bottlenecks, rework and cycle time
- Quantify the cost of deviation from the intended process
- Handle findings that implicate specific teams or people
- Turn findings into change and monitor continuously

Who should attend

- Process improvement and operational excellence staff
- Business analysts and data analysts
- Internal auditors testing process compliance
- Operations and shared service managers
- Automation teams selecting candidate processes

Course outline

- 01 The documented process and the real one
- 02 Event log extraction and data quality
- 03 Process discovery and variants
- 04 Conformance checking
- 05 Bottleneck and cycle time analysis
- 06 Rework and the cost of deviation
- 07 Handling politically sensitive findings
- 08 Driving change and continuous monitoring

Upcoming dates

Dates	Venue	Format	Fee per delegate
26 to 28 October 2026	Lagos, Nigeria	Classroom	USD 995
14 to 16 December 2026	Online	Online	R6,500
17 to 19 February 2027	Harare, Zimbabwe	Classroom	USD 995

Fees and how to register

This 3 day course is **R6,500** per delegate online, **R14,950** in the classroom in South Africa, Botswana, Namibia,



Lesotho and Eswatini, and **USD 995** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriscience.co.za, or WhatsApp us on **+27 63 479 1136**.

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