KAIVANT MASTERCLASS

AI Process Mining

CATEGORY	COURSE DELIVERY	DURATION
AI Augmentation and Work Redesign	Face-to-face, remote online or hybrid; public or in-house	2 days (14 training hours)

TARGET AUDIENCE

Process owners, operations, finance and procurement managers, business analysts and improvement leads, internal audit, risk and quality teams, data and IT staff who support process improvement, and transformation leads.

PREREQUISITES

Comfort with spreadsheets. No programming knowledge is needed. Participants bring a short description of one process that runs mainly through business systems, such as purchasing, claims, customer orders, or onboarding. Completing Kaivant-I (free, about 10 minutes) before the masterclass is recommended.

RELATED MASTERCLASSES

- AI Value Stream Mapping
- Task and Skill Scoring
- Decision Mapping
- Capability Mapping
- Service Blueprinting
- Knowledge-Flow Mapping

Business systems record every transaction. Orders are created, approved, modified, and paid. Organizations frequently attempt to automate individual steps using AI. They do this without assessing whether that specific step represents the root problem or merely a symptom of upstream bottlenecks.

PROCESS MINING

Process mining extracts event logs from business systems to establish an assessment-driven baseline. It maps the actual execution path across thousands of cases. This data-driven reality rarely matches the manual. You will see unexpected variations, rework loops, and extended delays.

Benefits of process mining:

- Actual execution paths become visible against theoretical designs.
- Quantifies exact case volumes following the intended route.
- Hidden rework loops and prolonged wait times are exposed.
- Compare specific regions, teams, or suppliers to isolate root causes.

WHAT CHANGES WITH AI

Traditional process mining delivers hard facts. It remains blind to underlying human context. Analytics alone cannot dictate where human judgment belongs. This masterclass bridges the gap.

- Integrate quantitative event data with operational context from the frontline workforce.
- Routine steps prime for AI automation are isolated from complex exceptions requiring human intervention.
- Apply the KAIVANT notation to map and categorize every process step.
- AI-executed actions are recorded directly in the event log for continuous performance tracking.

MASTERCLASS DESCRIPTION

The KAIVANT Masterclass: AI Process Mining trains managers and analysts to prepare, execute, and interpret process mining analytics. You will align with IT and data teams to determine exact AI deployment points. Participants analyze a sample event log. They test these findings against frontline realities through structured role play. You leave with a concrete analysis and monitoring plan for a specific internal process.

MASTERCLASS AND LEARNING OBJECTIVES

Following the completion of the masterclass, participants will be able to:

- Define core terminology—event log, case, activity, variant, and conformance—for non-technical stakeholders.
- Collaborate with IT to specify event log extracts based on precise case definitions, time periods, and privacy requirements.
- Identify main routes, deviations, rework loops, and delays within a discovered process map.
- Isolate causes of delay by comparing specific groups like suppliers, regions, or teams.
- Translate raw analytics into targeted questions for operational teams to construct a shared root-cause baseline.
- Apply the KAIVANT notation to clearly mark automation candidates versus judgment points.
- Structure a comprehensive monitoring plan tracking AI-executed steps.

MASTERCLASS APPROACH

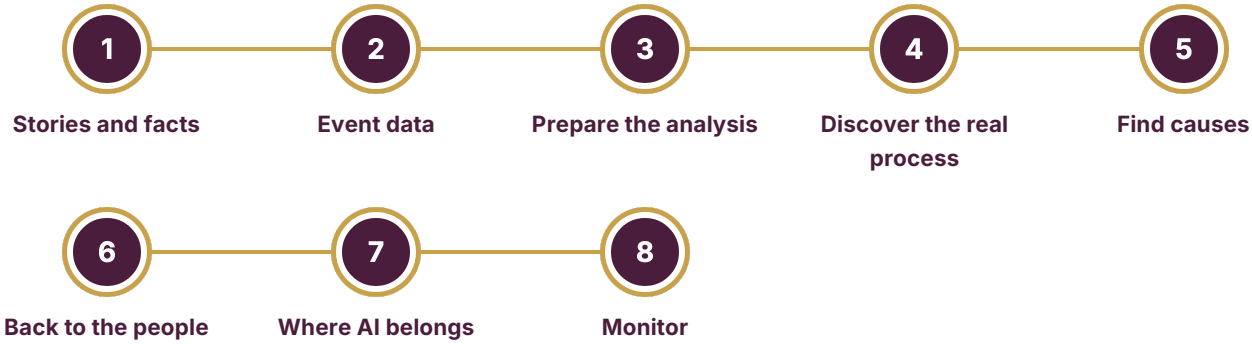
This masterclass allocates time across short briefings (about 30%), hands-on exercises utilizing both a worked case and participants' actual data (about 50%), alongside feedback, presentations, and reflection (about 20%). A single worked case anchors both days. Every analytical step is immediately applied to the participant's own organization. The resulting insights are actionable the very next day.

Face-to-face sessions utilize wall maps, cards, and sticky notes. Remote formats leverage shared digital whiteboards and breakout rooms. Hybrid sessions consolidate in-room and remote groups onto a single digital board managed by dedicated facilitators.

MASTERCLASS MATERIAL

Participants receive a comprehensive workbook containing all presentation materials. The package includes a sample event log, a worked case pack, and an event log specification template. You also receive an interview guide for findings sessions, the KAIVANT notation guide, and an analysis and monitoring plan template.

CONCEPTS WE WORK WITH



MASTERCLASS CONTENT

Day 1

Module 1: Stories and facts

- Discrepancies between manual documentation, human descriptions, and system records.
- Defining process mining capabilities and limitations.
- The risk of accelerating symptoms by automating isolated steps without full-process visibility.
- Exercise: Sketch your own process and define the specific questions the data must answer.

Module 2: Event data basics

- Core metrics: cases, activities, timestamps, and variants.
- Structural requirements for a usable event log.
- Identifying common data gaps and unrecorded actions like emails, chats, meetings, and human judgment.
- Exercise: Examine a sample event log and establish consensus on case definitions.

Module 3: Preparing an analysis

- Targeting the right process and formulating the core analytical question.
- Establishing parameters for cases, time periods, and system boundaries.
- Navigating privacy, data protection, and access rules alongside IT and data owners.
- Exercise: Draft an event log specification tailored to your own process.

Day 2

Module 5: Finding causes

- Comparative analysis across suppliers, regions, teams, products, or channels.
- Measuring conformance against the designed route.
- Distinguishing productive operational flexibility from process waste.
- Exercise: Formulate data-backed cause hypotheses for the worked case.

Module 6: Back to the people

- Understanding why exposing human error metrics often triggers data quality disputes.
- Translating hard analytics into open, constructive questions.
- Extracting insights from contradictions between system data and human narratives.
- Exercise: Role-play a findings session to construct a shared root-cause view.

Module 7: Where AI belongs

- Identifying high-volume, rule-based steps as primary automation candidates.
- Pinpointing loops and exceptions where human judgment remains critical.
- Deploying AI to prep cases for human review and expand the expertise of exception handlers.
- Exercise: Mark the worked case and your own process utilizing the KAIVANT notation.

Module 4: Discovering the real process

- Mapping main execution routes against secondary side routes.
- Identifying rework loops, repeated steps, and waiting times.
- Avoiding common analytical misinterpretations.
- Exercise: Execute a guided analysis of the sample log using process mining software.

Module 8: Monitoring with AI in the process

- Embedding AI-executed steps directly into event data records.
- Tracking post-implementation metrics: lead time, rework, exceptions, and quality.
- Scheduling analytical re-runs to establish ongoing performance baselines.
- Presentation of analysis plans, peer feedback, and closing review.

ASSESSMENT AND CERTIFICATE

- Self-assessment against learning objectives at the start of Day 1 and the close of Day 2.
- Continuous trainer review of group exercises throughout every module.
- Direct evaluation of participant outputs, culminating in a final presentation with actionable feedback.
- End-of-course evaluation form completion.
- Certificate of attendance awarded for full participation and submission of the final output.

CONCLUSION

Process mining converts existing organizational data into an objective baseline of actual operations. It maps how work truly functions. Combine these analytics with frontline context to determine exact deployment zones for AI. Routine steps are automated. Complex exceptions are reserved for human judgment. Recording AI activity directly in the event data ensures total visibility. You can track performance metrics, measure true process improvement, and correct course immediately if outcomes fall short.

This methodology drives distinct outcomes across the organization:

Professionals: Extract event logs to map actual execution paths, exposing hidden rework loops and unexpected variations against theoretical designs.

Managers: Compare specific regions or teams to isolate the root causes of delays. Align hard event data with operational context to determine exactly where AI automation belongs and where human judgment is required.

L&D and HR: Integrate quantitative event data with frontline workforce realities. Build targeted support for the human workforce by expanding the expertise of personnel handling complex exceptions as routine steps become automated.

Start with a baseline

Establish an objective baseline. Kaivant-O measures your organization's current AI maturity and identifies the correct masterclass entry point. Kaivant-I is free, strictly private, and requires approximately 10 minutes to complete. Access the assessment at kaivantscore.com.

NEXT STEPS

The KAIVANT Curriculum

The KAIVANT Foundation and Practitioner programs prepare leaders for holistic change management. The individual masterclasses isolate specific operational components, providing highly actionable methods for immediate workplace application. These are highly recommended when executing live deployments requiring targeted methodologies.

Understanding AI Change (Foundation): Establish the analytical concepts, empirical evidence, and shared operational vocabulary required to manage continuous AI integration.

Leading AI Change (Practitioner): Execute assessment-driven AI change through constraint-based planning, live event management, and stakeholder alignment.

AI Value Stream Mapping: Identify where work waits before AI integration (Concepts 2 and 4).

AI Process Mining: Analyze the actual process using system data (Concept 4).

Task and Skill Scoring: Determine which tasks AI executes, supports, or leaves entirely to humans (Concept 5).

Decision Mapping: Track decision-makers and map authority shifts (Concept 8).

Capability Mapping: Identify where AI builds or erodes organizational capacity (Concepts 1 and 2).

Service Blueprinting: Map AI touchpoints between customers and staff (Concept 5).

Knowledge-Flow Mapping: Track knowledge transfer between humans, both with and without AI (Concept 7).

Training provider

This course operates under strict license by approved training providers. Every trainer undergoes rigorous coaching and licensing to ensure standardized delivery. Participants receive identical content and sit the exact same exam globally.

In-house versions adapt to an organization's specific operational reality. Content and duration are finalized following a detailed intake discussion. Training providers seeking to offer this curriculum may apply for an official license.