



FOLKETINGET
RIGSREVISIONEN

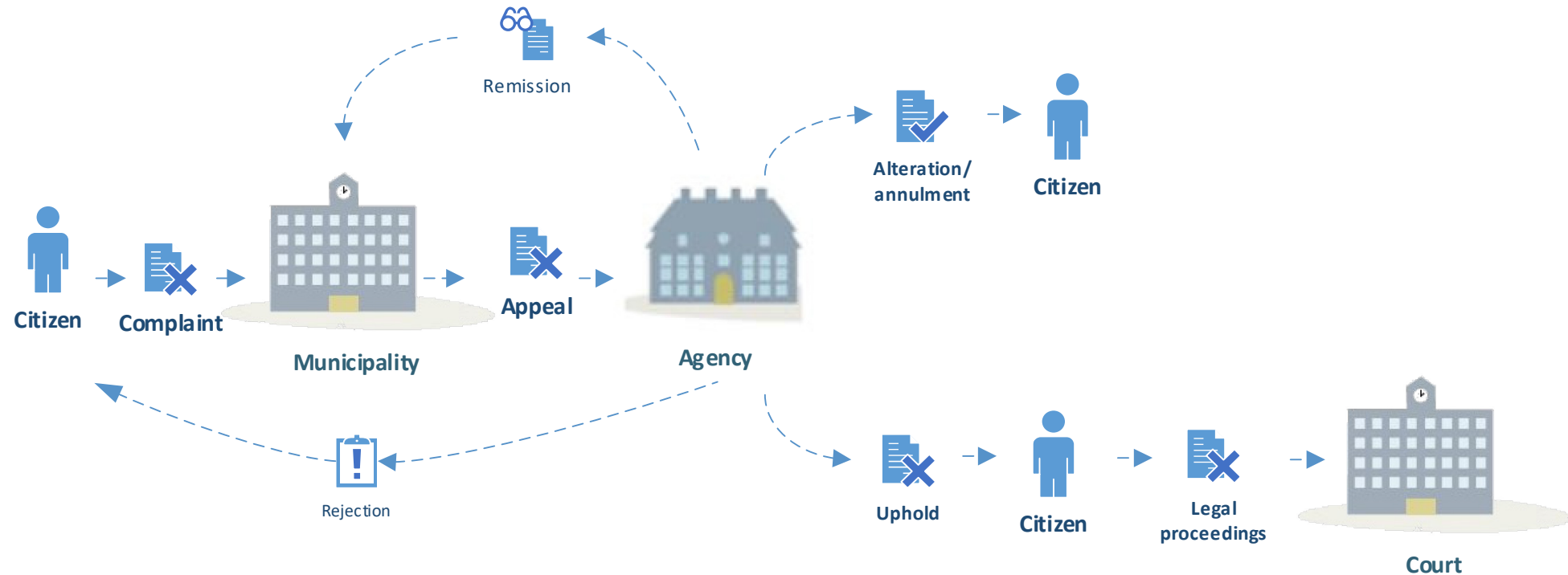
Process mining

The processing time of appealed claims for
benefits or compensation

Niels Dyhrberg-Noerregaard, PhD, Special advisor

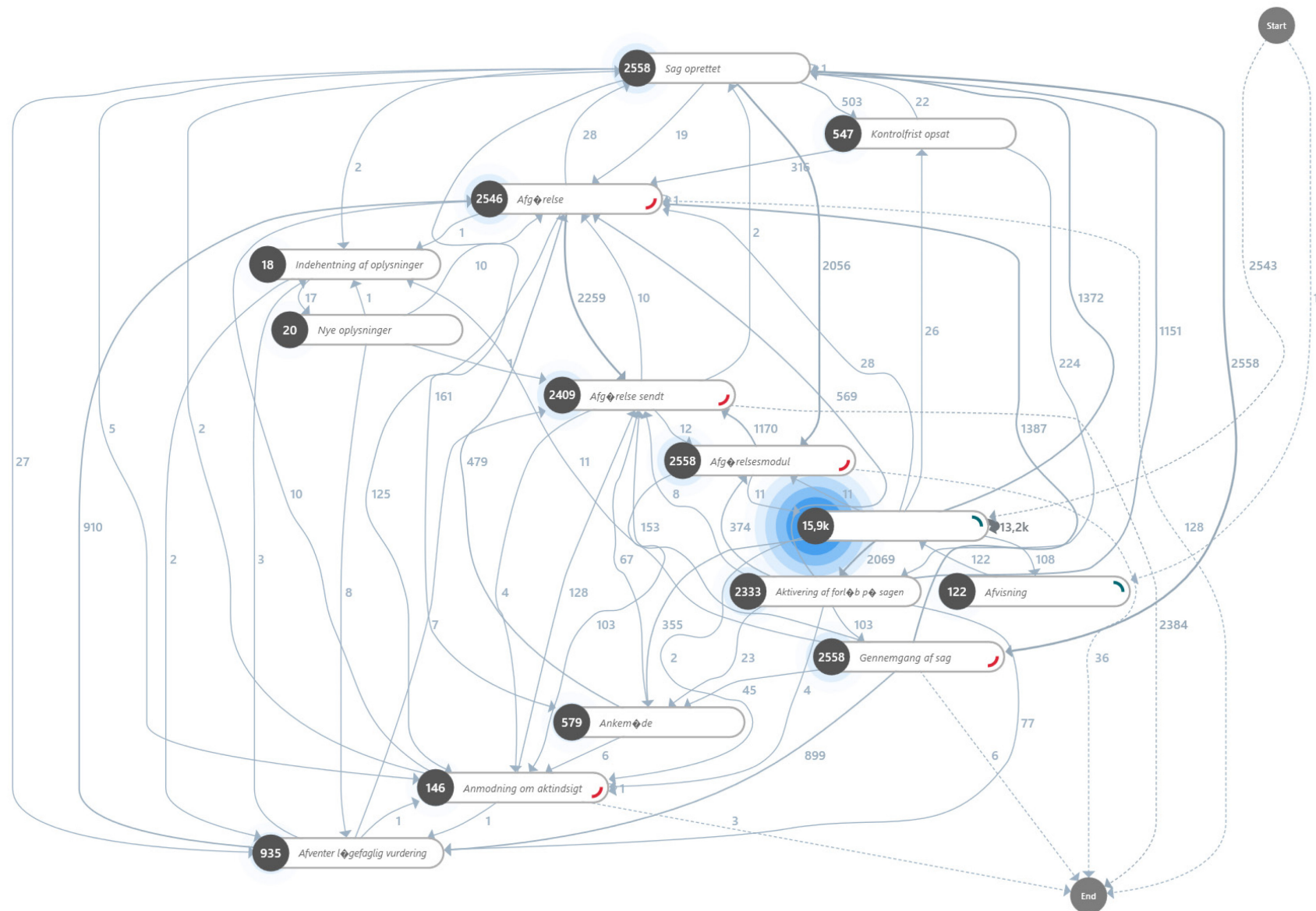


The process of appealed claims for benefits





What is process mining?





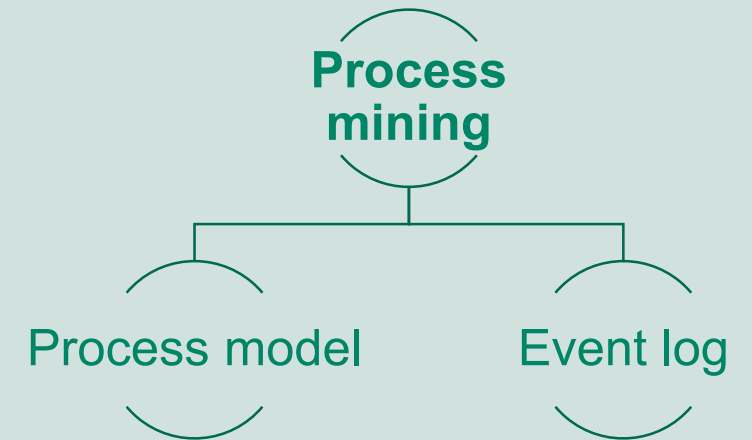
Two key features of process mining

Business Process Modeling (BPM)

- The creation of a model of a business process in order to better understand that process

Event logs

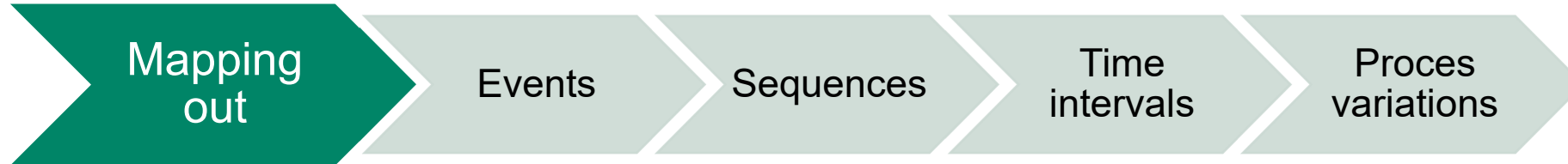
- Is a basic resource that helps provide information about usage and network traffic. An event log stores these data for retrieval if necessary







Process model



1. We identified 18 different **events**
 - Creations of case, request of additional information, case assigned to caseworker, request of medical assessment etc.
2. We identified the **sequence** of the events
 - Sequentially and parallel events
3. We have identified 36 **time intervals** that can be measured
 - Event durations (18) and time between events (18)
4. We have identified approximately 40 mio. possible proces variations
 - In reality there was only 206 variations



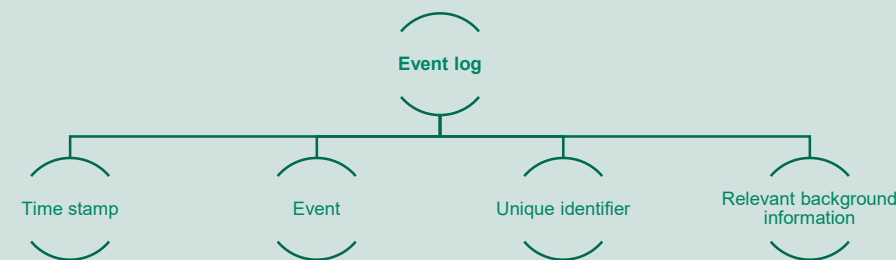
The event log

Extracting data

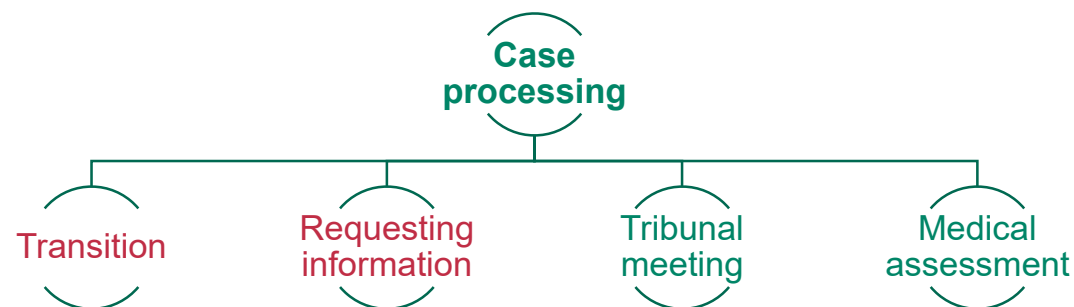
- Log files from case management system
- Data points defined by process tree

4 types of data

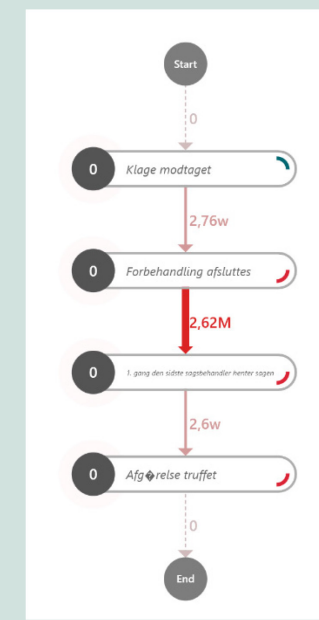
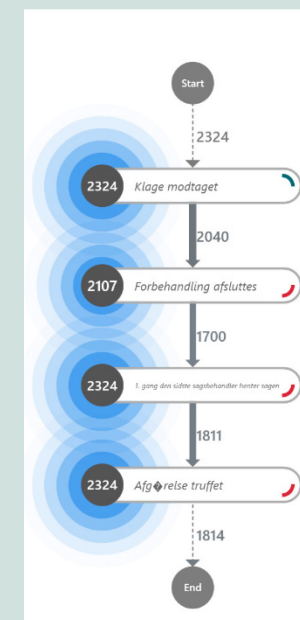
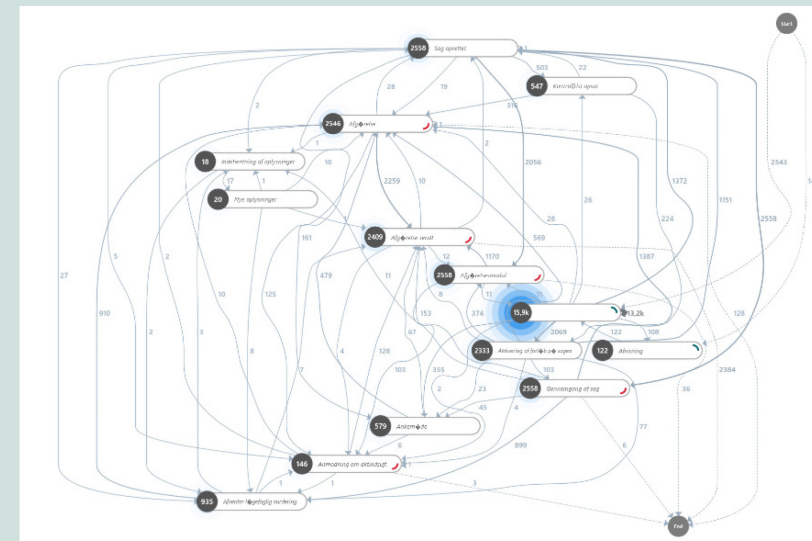
- Event
- Time stamp
- Unique identifier
- Relevant background information



Key findings



- In average **the transition** between the administration and the case worker takes 9,3 weeks
- In average **requesting information** from the citizen or the municipality makes the case processing time 40 % - 63 % longer depending on the case type





FOLKETINGET
RIGSREVISIONEN

Questions?



Andreas Ferdinand Hansen