



Pega Flex Process Mining course

Learn YOUR way with Pega Flex training!

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Overview

Learn YOUR way with Pega Flex Process Mining training! This course combines Pega Academy's self-paced content and traditional instructor-led training (ILT) with faster time-to-value options.

Experience engaging and interactive lessons, active hands-on exercises, real-life use cases, immediate feedback, and developer networking, under the guidance of a qualified Pega Instructor. Upon completion of this course, you will be prepared to begin projects as an active contributor!

Please note each day includes blocks of time that could be used for instructor-led portions of your training. The instructor will provide a detailed agenda so that you can plan to join any instructor-led training.

Course objectives

Begin your journey into process analysis by learning the capabilities of Pega Process Mining. Explore how to analyze process data to aid with digital transformations. Learn common process analysis tasks in Pega Process Mining through hands-on exercises. This course provides the basic competence level required for delivery team members who are responsible for:

- Analyzing processes.
- Identifying issues or inefficiencies with a process.
- Making recommendations to improve a process.

Apply these principles and best practices to discover information about your processes and areas that can be enhanced.

Version: 8.8

Total course time: 18+ hours over five days

Cost: \$1020 per person or 68 training credits, group pricing is available

Prerequisites: None

Target audience: Business Architects seeking to learn how to identify issues and enhancements to improve their processes.

Course competencies:

- Process Discovery
- Conformance Checking
- Performance Analysis
- Additional Analysis
- Advanced Analysis
- Dashboards
- Process Mining Administration

Pega Training inquiries

- Phone: 617-866-6500 (9 am – 5 pm EST)
- Email: Education@pega.com.
- View the latest [course schedule](#).
- [Schedule an exam](#)

Course overview – Pega Flex Process Mining

Module one: *Process Mining introduction*

- Introduction
- Process Mining overview
- Process Mining workflow
- Event log basics
- Module quiz

Module two: *Creating Data Sources walkthrough*

- Data source basics
- Naming a source
- Connecting to a source
- Previewing a source
- Transforming columns in a source
- Defining advanced properties for a source
- Source save options
- Module quiz

Module three: *Creating Views walkthroughs*

- Naming a view and selecting the data source
- Configuring field types for columns
- Labelling columns
- Grouping columns by case or event
- Defining advanced options
- Checking license details and saving a view
- Module quiz

Video one: *Process Mining Basics*

Flex challenge: *Creating a data set and view*

Module four: *Process discovery*

- Running views
- Process map basics
- Controlling complexity
- Process map and analysis
- Verifying the date interval
- Viewing fast metrics

Module four (continued): *Process discovery*

- Viewing top traces
- Editing graph options
- Marking desired and undesired activities
- Replaying process models
- Module quiz

Video two: *Process Discovery*

Flex challenge: *Analyzing the process with the process map*

Live workshop one: *Get Started with Process Mining*

Module five: *Conformance checking*

- Conformance checking basics
- Saving a process map as a BPMN reference model
- Analyzing model violations
- Analyzing undesired activities
- Module quiz

Video three: *Out-of-the-box Analysis*

Flex challenge: *Reviewing conformance*

Module six: *Benchmarking*

- Benchmarking basics
- Comparing two locations
- Measuring process enhancements
- Module quiz

Module seven: *Social metrics*

- Social metrics overview
- Module quiz

Module eight: *Predictive analysis*

- Enabling predictive analysis
- Predictive analysis basics
- Configuring prediction settings

Course overview (cont.) – Pega Flex Process Mining

Module eight (continued): *Predictive analysis Introduction*

- Predictive analysis use case
- Module quiz

Module nine: *Root cause analysis*

- Root cause overview
- Root cause basics
- Module quiz

Module ten: *Simulation*

- What-if simulation basics
- Simulation inputs
- Running a simulation
- Module quiz

Video four: *Advanced Analysis*

Flex challenge: *Additional analysis options*

Live workshop two: *Out-of-the-box Analysis*

Module eleven: *Dashboards*

- Dashboards basics
- Tracking failures use case
- Editing custom dashboard configurations
- Deleting and resizing widgets
- Module quiz

Module twelve: *Insights*

- Insights basics
- Creating an insight and report
- Accessing an insight report
- Editing insights
- Module quiz

Flex challenge: *Creating dashboards and insights*

Module thirteen: *Filters*

- Filtering basics
- Filtering on completed cases
- Creating named filters
- Module quiz

Module fourteen: *KPIs*

- KPI basics
- Creating time-based KPIs from the process map
- Adding KPIs to a custom dashboard
- Module quiz

Video five: *Information Sharing*

Flex challenge: *Creating filters and KPIs*

Module fifteen: *Metrics and columns*

- Administration overview
- Managing calendars
- Managing process skins
- User roles
- Module quiz

Video six: *Additional Analysis and Administration*

Live workshop three: *Information Sharing and Administration*