

Academic Training



**CONFORMANCE
CHECKING**



The demo data set

Purchase-to-Pay (P2P)

- **Relevance**
Core business process
- **Volume**
High number of transactions
- **Complexity**
Requests, approvals, timelines
- **Various departments**
Procurement, Accounting, Warehousing,...



Academic Cloud

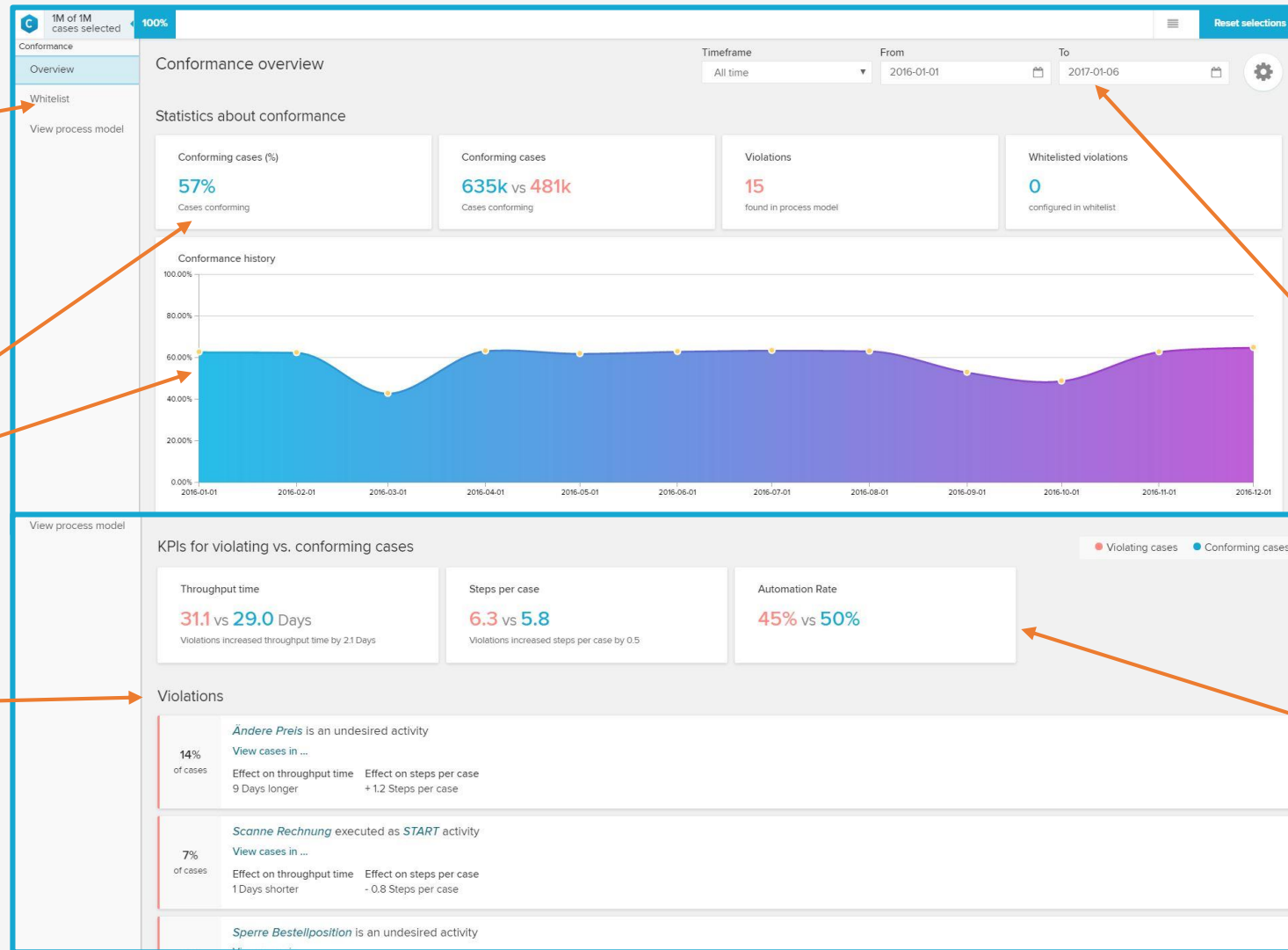
The screenshot shows the Celonis Academic Cloud website interface. At the top, there is a navigation bar with the user name 'Jerome Geyer-Klingeberg' and links for 'CONTACT ACADEMIC ALLIANCE', 'SUPPORT', and 'GO TO CELONIS.COM'. A '376 DAYS LICENSE' badge is also visible. The main heading reads 'Pick a process of interest and discover how you can benefit from Celonis Process Mining'. Below this, a grid of six process categories is displayed:

- 1. Purchase to Pay**: Bring full transparency to complex P2P processes by finding inefficiencies and governance violations such as rework activities and maverick buying. A 'LAUNCH DEMO' button is highlighted with a red arrow.
- 2. Accounts Payable**: Analyze approvals, timelines, exceptions, and automation rates. Spot bottlenecks, inefficiencies and compliance violations thus reducing discount losses, manual interventions, and duplicate payments.
- 3. Order to Cash**: Find and eliminate bottlenecks and inefficiencies in procedures, orders, and timelines. Improve delivery performance and customer satisfaction.
- 4. IT Service Management**: Improve your IT Service Management Processes and discover problems before they are common practice in your organisation. Optimize the service quality for all requests in your organisation.
- 5. Logistics**: Analyze the logistic process within your company. Reduce delivery times and warehousing costs by optimizing the logistic process for all goods movements in your supply chain.
- 6. Utilities**: Find and eliminate bottlenecks and inefficiencies in utility processes, monitor and improve process performance, compliance and quality with defined process patterns in real-time. Increase automation rates, minimize manual intervention and rework activities and find out how to avoid interruptions that lower customer satisfaction, such as invoice blocks.

At the bottom of the grid, there is a blue bar with a 'Launch demo' button and the text 'Interested in Celonis on-premises?'.

- ✓ Login to or create a new account using your official academic email address: <https://academiccloud.celonis.com>
- ✓ The Academic Cloud covers several pre-loaded data sets for different processes
- ✓ You can simply start them by clicking on “Launch demo”
- ✓ The pre-loaded data sets consist of a data model and pre-configured analyses
- ✓ Click on “Launch demo” for the Purchase-to-Pay process

Conformance checking



Whitelist.
Add acceptable violations to the whitelist, so they will be excluded from the further analysis.

Conformance.
Conformance validates each single case in the data set against the target model.

Violations.
Tackle the process deviations in a ranked and easy to understand violations feed. Click on the violations and Celonis highlights all relevant details on each violation and extracts the root cause to all problems automatically.

Date.
Change the time period to analyze certain points in time.

KPIs.
Celonis shows you the main KPIs for the process and the influence of each violation on these measures.

Exercises

In the next step, you will compare the actual process data with the target process modeled in BPMN. For this task, go to the “**Conformance**” sheet.

YOUR TASKS

1. Up to now, we have analyzed the process exploratively by looking at the ‘as is’ process and filtering on interesting phenomena. Checking for conformance is a whole new use case. What are its main additional benefits?
 - a. The process model can be designed in Celonis based on the ‘as is’ process
 - b. Deviations to the process model are detected automatically
 - c. Root causes of violations are detected automatically across the whole data model
2. How many process steps does the process model consist of in our example?
 - a. 5
 - b. 6
 - c. 7
3. By just looking at the process model, which of the following process paths are violations?
 - a. Purchase order items with prices changes
 - b. Purchase order items without purchase requisition item creation
 - c. Purchase order items that are created after a purchase requisition, yet with no other process steps
 - d. Purchase order items where the invoice is scanned before goods are received

In the next step, you will compare the actual process data with the target process modeled in BPMN. For this task, go to the “**Conformance**” sheet.

YOUR TASKS

4. Which percentage of purchase order items is compliant and how many violations do you observe?
 - a. 27% and 25
 - b. 39% and 18
 - c. 57% and 15
 - d. 67% and 12

5. What are the top two violations?
 - a. The process starts with the creation of the purchase order item, without a previous purchase requisition item
 - b. The process starts with the scan of the invoice
 - c. The price is changed
 - d. The purchase order item is blocked

6. Have a look at the vendor AluCast (use selection views or filter in the analysis sheet). Which percentage of processes is compliant and what's the dominating violation?
 - a. 39% and setting of a payment block
 - b. 59% and direct creation of the purchase order item without requisition
 - c. 19% and invoice scan as a first process step
 - d. 59% and price changes

In the next step, you will compare the actual process data with the target process modeled in BPMN. For this task, go to the “**Conformance**” sheet.

YOUR TASKS

7. What is the average total throughput time for violating cases with ‘Dun order confirmation’?
 - a. 26 days
 - b. 28.7 days
 - c. 30.2 days
 - d. 31.8 days

8. How many cases are conforming, if violation ‘Send Purchase Order Update’ is added to the whitelist?
 - a. 39%
 - b. 43%
 - c. 52%
 - d. 59%

9. When examining the root causes for the violation ‘Change currency’, which Material Groups show the most currency changes?
 - a. Bulbs, Monitors
 - b. Dairy, Packaging
 - c. Metal processing, Monitors
 - d. Hard disks, Motorcycles

**Congratulations, you finished the conformance checking exercises!
Now it's time to conduct conformance checking on your own data.**

**Just click on 'Import data' in the Academic Cloud and upload your
event log.**

**To get the solution manual for the exercises or if you need any support, just send an
email to the Academic Alliance Team (academic.alliance@celonis.com)**