Abstract

Document Control Procedure (DCP) in Institut Teknologi Telkom is an example of business process that can be extracted about its information using Process Mining technique. This business process is changing, due to the change of college status, from Institut Teknologi Telkom to Telkom University so that it's being carried out futher studies on that business process. One type of process mining is *Enhancement*, it's the expansion or improvement of an existing process model by using the information from event log, this will be used as a recommendation in changing DCP. Heuristic Miner Algorithm is one of the algorithms that can be applied to the process mining, which this algorithm will combine the frequency between even with the event traces in event log to build a model process. In this research, several steps will be executed those are *Discovery*, the one that will build a model process from event log, *Conformance*, the one that will examine the model process with the event log, and *Enhancement* that has a purpose to produce a new model process. Beside those steps, the output from this research is an analysis of the threshold components while building the model process.

Keywords: business process, process mining, *discovery*, *conformance*, *enhancement*, heuristic miner algorithm