

## **Abstract**

*Process mining can enhance the analysis of business processes within the companies with more accuracy. The basic idea is to take advantages from the information in the event logs recorded in the enterprise information system. Based on the event logs, process mining can present the structure of existing business processes, their various elements, and the problems that happened in the company.*

*In this final project, process mining conducted on the event logs of the Rabobank Group ICT, a bank which have to increasing its service with discovers the activities that have taken place and provide recommendations based on the results. Process mining conducted by using the ProM 5.2 framework and heuristic miner plugins. Heuristic miner algorithms chosen for its ability to handle the event logs with noise, and can show the main behavior from the business processes [1]. From the process discovery done with event logs, the business processes expected to be modeled and analyzed as a whole process. After that, the results will give recommendations to improve the services quality of Rabobank ICT in the future.*

**Keywords:** *process mining, event logs, business processes, heuristic miner, process discovery, recommendation*