

Abstract

The rising concern of an organization and companies in developing business processes to obtain business processes more effective and efficient make them start developing that business processes. With business processes more effective and efficient, the system performance of organizations and companies will be better. One of the business processes that occur in the Netherlands Rabobank Group ICT is the process of receiving, recording and handling problems done by the service desk and/or IT operations assisted by ITIL Service Management system is referred to as HP Service Manager. However, modeling simple process based on complex data is not easy where a simple process model can facilitate the Netherlands Rabobank Group ICT analysts to analyze it. Process mining can be used to create a model of the process so that the process can be improved business performance. In order to obtain the model, process discovery needs to be done in advance of the event log there. Event logs are required to conduct process mining to obtain a model of this process is the event log Rabobank Netherlands Group ICT, which in the case of real-life data is usually more complex or less structured so that the resulting process models are often “spaghetti-like”. Therefore, it is necessary that the approach can generate process models are not “spaghetti-like” one of them is fuzzy mining.

Keywords: *business processes, spaghetti-like, process mining, fuzzy mining*