Abstract

This thessis discussed about implementation process mining to iFace IT Telkom. Process mining is implemented using genetic algoritm. iFace IT Telkom is a social network that support students in it telkom to get and spread the information in their community. Before this thesis, process mining implemetation is often did on information system that have the clear process plot, whereas on social network, users have a free choice to do anything on the home webpage. That thing increase the probability noise appears, such as 'abnormal behavior' or the log does not reflect reality. To handle the problem the writer use genetic algorithm to create the process model iFace. Process model that created then will be tested using recall, precision and f-measure. The testing did on porpuse to know the process model quality from genetic algorithm in case study iface it telkom. Genetic algorithm can produces process model of iface it telkom with good quality based on the recall measurement but the model is over-general based on the precision measurement.

Keywords *: process mining, genetic algorithm, iFace, event log.*