

Abstract

Blog IT Telkom is an Information System that founded by Telkom Institute of Technology which is evolved as The Telkom University now. The main purpose of this system is to increase the webometrics ranking of this university. To focused on that purpose there's a SOP (standard operational procedure) made so Blog can reach the intended business process. But, is the system work as what described on the procedure, that's the problem we're facing now.

Process mining is a technique that can be used as the solution of this problem. Process mining is a process to extract the data log that's recorded from the system into model processes. We're using fuzzy mining to do process mining as this technique can make a simple model process without spaghetti model like process. The simple model processes are derived by graph simplification processes in fuzzy mining. Eventhough the model is simple it's proven that the model can show us the abstraction of what real happened in system as the recall value that we got in conformance checking of model process is always near to 1. The model processes of fuzzy mining can directly used for the maintenance of Blog IT Telkom.

Keywords : process mining, event log, fuzzy mining, model process, graph simplification process, Blog IT Telkom