

## **Abstract**

In academic domain especially in university, there are many kind of process that occurred, from the accounting, administration, and student registration. To provide better services especially for the students, there is necessity to have deep knowledge about actual process - business process that running on the university in order to know its advantages and disadvantages, so it can be evaluated for better services.

With the help of growing application in Information Technology especially in business process domain, like Enterprise Resource Planning (ERP), etc, ease us to analyse the running business process.

To analyze this business process, we can use process mining techniques that extract information from data and convert it to process model. It can be used for designing and evaluate existing business process in order to make it better.

In this final project, will be focused on how to implement heuristic miner in course registration at IT Telkom.

Keyword : *process analysis, mining, heuristic, discovery, causal nets*