ABSTRACT

Human Resources are the most important resource in the organization because humans play an active role in the organizational path and decision making process. One of the solutions that the company can use to support the development of its human resources is to create an e-learning platform as a learning medium. Telkom provides technicians who serve as a distribution of services for IndiHome customers. As one of Telkom's human resources, technicians also need to get attention about his skills development.

IFLEX launches its first version of MVP for IndiHome technicians. But there are some flaws in the validation method that performed on the first version of MVP so that it requires an alternative method of validation that is measurable and needs to be implemented since the start to be able to validate many users at a later date. Therefore, process mining is applied to the second version of MVP as an alternative validation method on the pre-login/pre-register process. Process mining with process discovery method using the Celonis Snap application is able to produce the actual process model occurred by utilizing data from the IFLEX's event log recorded from 13 March 2020 to 13 April 2020 on the implementation of the sprint 1 whose users are registered as Telkom employees in Medan. The process model simplifies process analysis on pre-login/Pre-register pages.

There are 563 activities with the 43 case id on data from the event log. After filtered, 26 *case ids* are obtained in *pre-login/pre-register process. From this data, a process model with various visualizations is obtained. Up to 5 main activities (Onboarding 1, Login, email input for login, input password for login and try login), average users time complete the process (92 seconds), three subprocesses (application introduction, register and login) and the time of each activities. The findings became the basis for IFLEX to conduct further research on the effectiveness and efficiency*.

Keywords: processes, process mining, process discovery, process model, activity