

Daftar Pustaka

- Aalst. "Business process mining: an industrial application." *science direct* 32, no. 5 (2007): 713-732.
- . *Process Mining: Discovery, Conformance and Enhancement of Business Processes*. SpringerISBN: 978-3-642-19344-6, 2011.
- Al-Alawi, Adel, Maryam Ali Abu Alfateh, dan Amal Mohammed Alrayes. "Educational Data Mining Utilization to Support the Admission Process in Higher Education Institutions: A Systematic Literature Review." *2023 International Conference On Cyber Management And Engineering (CyMaEn)*, 2023.
- Alexander, Melvin T. "Six Sigma: The Breakthrough Management Strategy Revolutionizing the World's Top Corporations." *researchgate*, 2000.
- Araújo, P. "Multi-Perspective Object Detection for Remote Criminal Analysis Using Drones." *IEEE*, 2020.
- Batista. "Process mining in healthcare: A systematic review." *International Conference on Information, Intelligence, Systems and Applications*, 2019: 1-6.
- Bonvin, Dominique. *Real-Time Optimization*. Switzerland: MPDI, 2017.
- calves, Gon. "A Multi-Perspective Approach for Process Mining in Industry ." *Computers in Industry*, 2020.
- Carmona. "Performance Analysis of Business Processes with ProM." *IEEE Transactions on Services Computing* 11 (2018): 474-487.
- Ceravolo. "Maximal Multi-perspective Process Mining." *Information Sciences*, 2021: 272-293.
- Cerezo. "Discovering learning processes using Inductive miner: A case study with Learning Management Systems (LMSs) ." *Psicothema* , 2018.
- Chen, Pai and M. C. "Dynamic System Optimization." *Springer International Publishing*, 2019: 1-15.
- Clark, Paul. "Sales Force Automation Systems and Sales Force Productivity, College of Business." *Indiana State University*, 2008.
- Deshpande, Vivek A. "Cycle Time Reduction using Lean Principles and Techniques: A Review." *International Journal of Industrial Engineering: Theory, Applications and Practice* , 2015.
- Dongen, van. "The ProM Framework:." *ringer-Verlag Berlin Heidelberg*, 2005.

- Epure, EV. "Process Mining for Recommender Strategies Support in news media." *IEEE RCIS*, 2016.
- García-Banuelos. "Comparative Analysis of Process Discovery Algorithms in ProM." *Information Systems* vol. 90, (2020): pp. 101498.
- Goldberg, David. "Genetic Algorithms in Search, optimization and Machine Learning." *Addison-Wesley Publishing*, 1989.
- Gomes, Andre. "Comparative Analysis of Process Mining Tools." *Association for Information Systems Association for Information Systems; AIS Electronic Library (AISeL)*, 2021.
- Guzzo, Antonella, Mikel Joaristi, Antonino Rullo, dan Edoardo Serra. "A multi-perspective approach for the analysis of complex business processes behavior." *sciencedirect* 117 (2021).
- hang. "A multi-perspective process mining method for effective analysis and improvement of emergency medical services." *Journal of medical systems*, 2018.
- Huang. "Constructing a multi-perspective learning environment using blog technology and Topic Maps." *IET International Conference on Frontier Computing. Theory, Technologies and Applications*, 210.
- Husain, Shabbir. "Sales Force Structure: A Review." *researchgate*, 2018.
- Idria Maita, Dinda Igun. "ANALISA DAN PERANCANGAN SISTEM INFORMASI PADA SEKOLAH MENENGAH ATAS DENGAN MENERAPKAN KONSEP ENTERPRISE RESOURCE PLANNING." *semantic scholar*, 2021.
- Jhon O Moody, Panos. "Supervisory Control of Discrete Event Systems Using Petri Nets." *springer*, 1998: 157-187.
- Laudon, Kenneth C., dan Jane P. Laudon. *Management Information Systems: Managing the Digital Firm, Global Edition*. Global Edition, 2021.
- Lenz. "A generic framework for multi-perspective process performance measurement. Decision Support Systems." 2018, t.thn.: 35-54.
- Lorenz, Rafael. "Using process mining to improve productivity in make-to-stock manufacturing." *Machine Learning in Manufacturing and Industry 4.0 applications*, 2020.
- Luise Pufahl, Francesca Zerbato, Barbara Weber, Ingo Weber. "BPMN in healthcare: Challenges and best practices." *sciencedirect*, 2022.
- Mannhardt, F. *Multi-perspective process mining*. Eindhoven: Technische Universiteit Eindhoven, 2018.

- Minoli, Daniel. *Enterprise Architecture A to Z: Frameworks, Business Process Modeling, SOA, and Infrastructure Technology*. CRC Press Web , 2008.
- Moody, John , dan Panos Antsaklis. “Supervisory Control of Discrete Event Systems Using Petri Nets.” *Kluwer Academic Publishers*, 1998.
- Nurithaa, Ifrina. “Structural Similarity Measurement of Business Process Model to Compare Heuristic and Inductive Miner Algorithms Performance in Dealing with Noise.” *4th Information Systems International Conference*, 2017: 255–263.
- O., Adejuyigbe. “Optimization with constraint learning: A framework and survey.” *Amsterdam Business School, University of Amsterdam, Amsterdam 1018TV, the Netherlands*, 2023.
- Peterson, James L. “Petri Net Theory and the Modelling of Systems.” *Ney Jersey*, 1981.
- Poggi. “ Business Process Mining from E- Commerce Web Logs.” *Business Process Management. Lec- ture Notes in Computer Science*, 2013.
- Prasad, Sneha & Krishna. “Analysis of Business Strategies of Salesforce.Com Inc.” *International Journal of case studies in Business, IT and Educatuin 2* (2018).
- Suriadi, Robert Andrews, ter Hofstede, dan Wynn. “Event log imperfection patterns for process mining: towards a systematic approach to cleaning event logs.” *Information Systems IE&IS*, 2017.
- Tugba Gurgen Erdogan, dan Ayca Kolukisa Tarhan. “Multi-perspective process mining for emergency process.” *Health Informatics Journal*, 2022: 1-18.
- Ufuk-Celik, dkk. “Process Mining Tools Comparison.” *AJIT-e Online Academic Journal of Information Technology* , 2018.
- Veiga, Gabriel M., dan Diogo R. Ferreira . “Understanding Spaghetti Models with Sequence Clustering for ProM.” *springer*, 2010: 92–103.
- Wang, Li-li. “An Optimization Approach for Mining of Process Models with Infrequent Behaviors Integrating Data Flow and Control Flow.” *Scientific Programming*, 2021.
- Wanjau, Stephen Kahara. “Enterprise Resource Planning System Implementation in Higher Education Institutions: A Theoretical Review.” *researchgate*, 2020.
- Wibisono, Muhammad Wanda. “Process Mining using Inductive Miner Algorithm to Determine the actual Business Process Model.” *JURIKOM (Jurnal Riset Komputer)* 9 (2022): 1128-1135.

X, Universitas . *FUnctional Specification Document(Part #4)*. Tangerang: Universitas X, 2020.

Zake, Mairita, dan Ginta Majore. “ Application of Multi-perspective Modelling Approach for Building Digital Twin in Smart Agriculture.” *International Scientific Conference on Information Technology and Management Science of Riga Technical University (ITMS)*, 2022.

Zho. “A Multi-Perspective Framework for Process Mining in Large-Scale Software Development.” *IEEE Access*, 2019.

