How do I effectively transfer knowledge to my successor?

Scenario: Knowledge management

> I am transitioning out of my current role and will be undertaking a knowledge transfer to my successor. We have a lot of artefacts – details such as charts, graphs etc – but very little process definition. How do I communicate the big picture and the key process flow, while also linking it to the key stakeholders?

How Process Mining Can Help

Process mining provides a complete picture of various process paths in its current state in your organisation that allow you to document, study, analyse, and act on deviations. They can also help you identify areas of potential automation.

In a knowledge transfer and transition scenario, the platform can provide you with metrics around which processes have been the most and least used, sub-processes under each process, and stakeholders who were involved in those processes. This can help you identify the key processes and stakeholders and communicate the larger strategy. If a certain process has low turn around time, you can consider it for automation.

Such process details can be extremely helpful to analyse, review, and knowledge transfer in more meaningful and transparent manner.

Process **A**

Process **B**