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Employment

- 2026-** Associate Professor, School of Information Technology,
Faculty of Liberal Arts & Professional Studies, York University.
- 2026-** Associate Professor, Rotman School of Management, University of Toronto (Status-Only).
- 2022-2026** Assistant Professor, School of Information Technology,
Faculty of Liberal Arts & Professional Studies, York University.
- 2022-2026** Assistant Professor, Rotman School of Management, University of Toronto (Status-Only).
- 2024-** Co-founder and Chief Technology Officer, SiMLQ Inc.
A research-driven startup specializing in AI for business process optimization.
Role: Translating academic research into industry applications, fostering knowledge transfer, and strengthening York University's reputation in AI.
- 2021-2022** Assistant Professor, Rotman School of Management, University of Toronto (CLTA).
Teaching: Management Analytics, Foundations of AI, Predictive Analytics.
- 2019-2021** Assistant Professor, Faculty of Information, University of Toronto (CLTA).
Teaching: Data Modeling & Database Design, Machine Learning with Applications in Python.
- 2018-2019** Postdoctoral fellow, Faculty of Engineering and Applied Science, University of Toronto.
Adviser: J. Christopher Beck.
- 2017-2018** Postdoctoral fellow, Faculty of Industrial Engineering & Management,
Technion – Israel Institute of Technology.
Adviser: Avigdor Gal.

Education

- 2013-2017** PhD, Information Systems Engineering, Technion – Israel Institute of Technology.
Theme: *Queue Mining: Service Perspectives in Process Mining*.
Awards: **Best Dissertation Award in Business Process Management (BPM 2017)**.
Advisers: Avigdor Gal and Avishai Mandelbaum.
- 2007-2012** MSc, Statistics, Technion – Israel Institute of Technology.
Theme: *Multi-Level Workforce Planning in Call Centers*.
Adviser: Avishai Mandelbaum.
- 2002-2006** BSc, Industrial Engineering and Management, Technion – Israel Institute of Technology.
Major: Information Systems Engineering.

Awards

- Sep. 2022** IBM Faculty Fellow of the Year Award.
- Sep. 2017** Best Dissertation Award at BPM 2017 (inaugural).
Queue Mining: Service Perspectives in Process Mining.
- Sep. 2017** Best Paper Award at BPM 2017.
Temporal Network Representation of Event Logs for Improved Performance Modelling in Business Processes.
- May 2017** The Lyon Sachs Postdoctoral Fellowship Award (one recipient per year).
- Feb. 2016** Winner of the 1st Tech-Talks Competition.
Talk title: *Mining Location Data for the Health Economy.*
- Dec. 2015** Industrial Engineering and Management Faculty Excellence Fellowship.
- Apr. 2015** Technion Excellence in Teaching.
- Oct. 2014** Industrial Engineering and Management Faculty Excellence Fellowship.

Research Grants

- 2026** **CFI Infrastructure Operating Fund (CFI-IOF)**
Theme: *Data Analytics in Services (DAISE)*
Amount: \$22,956 CAD. Share: **100% (PI)**
- 2023–2026** **Ontario Research Fund: Research Infrastructure (ORF-RI)**
Theme: *Data Analytics in Services (DAISE)*
Amount: \$76,520 CAD. Share: **100% (PI)**
- 2023–2026** **CFI – John R. Evans Leaders Fund (CFI-JELF)**
Theme: *Data Analytics in Services (DAISE)*
Amount: \$76,520 CAD. Share: **100% (PI)**
- 2023–2024** **Catalyzing Interdisciplinary Research Clusters (CIRC)**
Theme: *Research Cluster on Data Economy*
Amount: \$100,000 CAD/year. Share: **10% (Co-applicant)**
- 2022–2027** **NSERC Discovery Grant**
Theme: *Prescriptive Analytics in Service Systems*
Amount: \$137,500 CAD. Share: **100% (PI)**
- 2022–2024** **Applied AI Grant (Konica Minolta)**
Theme: *Quality Prediction and Anomaly Detection in Manufacturing*
Amount: \$188,000 CAD. Share: **5% (Co-PI, w/ Eldan Cohen)**
Industrial Partner: Konica Minolta (Japan)
- 2020–2021** **DAAD Travel Grant (EU)**
Theme: *Privacy-Preserving Publishing of Process Data*
Amount: €15,000. Share: **0% (Held by German Partner)**
- 2020–2023** **IBM – Business Automation On-the-Go Grant**
Theme: *Business Process Automation and Flexibility*
Amount: \$90,000 CAD. Share: **33% (Co-PI, w/ Yu & Cohen)**
Industrial Partner: IBM Canada – Center for Advanced Studies

Publications

Books and Book Chapters

Proceedings of the 23rd International Conference on Business Process Management (BPM)

Arik Senderovich, Cristina Cabanillas, Irene Vanderfeesten, Hajo A. Reijers, Seville, Spain, 31 August – 5 September 2025, Springer LNCS, Vol. 16044, 2026.

Proceedings of the 5th International Conference on Process Mining (ICPM)

Jorge Muñoz Gama, Stefanie Rinderle-Ma, Arik Senderovich, Rome, Italy, 23-27 October 2023, IEEE Proceedings, 2023.

Proceedings of the Process Mining Workshops at ICPM 2022

Marco Montali, Arik Senderovich, Matthias Weidlich, Bozen-Bolzano, Italy, October 23-28, 2022, Lecture Notes in Business Information Processing 468, 2023.

Proceedings of the Demonstration & Resources Track at BPM 2021

Wil van der Aalst, Remco M. Dijkman, Akhil Kumar, Francesco Leotta, Fabrizio Maria Maggi, Jan Mendling, Brian T. Pentland, Arik Senderovich, Marcos Sepúlveda, Estefanía Serral Asensio, Mathias Weske, CEUR Workshop Proceedings 2973, 2021.

Queue Mining,

Arik Senderovich, Chapter in Encyclopedia of Big Data Technologies, 2019

Journal Articles

Queueing Causal Models: Comparative Analytics in Queueing Systems

Opher Baron, Dmitry Krass, Arik Senderovich, Mark van der Laan, Zhenghang Xu, Manufacturing & Service Operations Management (MSOM) [FT50, ABDC A*, Q1], 2025.

Waiting Time Prediction with Invisible Customers

Yoav Kerner, Ricky Roet-Green, Arik Senderovich, Yaron Shaposhnik, Yuting Yuan, Manufacturing & Service Operations Management (MSOM) [FT50, ABDC A*, Q1], 2025.

A framework for measuring the quality of business process simulation models

David Chapela-Campa, Ismail Benchechrout, Opher Baron, Marlon Dumas, Dmitry Krass, Arik Senderovich, Information Systems [Q1], 127: 102447, 2025.

Transformer models for mining intents and predicting activities from emails in knowledge-intensive processes

Faria Khandaker, Arik Senderovich, Junda Zhao, Eldan Cohen, Eric Yu, Sebastian Carbajales, Allen Chan, Engineering Applications of Artificial Intelligence [Q1], 128: 107450, 2024.

Measuring rule-based LTLf process specifications: A probabilistic data-driven approach

Alessio Cecconi, Luca Barbaro, Claudio Di Ciccio, Arik Senderovich, Information Systems [Q1], 120: 102312, 2024.

Supervised ML for Solving the GI/GI/1 Queue

Opher Baron, Dmitry Krass, Arik Senderovich, Eliran Sherzer, INFORMS Journal on Computing [Q1], 36(3): 766–786, 2024.

Process discovery with context-aware process trees

Roe Shraga, Avigdor Gal, Dafna Schumacher, Arik Senderovich, Matthias Weidlich, Information Systems [Q1], 106, 2022, 101533.

Exploiting Hardware and Software Advances for Quadratic Models of Wind Farm Layout Optimization

Arik Senderovich, Eldan Cohen, Jason Zhang, J. Christopher Beck, IEEE Access [Q1], 10, 2022, 78044–78055.

Interval-based Queries over Lossy IoT Event Streams

Nimrod Busany, Han van der Aa, Arik Senderovich, Avigdor Gal, Matthias Weidlich, ACM/IMS Transactions on Data Science [Q1], 1(4), 2020.

From Knowledge-Driven to Data-Driven Inter-Case Feature Encoding in Predictive Process Monitoring
Arik Senderovich, Fabrizio Maria Maggi, Chiara Di Francescomarino,
Information Systems [Q1], 84, 2019, 255–264.

*Context-Aware Temporal Network Representation of Event Logs:
Model and Methods for Process Performance Analysis,*
Arik Senderovich, Matthias Weidlich, Avigdor Gal, Information Systems [Q1],
84, 2019, 240–254

Challenge Paper: Data Quality Issues in Queue Mining
Avigdor Gal, Arik Senderovich, Matthias Weidlich,
Journal of Data and Information Quality [Q2], 9(4), 2018, 18:1–18:5.

*REMI: A framework of reusable elements for mining heterogeneous data with missing information–
A Tale of Congestion in Two Smart Cities*
Avigdor Gal, Dimitrios Gunopulos,
Nikolaos Panagiotou, Nicolo Rivetti, Arik Senderovich, Nikolas Zygouras,
J. Intell. Inf. Syst., Volume 51(2), 2018, Pages 367-388.

To Aggregate or to Eliminate? Optimal Model Simplification for Improved Process Performance Prediction
Information Systems
Arik Senderovich, Matthias Weidlich,
Alexander Shleyfman, Avigdor Gal, and Avishai Mandelbaum,
78, 2018, 96–111, [Q1].

Traveling Time Prediction in Scheduled Transportation with Journey Segments
Avigdor Gal, Avishai Mandelbaum, Francois Schnitzler, Arik Senderovich, Matthias Weidlich,
Information Systems [Q1], 64, 2017, 266–280.

Conformance Checking and Performance Improvement in Scheduled Processes: A Queueing-Network Perspective
Information Systems
Arik Senderovich, Matthias Weidlich,
Liron Yedidsion, Avigdor Gal, Avishai Mandelbaum, Sarah Kadish, Craig A. Bunnell,
62, 2016, 185–206, [Q1].

Queue Mining for Delay Prediction in Multi-Class Service Processes
Arik Senderovich, Matthias Weidlich, Avigdor Gal, Avishai Mandelbaum,
Information Systems [Q1], 53, 2015, 278–295.

Refereed Conference Proceedings

DDTR: Diffusion Denoising Trace Recovery
Maximilian Matyash, Arik Senderovich, Avigdor Gal,
International Conference on Process Mining (ICPM), 2025. **Best paper award.**

Proactive Data-driven Scheduling of Business Processes
Francesca Meneghello, Arik Senderovich, Massimiliano Ronzani,
Chiara Di Francescomarino, Chiara Ghidini,
International Joint Conference on Artificial Intelligence (IJCAI), IJCAI2025 (**CORE A***).

Privacy-and-Utility-Aware Publishing of Schedules
Maike Basmer, Stephan A. Fahrenkrog-Petersen, Ali Kaan Tutak, Arik Senderovich, Matthias Weidlich,
AAAI Conference on Artificial Intelligence, AAAI2025 (**CORE A***).

Data-Driven Decision Support for Business Processes: Causal Reasoning and Discovery
Ali J. Alaei, Matthias Weidlich, Arik Senderovich,
Business Process Management (BPM) Forum, 2024: 90–106 (**CORE A**).

Agent Miner: An Algorithm for Discovering Agent Systems from Event Data
Andrei Tour, Artem Polyvyanyy, Anna A. Kalenkova, Arik Senderovich,
Business Process Management (BPM), BPM2023 (16% acceptance rate) (**CORE A**).

Can I Trust My Simulation Model? Measuring the Quality of Business Process Simulation Models

David Chapela-Campa, Ismail Bencheekroun, Opher Baron,
Marlon Dumas, Dmitry Krass, Arik Senderovich,
Business Process Management (BPM), BPM2023 (16% acceptance rate) **(CORE A)**.

Privacy Attacks on Schedule-Driven Data
Stephan A. Fahrenkrog-Petersen, Arik Senderovich, Alexandra Tichauer, Ali Kaan Tutak,
J. Christopher Beck, Matthias Weidlich,
AAAI Conference on Artificial Intelligence, AAAI2023 **(CORE A*)**.

Can Machines Solve General Queueing Problems?
Opher Baron, Dmitry Krass, Eliran Sherzer, Arik Senderovich,
Winter Simulation Conference, 2022 **(CORE C)**.

Measurement of Rule-based LTLf Declarative Process Specifications
Alessio Cecconi, Claudio Di Ciccio, Arik Senderovich,
International Conference on Process Mining (ICPM), 2022 **(CORE B)**.

Generating Complex, Realistic Cloud Workloads using Recurrent Neural Networks
Shane Bergsma, Timothy Zeyl, Arik Senderovich, J. Christopher Beck,
ACM SIGOPS Symposium on Operating Systems Principles (SOSP), 2021 **(CORE A*)**.

Cut to the Trace! Process-Aware Partitioning of Long-Running Cases in Customer Journey Logs
Gaël Bernard, Arik Senderovich, Periklis Andritsos,
International Conference on Process Mining (ICPM), 2021 **(CORE B)**.

Queueing Inference for Process Performance Analysis with Missing Life-Cycle Data
Guy Berkenstadt, Arik Senderovich, Roe Shraga, Matthias Weidlich, Avigdor Gal,
International Conference on Process Mining (ICPM), 2020 **(CORE B)**.

Process Minding: Closing the Big Data Gap
Avigdor Gal, Arik Senderovich,
Business Process Management (BPM), BPM2020 (20% acceptance rate) **(CORE A)**.

Socially-Aware Business Process Redesign
Arik Senderovich, Joop J. Schippers, Hajo A. Reijers,
Business Process Management (BPM), BPM2020 (20% acceptance rate) **(CORE A)**.

An Ising Framework for Constrained Clustering on Special Purpose Hardware
Eldan Cohen, Arik Senderovich, J. Christopher Beck,
International Conference on the Integration of Constraint Programming, Artificial Intelligence, and Operations Research (CPAIOR), CPAIOR2020 **(CORE A)**.

Inductive Context-aware Process Discovery
Roe Shraga, Avigdor Gal, Dafna Schumacher, Arik Senderovich, Matthias Weidlich,
International Conference on Process Mining (ICPM), ICPM2019 **(CORE B)**.

Learning Scheduling Models from Event Data
Arik Senderovich, Kyle E.C. Booth, J. Christopher Beck,
International Conference on Automated Planning and Scheduling (ICAPS), ICAPS2019 **(CORE A*)**.

Congestion Graphs for Automated Time Predictions
Arik Senderovich, J. Christopher Beck, Avigdor Gal, Matthias Weidlich,
AAAI Conference on Artificial Intelligence, AAAI2019 (16% acceptance rate) **(CORE A*)**.

Fusion-Based Process Discovery
Yossi Dahari, Arik Senderovich, Matthias Weidlich, Avigdor Gal,
International Conference on Advanced Information Systems Engineering (CAiSE), CAiSE2018 (21% acceptance rate) **(CORE A)**.

How Much Event Data Is Enough? A Statistical Framework for Process Model Discovery
Martin Bauer, Arik Senderovich, Avigdor Gal, Lars Grunske, Matthias Weidlich,
International Conference on Advanced Information Systems Engineering (CAiSE), CAiSE2018 (21% acceptance rate) **(CORE A)**.

Temporal Network Representation of Event Logs for Improved Performance Modelling in Business Processes
Arik Senderovich, Matthias Weidlich, Avigdor Gal,

Business Process Management (BPM), BPM2017 (13% acceptance rate; **Best Paper Award**) (**CORE A**).

Intra and Inter-case Features in Predictive Process Monitoring: A Tale of Two Dimensions

Arik Senderovich, Chiara Di Francescomarino, Chiara Ghidini, Kerwin Jorbina, Fabrizio Maria Maggi, Business Process Management (BPM), BPM2017 (13% acceptance rate) (**CORE A**).

P3-Folder: Optimal Model Simplification for Improving Accuracy in Process Performance Prediction

Arik Senderovich, Alexander Shleyfman, Matthias Weidlich, Avigdor Gal, Avishai Mandelbaum, Business Process Management (BPM), BPM2016 (17% acceptance rate) (**CORE A**).

In Log and Model we Trust?

Andreas Rogge-Solti, Arik Senderovich, Matthias Weidlich, Jan Mendling, Avigdor Gal, Business Process Management (BPM), BPM2016 (17% acceptance rate) (**CORE A**).

The ROAD from Sensor Data to Process Instances via Interaction Mining

Arik Senderovich, Andreas Rogge-Solti, Avigdor Gal, Jan Mendling, Avishai Mandelbaum, International Conference on Advanced Information Systems Engineering (CAiSE), CAiSE2016 (17% acceptance rate) (**CORE A**).

Data-Driven Performance Analysis of Scheduled Processes

Arik Senderovich, Andreas Rogge-Solti, Avigdor Gal, Jan Mendling, Avishai Mandelbaum, Sarah Kadish and Craig A. Bunnell, Business Process Management (BPM), BPM2015 (18% acceptance rate) (**CORE A**).

Discovery and Validation of Queueing Networks in Scheduled Processes

Arik Senderovich, Matthias Weidlich, Avigdor Gal, Avishai Mandelbaum, Sarah Kadish, and Craig A. Bunnell, International Conference on Advanced Information Systems Engineering (CAiSE), CAiSE2015 (13% acceptance rate) (**CORE A**).

Mining Resource-Scheduling Protocols

Arik Senderovich, Matthias Weidlich, Avigdor Gal, and Avishai Mandelbaum, Business Process Management (BPM), BPM2014 (17% acceptance rate) (**CORE A**).

Queue Mining - Delay Prediction in Service Processes

Arik Senderovich, Matthias Weidlich, Avigdor Gal, and Avishai Mandelbaum, International Conference on Advanced Information Systems Engineering (CAiSE), CAiSE2014 (18% acceptance rate) (**CORE A**).

Refereed Workshop Proceedings

Transformer Models for Activity Mining in Knowledge-Intensive Processes

Faria Khandaker, Arik Senderovich, Eric S. K. Yu, Sebastian Carbajales, Allen Chan, Business Process Management Workshops (13-24), 2022.

Predicting Traveling Times in Scheduled Transportation,

Avigdor Gal, Avishai Mandelbaum, Francois Schnitzler, Arik Senderovich and Matthias Weidlich, MUD Workshop@ICML, 2015.

Discovering Queues from Event Logs with Varying Levels of Information,

Arik Senderovich, Sander J.J. Leemans, Avigdor Gal, Avishai Mandelbaum, and Wil M.P. van der Aalst, BPM Workshops, 2015.

Service Analysis and Simulation in Process Mining,

Arik Senderovich, BPM Workshops, 2014

Working Papers

Dynamic Prediction of Waiting Time Intervals: Application to Cancer Care Facilities

Yashi Huang, Arik Senderovich, Yaron Shaposhnik, Working Paper, 2026.

Modeling Provider Learning Curves using Real-Time Locating System Data,

Dmitry Krass, Petar Momcilovic, Arik Senderovich, Nikolaos Trichakis,

Teaching Experience

- 2022-** Business Analytics in Information Systems.
Graduate course created for the program; School of Information Technology, York University.
- 2022-** Introduction to Data Analytics.
Undergrad course; School of Information Technology, York University.
- 2022-** Introduction to Analytical Programming.
Undergrad course; School of Information Technology, York University.
- 2021** Management Analytics.
Grad course (MBA Program); Rotman School of Management, University of Toronto.
- 2021** Predictive Analytics.
Grad course (MMA Program); Rotman School of Management, University of Toronto.
- 2021** Foundations of Artificial Intelligence for Management.
Undergrad course (Commerce Program); Rotman School of Management, University of Toronto.
- 2019-2020** Business Process Management and Mining.
Grad course; Faculty of Information, University of Toronto.
- 2020** Machine Learning with Applications in Python.
Grad course; Faculty of Information, University of Toronto.
- 2019-2020** Data Modeling and Database Design.
Grad course; Faculty of Information, University of Toronto.
- 2019** System Analysis and Process Innovation.
Grad course; Faculty of Information, University of Toronto.
- 2018-2019** Business Process Management and Mining.
Grad course; Department of Mechanical and Industrial Engineering, University of Toronto.
- 2018** Integrated Systems Design.
Undergrad course; Department of Mechanical and Industrial Engineering, University of Toronto.
- 2017** Summer School: Decisions, Laws, and the Big Data Revolution.
Technion–Israel Institute of Technology.
- 2015-2017** Business Process Management and Mining.
Grad/undergrad course; Technion–Israel Institute of Technology.
- 2015-2016** Data Mining with Applications in R.
Grad course; Technion–Israel Institute of Technology.

Graduate Students and Postdocs

Alex Shleyfman (Postdoctoral Fellow)

Title: "Capacity Planning and Scheduling in Cloud Services".

Starting date: October 2019. Co-supervised with J. Christopher Beck (University of Toronto).

Gael Bernard (Postdoctoral Fellow)

Title: "Cutting Customer Journeys for Process Mining".

Starting date: October 2020. Co-supervised with Periklis Andritsos (University of Toronto).

Maximilian Matyash (PhD Thesis)

Title: "Denoising Stochastically-Known Event Logs".

Start date: Fall 2025. Co-supervised with Avigdor Gal (Technion).

Zhenghang Xu (PhD Thesis)

Title: "Causal Queueing Models".

Start date: Summer 2022. Co-supervised with Opher Baron and Dmitry Krass (University of Toronto).

Yarden Kariv (MSc Thesis)

Title: "Scheduling OR-Gateways in Service Workflows".

Start date: Fall 2025. Co-supervised with Avigdor Gal (Technion).

Tom Izrailit (MSc Thesis)

Title: "Causal Pathways for Smart Decision Making in Business Processes".

Start date: Fall 2025. Co-supervised with Avigdor Gal (Technion).

Guy Lorinczi (MSc Thesis)

Title: "Causal-Based Prescriptive Analytics in Business Processes".

Start date: September 2024. Co-supervised with Avigdor Gal (Technion).

Mohammadreza Rajabzadeh (MAIST Thesis)

Title: "Predicting Patient No-Shows with Bayesian Machine Learning".

Projected completion date: May 2025. Co-supervised with Adam Diamant (York University).

Ali J. Alaei (MAIST Thesis)

Title: "Causality in process Mining".

Completion date: May 2024.

Chun (Justin) Lee (MI Thesis)

Title: "Generating Realistic Time Series Data".

Completion date: Summer 2022. Co-supervised with Periklis Andritsos (University of Toronto).

Jasper Chen (MAsc Thesis)

Title: "Short-and-Long Term Capacity Planning in the Cloud".

Completion date: October 2022. Co-supervised with J. Christopher Beck.

Luke Cui (MAsc Thesis)

Title: "Modeling and Learning Workload Models in Cloud Applications".

Completion date: August 2020. Co-supervised with J. Christopher Beck and Vahid Sarhangian.

Kunlong Li (MEng Project)

Title: "Solving Petri net Reachability Problems with Heuristic Search".

Projected completion: December 2018. Co-supervised with J. Christopher Beck.

Yue Shu (MEng Project)

Title: "Process Mining meets Operations Research: Optimizing Staffing for an Outpatient Cancer Hospital".

Projected completion: December 2018. Co-supervised with Chi-Guhn Lee.

Yossi Dahari (MSc Thesis)

Title: "Fusion-Based Process Discovery".

Completion date: August 2018. Co-supervised with Avigdor Gal (Technion).

University Services

- 2025** Chair, School Director Selection Committee
Collecting nominations, managing eVote, communication of results to AD Faculty Affairs.
- 2023-** Chair, Student Academic Petitions & Appeals Committee
Leading a reform in petition policies and decision-making processes within the LAPS Standing Committee to enhance transparency and efficiency.
- 2022-** MAIST Executive Committee (Elected).
Chair: Xiaohui Yu.
- 2023-2024** Member of hiring committee for Three FinTECH positions (FinTECH).
Chair: Sotirios Liaskos.
- 2023-2024** Member of hiring committee for two IT positions (ITEC).
Chair: Xiaohui Yu.
- 2022-2023** Chair of hiring committee for one IT position (ITEC).
- 2022-** ITEC Committee on Research and Teaching (CoRT).
Chair: Arash Habibi Lashkari.
- 2022-** ITEC Curriculum Committee.
Chair: Sotirios Liaskos.
- 2022-** ITEC seminar coordinator.
Headed the initiative to re-start research seminars at School of IT.
- 2022-2024** PhD Program Development Group
ITEC Working Group.
Current head of Working Group: Xiaohui Yu.

Editorial Services

- 2025** Guest Editor, Special Issue on Service Engineering:
Data-Driven Service Design and Optimization, *Service Science* (INFORMS).
Role: Leading the editorial process, curating submissions, and overseeing peer review for research on data-driven decision making in service industries.
- 2025** Editor, Special Collection on Artificial Intelligence and Processes,
Process Science (Participating Journal).
Role: Overseeing submissions, coordinating peer review, and shaping the research agenda on AI-driven process science innovations.
- 2024** Editor, Special Issue on Best Papers from ICPM 2023,
Information Systems (Elsevier).
Role: Curating and managing the peer review process for selected top papers from the International Conference on Process Mining (ICPM) 2023.

Professional Activities

- 2025** General Chair at BPM 2026 (York U),
The International Conference on Business Process Management.
- 2025** Program Chair at BPM 2025,
The International Conference on Business Process Management.
- 2025-** Member of the Senior Program Committee of ICPM,
The International Conference on Process Mining.
- 2024** Publicity Chair at BPM 2024,
The International Conference on Business Process Management.
- 2023** Program Chair at ICPM 2023,
The International Conference on Process Mining.
- 2022-** Member of the Organizing Committee of BPO (co-Founder),
The Data-Driven Business Process Optimization Workshop.
- 2022** Workshops co-Chair at ICPM 2022,
The International Conference on Process Mining.
- 2021** Resources and Demo co-Chair at BPM 2021,
The International Conference on Business Process Management.
- 2020** Member of the Program Committee of IPA,
The AAAI Workshop on Intelligent Process Automation.
- 2019-** Member of the Program Committee of ATAED,
The Algorithms & Theories for the Analysis of Event Data 2020 Workshop.
- 2019-2024** Member of the Program Committee of ICPM,
The International Conference on Process Mining.
- 2019-** Member of the Program Committee of AAAI,
International Conference on Artificial Intelligence.
- 2017-** Member of the Program Committee of BPM,
The International Conference on Business Process Management.
- 2017-** Member of the Organizing Committee of AI4BPM (co-Founder),
The Artificial Intelligence for Business Process Management Workshop.

Invited Talks

- Sep 2025** Tutorial at BPM 2025.
Title: Business Process Optimization.
Jointly with Remco Dijkman.
- May 2024** The 2nd Canadian Process Mining Cluster Gathering.
Title: Queue Mining and SiMLQ.
- May 2024** How Process Mining is revolutionizing business analytics? (Roundtable at Rotman)
Title: Queue Mining and SiMLQ.
- May 2024** The Rotman Roundtable on Healthcare.
Title: Physician Rostering with Downstream Capacity Constraints.
- Jul 2023** Seminar at the Technion (Israel Institute of Technology).
Title: Queue mining: The journey from predictive to prescriptive analytics in congested systems.

- Mar 2023** ITEC Seminar.
Title: Queue mining: The journey from predictive to prescriptive analytics in congested systems.
- Feb 2023** AI4BPM Bridge at AAI.
Title: Queue mining: The journey from predictive to prescriptive analytics in congested systems.
- Jul 2021** EURO: European Conference on Operational Research (Virtual).
Title: Predicting Delays in Queues with Invisible Customers.
- Jul 2021** INFORMS in Healthcare Conference (Virtual).
Title: Mining Service Models from Event Data.
- Mar 2021** The Rotman Roundtable on Healthcare (Virtual).
Title: Predicting Delays in Queues with Invisible Customers.
- Nov 2020** INFORMS annual meeting (Virtual).
Title: Automated Mining Of Simulation Models Using Event Data.
- Oct 2019** INFORMS annual meeting (Seattle, WA).
Title: Learning Scheduling Models from Event Data.
- Jul 2019** INFORMS in Healthcare Conference (Boston, MA).
Title: From Low-level Events to Activities via Interaction Mining.
- Dec 2018** Industrial Engineering Dept. at Tel Aviv University.
Title: Queue Mining: Predictive Analysis of Congested Systems.
- Oct 2018** Simon School of Business at Rochester University.
Title: Queue Mining: Predictive Analysis of Congested Systems.
- Jun 2018** UTOrg Seminar.
Title: On the Symbiosis between Process Mining and Operations Research.
- Nov 2017** Information Technologies Department at Haifa University.
Title: Queue Mining: Predictive Monitoring in Resource-Driven Processes.
- Aug 2017** The Dana-Farber Cancer Institute.
Title: Queue Mining using Real-Time Location Data.
- Aug 2017** The TIDEL seminar at University of Toronto.
Title: Queue mining: service perspectives in process mining.
- Jun 2017** Production and Operations Management Society annual Conference (POMS2017).
Title: Feature Learning for Accurate Time Prediction in Congested Health Systems.
- May 2017** Statistics Department at Haifa University.
Title: Queue mining: Service perspectives in process mining.
- May 2017** The annual Israeli Statistics Association Conference.
Title: Feature Mining for Accurate Time Prediction in Congested Health Systems.
- Nov 2016** The AIS group seminar at Eindhoven University of Technology (TU/e).
Title: Queue mining: service perspectives in process mining.
- Nov 2016** The 10th Young European Queueing Theorists (YEQT) Workshop (Eindhoven, Netherlands).
Title: Optimal model simplification to improve performance prediction in service processes.
- Sep 2016** The HKUST-Technion 2nd Workshop at Hong-Kong, China.
Title: Optimal model simplification to improve performance prediction in service processes.
- May 2014** The HKUST-Technion 1st Workshop at Haifa, Israel.
Title: Queue mining: Service perspectives in process mining.

Industry Research Projects

- 2012-** Improving prediction and patient scheduling in a large hospital.
Partner: Dana-Farber Cancer Institute (USA).
Core idea: Mining Real-Time Location System data to predict delays and improve patient flow.
- 2022-2024** AI and Optimization Approaches to Quality Prediction and Anomaly Detection in Manufacturing
Partner: Konica Minolta.
Core idea: AI and Statistical Models for Anomaly Detection in Large-Scale Manufacturing Facilities.
- 2020-2023** Business Process Automation on the Go.
Partner: IBM Canada.
Core idea: Automating flexible business processes.
- 2019-2022** Resource Optimization in Cloud Services.
Partner: Huawei Canada.
Core idea: Time series prediction of workload, capacity planning and resource scheduling in cloud services.
- 2019** Combinatorial Optimization with Quantum Computing.
Partner: Fujitsu Canada.
Core idea: Solving hard optimization problems using the Digital Annealer technology.
- 2016-2017** 'Variety, Veracity, VaLue: Handling the Multiplicity of Urban Sensors' (VaVeL).
European Union Project on Mining Heterogeneous Urban Data in Multi-Modal Environment.
Core idea: Applying data mining methods in a smart cities project.
- 2013-2016** 'Intelligent synthesis and real-time response using massive streaming of heterogeneous data' (INSIGHT).
European Union Project on Mining Heterogeneous Urban Data.
Core idea: Applying data mining in Smart Cities.

Additional Information

- **Legal Status.**
Canadian Citizen.
- **Programming Languages**
Python, R , MATLAB.
- **Packages, Data Structures and Databases**
MySQL, Microsoft Azure, PySpark, Sklearn, PyTorch, OR-Tools, CPLEX, Gurobi.
- **Languages**
Hebrew, Russian, English.