University Leiria • Oeste

Open Staff Week 2026 Activities Programme

ULO | 23 to 27 November 2026

BIP - Digital transformation for public administration: Processes, Process Mining and AI

Morning workshops: 09:30-12:30

NOVEMBER 23 - MONDAY

09:30-10:00	Check in and delivery of Welcome Kits
10:00-10:30	Coffee break
10:30-11:45	Welcome Session
11:45-12:30	Presentation of University of Leiria and Oeste
12.30-13:30	Welcome Lunch

Free Afternoon

NOVEMBER 24 - TUESDAY

Venue: ULO (room to be confirmed)

WORKSHOP 1 | From Red Tape to Digital Flow: Better Public Administration Processes

Use Business Process Management to map work and guide practical digital transformation.

Speaker: Professor Ricardo Martinho, PhD | University of Leiria and Oeste

09:30-09:45	Welcome and shared university travel-request case
09:45-10:15	Business Process Management and digital transformation basics
10:15-11:00	Hands-on: map the current process
11:00-11:15	Break
11:15-11:35	Validate the map with three case scenarios
11:35-12:10	Identify pain points, measures and digital opportunities
12:10-12:30	Group discussion and Process Mining questions
17:00-19:00	Winery tour and tasting with snacks

NOVEMBER 25 - WEDNESDAY

Venue: ULO (room to be confirmed)

WORKSHOP 2 | Find the Friction: Process Mining for Faster Public Services

Expose delays and rework in event data, then redesign the service.

Speaker: Professor Ricardo Martinho, PhD | University of Leiria and Oeste

09:30-09:45	Review process maps and hypotheses
09:45-10:10	Event logs, variants, rework and case duration
10:10-11:00	Hands-on: explore a fictional event log
11:00-11:15	Break
11:15-12:00	Investigate delays, variants and rework
12:00-12:20	Redesign one part of the process
12:20-12:30	Present finding, evidence and proposed change
13:30-1800	Culture tour (Batalha Monastery, and local beaches, concluding in Nazaré)

NOVEMBER 26 - THURSDAY

Venue: ULO (room to be confirmed)

WORKSHOP 3 | From Insight to Action: AI and Power Automate for Public Services

Turn evidence into AI-assisted workflows, with people in control.

Speaker: Professor Filipe Santos, PhD | School of Education and Social Sciences, University of Leiria and Oeste

09:30-09:40	Select a process improvement to prototype
09:40-10:00	Generative AI for analysis and communication
10:00-10:40	Hands-on: develop and test prompts
10:40-10:55	Break
10:55-11:10	Power Automate workflow demonstration
11:10-12:10	Hands-on: build and test a request-routing flow
12:10-12:25	Peer test with normal and exceptional cases
12:25-12:30	Closing reflections and next steps
19.30- 21.00	Farewell Dinner

NOVEMBER 27 - FRIDAY

9:30-10-30- Wrap-up section and Networking

For university teachers and technical/administrative staff. Guided practice uses fictional requests.

Free of charge

Limited Access to 30 people