

Section A: Overview of the Case Study	<i>Inspired by Yin (2017, p. 95-104)</i>
1. Mission and goals	- Contribution to the literature by describing how workarounds can lead to mismatches between process execution and event data, adding to the discussion on process drift and workaround mining, and outlining managerial contributions.
2. Case study questions / propositions	- Multiple inductive case study design inspired by Yin (2017) on how workarounds cause mismatches between event data and real-world process execution
3. Theoretical framework / key readings	- Theoretical knowledge on workarounds (occurrence, diffusion, types, management, connection to misfits and the possible consequences, workaround mining, etc.) - Process mining methods, especially in the field of workarounds (f.e. SWORD = [S]emi-automated [WOR]karound [D]etection framework) - Inconsistencies in business processes: Buijs et al.'s (2014) systematization of potential mismatches that occur based on inconsistencies between the process model (M), the event log (L), and the system (S) - Process dynamics and process drift (e.g., Pentland et al. 2020, 2021; Grisold et al. 2020)
4. Role of the protocol in guiding the researcher	- To ensure proper documentation and replicability
Section B: Data Collection Procedures	
1. Contact person for doing fieldwork	- Well-known sub-project leaders and contact persons of each case organization
2. Data collection plan	
Type of evidence (expectation)	- Collecting all kinds of workarounds, misfits, and process deviations and register them in our database with ID and a workaround profile for possible further examination (follow-up interviews and workshops) - Observing workarounds and process participants in day-to-day work (real-world context) without giving them specific information about our general mission and goals - There is no expectation about the type of evidence but we expected to find answers to our research question (how workarounds can lead to mismatches between process execution and event data)
Roles of people to be interviewed	- (Department) managers, process owners, and process participants, if possible and necessary further interviews with data managers, data security managers, process managers, and process mining experts
Events to be observed	- Events according to the observed processes/workarounds and their data trace in different IT systems (event logs, if possible)
Other documents to be reviewed	- Any other documentation we can get like process models, operating instructions, any kind of other documentation about deviations (emails, MS excel or PDF files)
3. Expected preparation prior to fieldwork	
Specific information to be reviewed	- Collection of workaround profiles to identify candidates for further examination on mismatches between data and process execution
Issues to be covered prior to fieldwork	- Plan interviews and develop guideline, ensure availability of interviewees - Ensure access to event data, information systems, and data base tables - Acquire all process documentations and descriptions on to-be processes
Section C: Data Analysis	
Level 1: Basic analysis / major protocol questions (for interviews and workshops)	- Use workaround profile to collect basic information about the discovered process deviations, their known or possible consequences, underlying misfits, links to other departments and organizational units etc.
Level 2: Content analysis	- Analyze relationships of mismatches identified in event data and real-world process execution for each case - Use workaround profile and the theory of Buijs et al. (2014) to describe workarounds and mismatches
Level 3: Cross-case questions / analysis	- Code all mismatches with the systematization framework by Buijs et al. (2014) - Identify possible patterns, similarities, and differences in the relationship between workarounds and mismatches across cases
Level 4 and 5: Conclusion and recommendations	- Outline findings and attempt to generalize the results