

Design And Control Of Workflow Processes Business Process Management For The Service Industry Lecture Notes In Computer Science

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[Agile Information Business](#) - Natalia Kryvinska 2017-09-01

This book accomplishes an analysis of critical aspects of managerial implications on the business with information. The business dealing with information is spreading in the service market; and, an efficient management of informational processes, in order to perform successful business with them, is now crucial. Besides, economical/business, technological or any other kind of information, organized in a variety of forms, can be considered as an 'informational product'. Thus, creating a business value out of information is challenging but vital, especially in the modern digital age. Accordingly, the book covers the methods and technologies to capture, integrate, analyze, mine, interpret and visualize information out of distributed data, which in turn can help to manage information competently. This volume explores the challenges being faced and opportunities to look out for in this research area, while discussing different aspects of this subject. The book will be of interest to those working in or are interested in joining interdisciplinary and transdisciplinary work in the areas of information management, service

management, and service business. It will also be of use to young generation researchers by giving them an overview on different aspects of doing business with information. While introducing them to both technical and non-technical details, as well as economic aspects, the book will also be extremely informative for professionals who want to understand and realize the potential of using the cutting-edge managerial technologies for doing successful business with information/ services.

[Process Measurement in Business Process Management](#) - Joachim Melcher 2014-09-03

Process measurement deals with the quantification of business process models using process model metrics. This book presents a theoretical framework for the prediction of external process model attributes (as, for example, error-proneness and understandability) based on internal (structural) attributes. The properties of proposed metrics are analyzed. A visualization technique for metric values is introduced and metrics for process model understandability and granularity are evaluated.

Technological Applications and Advancements in Service Science, Management, and Engineering - Galup, Stuart D. 2012-05-31

Services play a central role in the economies of nations and in global commerce, and to some extent we are all in the field of service.

Technological Applications and Advancements in Service Science, Management, and Engineering is a compendium of research that proves to be an indispensable resource for cutting-edge knowledge in service science understood as a broad research field that embodies all the aspects that relate to services, their planning, design, operation, evaluation, and improvement. Perfect for academic researchers and practicing professionals, this volume serves as a vehicle for the development of service science and how good services are devised and engineered to get the maximum value for their efforts.

Work, Workflow and Information Systems - William B. Rouse 2007

" This volume brings together several perspectives on the nature of work processes in enterprises and how information systems can best support these processes. The genesis of this idea was the shared interests of the authors in how enterprises improve and change. The shared belief is that change of enterprises relates to change of work processes and the success of such changes relates to how work processes are supported by information systems. Thus, the papers in this volume address both the nature of work and the design of information systems to support work. This volume is divided into two main sections: work and workflow, and information systems. There are three papers in each section. The disciplines represented across these six papers include management, engineering, computing, and architecture. These four disciplines pursue work, workflow, and information systems from quite different perspectives management to represent business practices and processes, engineering to represent the physical flows in the system, computing to represent the information flows, and architecture to represent human flows within and among physical spaces. Enterprises, of course, include all these types of flows. "

Business Information Systems: Concepts, Methodologies, Tools and Applications - Management Association, Information Resources

2010-06-30

Business Information Systems: Concepts, Methodologies, Tools and Applications offers a complete view of current business information systems within organizations and the advancements that technology has provided to the business community. This four-volume reference uncovers how technological advancements have revolutionized financial transactions, management infrastructure, and knowledge workers.

Handbook of Research on Ubiquitous Computing Technology for Real Time Enterprises - Mhlhuser, Max 2008-01-31

"This book combines the fundamental methods, algorithms, and concepts of pervasive computing with current innovations and solutions to emerging challenges. It systemically covers such topics as network and application scalability, wireless network connectivity, adaptability and "context-aware" computing, information technology security and liability, and human-computer interaction"--Provided by publisher.

Business Process Management - Jörg Desel 2004-06-04

In recent years the management of business processes has emerged as one of the major developments to ease the understanding of, communication about, and evolution of process-oriented information systems in a variety of application domains. Based on explicit representations of business processes, process stakeholders can communicate about process structure, content, and possible improvements. Formal analysis, verification and simulation techniques have the potential to show deficits and to effectively lead to better and more flexible processes. Process mining facilitates the discovery of process specifications from process logs that are readily available in many organizations. This volume of Springer's Lecture Notes in Computer Science contains the papers presented at the 2nd International Conference on Business Process Management (BPM 2004) which took place in Potsdam, Germany, in June 2004. From more than 70 submissions BPM 2004 received, 19 high-quality research papers were selected. BPM 2004 is part of a conference series that provides a forum for researchers and practitioners in all aspects of business process management. In June 2003, the 1st International Conference on Business

Process Management took place in Eindhoven, The Netherlands. Its proceedings were published as Volume 2678 of Lecture Notes in Computer Science by Springer-Verlag. A previous volume (LNCS1806) on Business Process Management was based on four events devoted to this topic.

Designing Enterprise Architecture Frameworks - Liviu Gabriel Cretu
2016-04-19

This book gathers together a critical body of knowledge on what enterprise architecture (EA) is and how it can be used to better organize the functions of systems across an enterprise for an effective business-IT alignment. The chapters provide a solid foundation for a cross-disciplinary professional practice.

Managing and Using Information Systems - Keri E. Pearson
2019-12-05

Managing & Using Information Systems: A Strategic Approach provides a solid knowledgebase of basic concepts to help readers become informed, competent participants in Information Systems (IS) decisions. Written for MBA students and general business managers alike, the text explains the fundamental principles and practices required to use and manage information, and illustrates how information systems can create, or obstruct, opportunities within various organizations. This revised and updated seventh edition discusses the business and design processes relevant to IS, and presents a basic framework to connect business strategy, IS strategy, and organizational strategy. Readers are guided through each essential aspect of information Systems, including information architecture and infrastructure, IT security, the business of Information Technology, IS sourcing, project management, business analytics, and relevant IS governance and ethical issues. Detailed chapters contain mini cases, full-length case studies, discussion topics, review questions, supplemental reading links, and a set of managerial concerns related to the topic.

Advanced Information Systems Engineering - Haris Mouratidis
2011-06-29

This book constitutes the refereed proceedings of the 23rd International

Conference on Advanced Information Systems Engineering, CAiSE 2011, held in London, UK, in June 2011. The 42 revised full papers and 5 revised short papers presented were carefully reviewed and selected from 320 submissions. In addition the book contains the abstracts of 2 keynote speeches. The contributions are organized in topical sections on requirements; adaptation and evolution; model transformation; conceptual design; domain specific languages; case studies and experiences; mining and matching; business process modelling; validation and quality; and service and management.

Ubiquitous and Pervasive Computing: Concepts, Methodologies, Tools, and Applications - Symonds, Judith 2009-09-30

"This publication covers the latest innovative research findings involved with the incorporation of technologies into everyday aspects of life"--
Provided by publisher.

Handbook of Research on Complex Dynamic Process Management: Techniques for Adaptability in Turbulent Environments - Wang, Minhong
2009-07-31

Investigates the nature and history of dynamic processes essential to understanding the need for flexibility and adaptability as well as the requirements to improve solutions.

Service-Oriented Computing - ICSOC 2007 - Bernd Krämer 2007-08-30
This book constitutes the refereed proceedings of the Fifth International Conference on Service-Oriented Computing, ICSOC 2007. The 30 revised full papers and 14 short papers are organized in topical sections on service deployment, business process design, service discovery, quality of service support, testing and validation, service assembly, service properties, service modeling, SOA composition/experience/runtime/governance and QoS and composite service support.

Mass Customization - Flavio S. Fogliatto 2010-11-09

Mass customization (MC) has been hailed as a successful operations strategy across manufacturing and service industries for the past three decades. However, the wider implications of using MC approaches in the broader industrial and economic environment are not yet clearly

understood. Mass Customization: Engineering and Managing Global Operations presents emerging research on the role of MC and personalization in today's international operations context. The chapters cover MC in the context of global industrial economics and operations. Moreover, the book discusses MC topics that are relevant to the manufacturing and service sectors, such as: • product platforms; • learning curve modeling; • additive manufacturing; and • service customization. Case studies in manufacturing (e.g., apparel and transportation) and services (e.g., banking and virtual worlds) are also included. Mass Customization: Engineering and Managing Global Operations is a valuable text for mass customization researchers and practitioners. Researchers will find a selection of chapters prepared by internationally renowned authors, comprising most of their recent research in MC. Engineering professionals will be drawn by the vivid discussion of operational aspects and methods of MC, as well as by the selection of cases illustrating their practical application.

Systems Analysis and Design: People, Processes, and Projects - Keng Siau 2015-03-26

For the last two decades, IS researchers have conducted empirical studies leading to a better understanding of the impact of Systems Analysis and Design methods in business, managerial, and cultural contexts. SA&D research has established a balanced focus not only on technical issues, but also on organizational and social issues in the information society..This volume presents the very latest, state-of-the-art research by well-known figures in the field. The chapters are grouped into three categories: techniques, methodologies, and approaches.

Enabling Flexibility in Process-Aware Information Systems - Manfred Reichert 2012-08-28

In today's dynamic business world, the success of a company increasingly depends on its ability to react to changes in its environment in a quick and flexible way. Companies have therefore identified process agility as a competitive advantage to address business trends like increasing product and service variability or faster time to market, and to ensure business IT alignment. Along this trend, a new generation of

information systems has emerged—so-called process-aware information systems (PAIS), like workflow management systems, case handling tools, and service orchestration engines. With this book, Reichert and Weber address these flexibility needs and provide an overview of PAIS with a strong focus on methods and technologies fostering flexibility for all phases of the process lifecycle (i.e., modeling, configuration, execution and evolution). Their presentation is divided into six parts. Part I starts with an introduction of fundamental PAIS concepts and establishes the context of process flexibility in the light of practical scenarios. Part II focuses on flexibility support for pre-specified processes, the currently predominant paradigm in the field of business process management (BPM). Part III details flexibility support for loosely specified processes, which only partially specify the process model at build-time, while decisions regarding the exact specification of certain model parts are deferred to the run-time. Part IV deals with user- and data-driven processes, which aim at a tight integration of processes and data, and hence enable an increased flexibility compared to traditional PAIS. Part V introduces existing technologies and systems for the realization of a flexible PAIS. Finally, Part VI summarizes the main ideas of this book and gives an outlook on advanced flexibility issues. The book's target groups include researchers, PhD students and Master students in the field of information systems. After reading the book, they will better understand PAIS flexibility aspects. To support the easy use as a textbook, a series of exercises is provided at the end of each chapter and slides and further teaching material are available on the book's web site www.flexible-processes.com. Professionals specializing in business process management (BPM) who want to obtain a good understanding of flexibility challenges in BPM and state-of-the-art solutions will also benefit from the presentations of open source as well as commercial process management systems and related practical scenarios.

Workflow-based Process Controlling - Michael Zur Muehlen 2004
Workflow-based Process Controlling Systems provide companies with the ability to measure the operational performance of their business processes in a timely and accurate fashion. The combination of workflow

audit trails with data warehouse technology and operational business data allows for complex analyses that can support managers in their assessment of an organization's performance. The increasing maturity of business process management and data warehouse systems enables the design and development of advanced process-oriented management information systems. Michael zur Muehlen discusses the integration of workflow audit trail data with existing data warehouse structures and develops a reference architecture for process-oriented management information systems. Starting with an organizational and technical analysis of process organizations, this book provides a comprehensive documentation of business process management, workflow technology, and existing standardization efforts. The proposed reference architecture is validated in an industry context. A prototypical implementation of the reference architecture and its integration with a commercial business process management system are demonstrated as well. This book is directed at both practitioners and academics in the fields of business process management, management accounting, and information systems research.

Business Process Management - Schahram Dustdar 2006-08-30

This book constitutes the refereed proceedings of the 4th International Conference on Business Process Management, BPM 2006. The book presents 20 revised full papers, 5 industrial papers, and 15 short papers together with an invited paper and the abstract of an invited talk. The papers are organized in topical sections on monitoring and mining, service composition, process models and languages, dynamic process management, Web service composition, and applied business process management.

Design and Control of Workflow Processes - Hajo Reijers 2003-04-07

The motivation behind the conception of this monograph was to advance scientific knowledge about the design and control of workflow processes. A workflow process (or workflow for short) is a specific type of business process, a way of organizing work and resources. Workflows are commonly found within large administrative organizations such as banks, insurance companies, and governmental agencies. Carrying out the tasks

of a workflow in a particular order is required to handle one type of case. Examples of cases are mortgage applications, customer complaints, and claims for unemployment benefits. A workflow used in handling mortgage applications may contain tasks for recording the application, specifying a mortgage proposal, and approving the final policy. The monograph concentrates on four workflow-related issues within the area of Business Process Management; the field of designing and controlling business processes. The first issue is how workflows can be adequately modeled. Workflow modeling is an indispensable activity to support any reasoning about workflows. Different purposes of workflow modeling can be distinguished, such as system enablement by Workflow Management Systems, knowledge management, costing, and budgeting. The focus of workflow modeling in this monograph is (a) to support simulation and analysis of workflows and (b) to specify a new workflow design. The main formalism used for the modeling of workflows is the Petri net. Many existing notions to define several relevant properties have been adopted, such as the workflow net and the soundness notion.

Advances in Computational Intelligence - Ildar Batyrshin 2019-01-02

The two-volume set LNAI 11288 and 11289 constitutes the proceedings of the 17th Mexican International Conference on Artificial Intelligence, MICAI 2018, held in Guadalajara, Mexico, in October 2018. The total of 62 papers presented in these two volumes was carefully reviewed and selected from 149 submissions. The contributions are organized in topical as follows: Part I: evolutionary and nature-inspired intelligence; machine learning; fuzzy logic and uncertainty management. Part II: knowledge representation, reasoning, and optimization; natural language processing; and robotics and computer vision.

Evaluation of Novel Approaches to Software Engineering - Leszek A. Maciaszek 2013-01-03

This book contains a collection of thoroughly refereed papers presented at the 6th International Conference on Evaluation of Novel Approaches to Software Engineering, ENASE 2011, held in Beijing, China, in June 2011. The 18 revised and extended full papers presented together with 10 revised short papers were carefully reviewed and selected from 75

initial submissions. The papers cover a wide range of topics, such as software quality and testing, requirements engineering, programming, software processes and methods, software tools and environments, business process and services modeling, software components, software effort and processes, and socio-technical aspects of software development.

Business Process Management Workshops - Christoph Bussler
2006-03-02

This book constitutes the refereed post-proceedings of six international workshops held in conjunction with the Third International Conference on Business Process Management, BPM 2005, in September 2005. The 41 revised full papers presented were carefully reviewed and selected. Among the issues addressed are fundamental process modeling, Web service choreography and orchestration, business process reference models, and business processes and services.

Business Process Technology - Dirk Draheim 2010-08-09

Currently, we see a variety of tools and techniques for specifying and implementing business processes. The problem is that there are still gaps and tensions between the different disciplines needed to improve business process execution and improvement in enterprises. Business process modeling, workflow execution and application programming are examples of disciplines that are hosted by different communities and that emerged separately from each other. In particular, concepts have not yet been fully elaborated at the system analysis level. Therefore, practitioners are faced again and again with similar questions in concrete business process projects: Which decomposition mechanism to use? How to find the correct granularity for business process activities? Which implementing technology is the optimal one in a given situation? This work offers an approach to the systematization of the field. The methodology used is explicitly not a comparative analysis of existing tools and techniques – although a review of existing tools is an essential basis for the considerations in the book. Rather, the book tries to provide a landscape of rationales and concepts in business processes with a discussion of alternatives.

Business Process Management Workshops - Arthur ter Hofstede
2008-02-29

moderation of the workshops, and the publication process.

Business Process Management - Wil M.P. van der Aalst 2005-09-19

This volume contains the proceedings of the 3rd International Conference on Business Process Management (BPM 2005), organized by LORIA in Nancy, France, September 5–8, 2005. This year, BPM included several innovations with respect to previous editions, most notably the addition of an industrial program and of co-located workshops. This was the logical result of the significant (and still growing) industrial interest in the area and of the broadening of the research communities working on BPM topics. The interest in business process management (and in the BPM conference) was demonstrated by the quantity and quality of the paper submissions. We received over 176 contributions from 31 countries, accepting 25 of them as full papers (20 research papers and 5 industrial papers) while 17 contributions were accepted as short papers. In addition to the regular, industry, and short presentations invited lectures were given by Frank Leymann and Gustavo Alonso. This combination of research papers, industrial papers, keynotes, and workshops, all of very high quality, has shown that BPM has become a mature conference and the main venue for researchers and practitioners in this area. We would like to thank the members of the Program Committee and the reviewers for their efforts in selecting the papers. They helped us compile an excellent scientific program. For the difficult task of selecting the 25 best papers (14% acceptance rate) and 17 short papers each paper was reviewed by at least three reviewers (except some out-of-scope papers).

Strategy and Business Process Management - Carl F. Lehmann
2016-04-19

This book prepares readers to master an IT and managerial discipline quickly gaining momentum in organizations of all sizes - Business Process Management (BPM). It describes how BPM treats processes as a portfolio of strategic assets that create and deliver customer and shareholder value and adapt, when necessary, enabling competitive

advantage thr

Fundamentals of Business Process Management - Marlon Dumas

2018-03-23

This textbook covers the entire Business Process Management (BPM) lifecycle, from process identification to process monitoring, covering along the way process modelling, analysis, redesign and automation. Concepts, methods and tools from business management, computer science and industrial engineering are blended into one comprehensive and inter-disciplinary approach. The presentation is illustrated using the BPMN industry standard defined by the Object Management Group and widely endorsed by practitioners and vendors worldwide. In addition to explaining the relevant conceptual background, the book provides dozens of examples, more than 230 exercises - many with solutions - and numerous suggestions for further reading. This second edition includes extended and completely revised chapters on process identification, process discovery, qualitative process analysis, process redesign, process automation and process monitoring. A new chapter on BPM as an enterprise capability has been added, which expands the scope of the book to encompass topics such as the strategic alignment and governance of BPM initiatives. The textbook is the result of many years of combined teaching experience of the authors, both at the undergraduate and graduate levels as well as in the context of professional training. Students and professionals from both business management and computer science will benefit from the step-by-step style of the textbook and its focus on fundamental concepts and proven methods. Lecturers will appreciate the class-tested format and the additional teaching material available on the accompanying website.

Process-Aware Information Systems - Marlon Dumas 2005-10-27

A unifying foundation to design and implement process-aware information systems This publication takes on the formidable task of establishing a unifying foundation and set of common underlying principles to effectively model, design, and implement process-aware information systems. Authored by leading authorities and pioneers in the field, Process-Aware Information Systems helps readers gain a

thorough understanding of major concepts, languages, and techniques for building process-aware applications, including: * UML and EPCs: two of the most widely used notations for business process modeling * Concrete techniques for process design and analysis * Process execution standards: WfMC and BPEL * Representative commercial tools: ARIS, TIBCO Staffware, and FLOWer Each chapter begins with a description of the problem domain and then progressively unveils relevant concepts and techniques. Examples and illustrations are used extensively to clarify and simplify complex material. Each chapter ends with a set of exercises, ranging from simple questions to thought-provoking assignments. Sample solutions for many of the exercises are available on the companion Web site. Armed with a new and deeper understanding, readers are better positioned to make their own contributions to the field and evaluate various approaches to a particular task or problem. This publication is recommended as a textbook for graduate and advanced undergraduate students in computer science and information systems, as well as for professionals involved in workflow and business process management, groupware and teamwork, enterprise application integration, and business-to-business integration. A Solution's Manual is available online. An Instructor Support FTP site is also available.

Leadership in a Changing World - 2022-05-11

Leadership in a Changing World - A Multidimensional Perspective investigates the multi-dimensional aspect of leadership by exploring different perspectives and practices as well as existing theories of effective leadership in a changing world. Chapters address such topics as the connection between leadership, innovation, and creativity, venture leadership, e-leadership, digital leadership, and more. Beyond understanding the nature of effective leadership, this book examines the nature of leadership focusing on what we know and how we know it.

Handbook on Business Process Management 1 - Jan vom Brocke 2010-09-21

Business Process Management (BPM) has become one of the most widely used approaches for the design of modern organizational and information systems. The conscious treatment of business processes as significant

corporate assets has facilitated substantial improvements in organizational performance but is also used to ensure the conformance of corporate activities. This Handbook presents in two volumes the contemporary body of knowledge as articulated by the world's leading BPM thought leaders. This first volume focuses on arriving at a sound definition of Business Process Management approaches and examines BPM methods and process-aware information systems. As such, it provides guidance for the integration of BPM into corporate methodologies and information systems. Each chapter has been contributed by leading international experts. Selected case studies complement these views and lead to a summary of BPM expertise that is unique in its coverage of the most critical success factors of BPM.

E-Technologies: Embracing the Internet of Things - Esma Aïmeur
2017-05-10

This book constitutes the refereed proceedings of the 7th International Conference on E-Technologies, MCETECH 2017, held in Ottawa, ON, Canada, in May 2017. This year's conference drew special attention to the ever-increasing role of the Internet of Things (IoT); and the contributions span a variety of application domains such as e-Commerce, e-Health, e-Learning, and e-Justice, comprising research from models and architectures, methodology proposals, prototype implementations, and empirical validation of theoretical models. The 19 papers presented were carefully reviewed and selected from 48 submissions. They were organized in topical sections named: pervasive computing and smart applications; security, privacy and trust; process modeling and adaptation; data analytics and machine learning; and e-health and e-commerce.

Artificial Intelligence XXXV - Max Bramer 2018-11-27

This book constitutes the proceedings of the 38th SGAI International Conference on Innovative Techniques and Applications of Artificial Intelligence, AI 2018, held in Cambridge, UK, in December 2018. The 25 full papers and 12 short papers presented in this volume were carefully reviewed and selected from 46 submissions. There are technical and application papers which were organized in topical sections named:

Neural Networks; Planning and Scheduling; Machine Learning; Industrial Applications of Artificial Intelligence; Planning and Scheduling in Action; Machine Learning in Action; Applications of Machine Learning; and Applications of Agent Systems and Genetic Algorithms.

Modeling with Rules Using Semantic Knowledge Engineering - Grzegorz J. Nalepa 2017-10-04

This book proposes a consistent methodology for building intelligent systems. It puts forward several formal models for designing and implementing rules-based systems, and presents illustrative case studies of their applications. These include software engineering, business process systems, Semantic Web, and context-aware systems on mobile devices. Rules offer an intuitive yet powerful method for representing human knowledge, and intelligent systems based on rules have many important applications. However, their practical development requires proper techniques and models - a gap that this book effectively addresses.

Business Process Management - Florian Daniel 2013-07-18

This book constitutes the proceedings of the 11th International Conference on Business Process Management, BPM 2013, held in Beijing, China, in August 2013. The 17 regular papers and 8 short papers included in this volume were carefully reviewed and selected from 118 submissions. The papers are organized in 7 topical sections named: process mining; conformance checking; process data; process model matching; process architectures and collaboration; as well as alternative perspectives, and industry paper.

Advanced Topics in Database Research - Keng Siau 2004-01-01

This book presents the latest research ideas and topics on how to enhance current database systems, improve information storage, refine existing database models, and develop advanced applications. It provides insights into important developments in the field of database and database management. With emphasis on theoretical issues regarding databases and database management, the book describes the capabilities and features of new technologies and methodologies, and addresses the needs of database researchers and practitioners. *Note: This book is part

of a new series entitled Advanced Topics in Database Research ." This book is Volume Three within this series (Vol. III, 2004).

Complex Data Warehousing and Knowledge Discovery for Advanced Retrieval Development: Innovative Methods and Applications - Nguyen, Tho Manh 2009-07-31

Recently, researchers have focused on challenging problems facing the development of data warehousing, knowledge discovery, and data mining applications.

Business Process Management - 2005

E-Government, E-Services and Global Processes - Marijn Janssen 2010-08-06

This book constitutes the refereed proceedings of the IFIP TC 8 International Conference on E-Government and E-Services, EGES 2010 and the IFIP TC 8 International Conference on Global Information Systems Processes, GISP 2010, held as part of the 21st World Computer Congress, WCC 2010, in Brisbane, Australia, in September 2010. The 12 revised full papers presented at EGES were carefully reviewed and selected from numerous submissions. The papers are organized in topical sections on interoperability, participation, adoption and diffusion, back-end transformation, and new applications. The 6 revised full papers presented at GISP were carefully reviewed and selected from 13

submissions. They are organized in two parts: global case studies on process design issues with four papers covering the contextual settings of Singapore, Kuwait, Finland and South Africa, and globalized process design with two papers dealing with the demands of large scale process models and a process design project covering two continents.

Semantic Methods for Execution-level Business Process Modeling - Ingo M. Weber 2009-11-06

This book develops new approaches for the rapid development and flexible adaptation of business processes. It investigates how process modelers can be supported by semantic technologies and puts special emphasis on expressiveness and scalability.

Business Process Modeling, Simulation and Design - Laguna Manuel 2011

This book covers the design of business processes from a broad quantitative modeling perspective. The text presents a multitude of analytical tools that can be used to model, analyze, understand and ultimately, to design business processes. The range of topics in this text include graphical flowcharting tools, deterministic models for cycle time analysis and capacity decisions, analytical queuing methods, as well as the use of Data Envelopment Analysis (DEA) for benchmarking purposes. And a major portion of the book is devoted to simulation modeling using a state of the art discrete-event simulation package.