

SIGBPS Workshop on Business Processes and Services

December 15, 2013, Milan, Italy

AIS-SIGBPS Website: www.sigbps.org

Workshop Website: www.sigbps.org/bps13

(in conjunction with International Conference on Information Systems)

Theme: Business Process Analytics

The growth of Internet-enabled businesses sees an increasing potential of process analytics to derive additional values in the business process value chain. The purpose of this workshop is to provide a forum to discuss new research directions in the area of business process management and business service automation. A critical goal of the workshop is to cultivate high quality research concerning Internet-enabled business processes and services, which include new technological advances such as cloud computing, mobile commerce, service virtualization, and big data analysis.

This workshop aims to extend the boundaries of research in business process management by integrating new elements that have not been sufficiently emphasized in the past. The recent rapid advances in information systems have created both challenges and opportunities to develop new business services via innovative business processes. For instance, we know how to automate routine, formal business processes but have not really attempted computerizing ad hoc processes that may emerge spontaneously and have short life span. These may include examples like setting up ad hoc meetings that may involve a number of people from different places, different IT devices and platforms, an evolving agenda, a set of documents as inputs and outputs and some decisions and outcomes. Such meetings are often very valuable but also time consuming to organize and manage.

Another important area of interest of this workshop is to promote theoretical efforts in business processes. The business process modeling and automation research has been largely driven by the need to solve practical problems. There has been a lack of strong theories in this area and we believe that it is essential to develop new theories about business process and service automation. The Process Virtualization Theory (http://papers.ssrn.com/sol3/papers.cfm?abstract_id=1085328), proposed by Eric Overby, presents an excellent example of such theories and provides a great starting point for a theoretical discussion at the workshop.

Given the nature and purposes of this workshop, we invite papers of no more than five pages that are well articulated and formatted in single line spacing, Times New Roman, 12 pt, 1 inch margins. We particularly seek position papers but also welcome conceptual papers with a strong theoretical flavor, as well as completed research papers or research-in-progress papers.

Suggested research topics include, but not limited to, the following ones:

Cloud computing and process management

Collaborative processes in social media

Coordination and cooperation mechanisms for process management

Data mining for process technologies and management

Financial service applications

Frameworks and methodologies for collaboration processes
Healthcare and process management
Human resource management under distributed process technologies
Metrics and measurements in business processes and services
Evaluations of business process and service implementations
Mobile commerce and process management
Organization and culture issues in process automation
Process competencies in information intensive businesses
Process management methodologies
Business process theories and applications
Technology and architecture issues in process driven organizations
Telecommuting and process modeling
Workflows in collaborative operations and systems
Consequences of process and service virtualization
Possible emergence of novel virtual intermediaries
Public policy implications

Important Dates:

Submission Deadline: Oct 1, 2013

Notification of Acceptance: Oct 22, 2013

Final Version Due: Oct 31, 2013