

Preface

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 (LNCS 1806) on Business Process Management was based on four events devoted to this topic.

This book presents a significant view on the state of the art in business process management, ranging from formal approaches to descriptions of tools for the design of processes. The topics addressed by the contributions cover areas like business process modeling, formal models, as well as analysis and verification of business processes, process mining and workflow management, and, moreover, case studies from various domains including medicine, technology, and logistics.

Besides its research paper track, BPM 2004 hosted a keynote presentation by Christoph Bussler, Vice-Director of the Digital Enterprise Research Institute in Galway, Ireland. A tutorial on workflow modeling and analysis using Petri nets was given by Wil van der Aalst, Head of the Information Systems department in the Faculty of Technology Management, Eindhoven Technical University (NL). Rainer Ruggaber of SAP Corporate Research talked about SAP's involvement in European research projects. Thomas Volmering and Karl Wagner reported on a recently strengthened cooperation between SAP and IDS Scheer in the context of the new SAP software architecture, based on service technology. All these presentations are highly appreciated.

The organizers are thankful to SAP AG, IDS Scheer and Adesso AG as well as to the Hasso Plattner Institute for supporting this scientific event. A special thanks goes to Jörn Lauterjung and his colleagues from Geoforschungszentrum Potsdam, which provided the location of this year's BPM conference. We thank

the local organization group at the Hasso Plattner Institute, including Hilmar Schuschel, Katrin Heinrich and Mirko Schulze, who provided the conference Web site and online registration system and also installed and maintained the Cyber-Chair conference management software that we used during the reviewing process. The group at KU Eichstätt-Ingolstadt, in particular Dorothea Iglezakis and Birgit Eisen, collected the final versions of the research papers and prepared the camera-ready copy of this Springer Lecture Notes in Computer Science volume.

We should like to acknowledge the excellent cooperation with Alfred Hofmann of Springer-Verlag and his colleagues in the preparation of this volume.

Finally, we are grateful to all Program Committee members and additional reviewers for their contribution to the success of the conference.

June 2004

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Barbara Pernici
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Business Process Management

Second International Conference, BPM 2004, Potsdam,
Germany, June 17-18, 2004, Proceedings

Desel, J.; Pernici, B.; Weske, M. (Eds.)

2004, X, 314 p., Softcover

ISBN: 978-3-540-22235-4