

Decision and Process Intelligence for Services

Jan Vanthienen

Abstract To meet the needs of customers in services, intelligent decision procedures need to be installed and service processes need to be monitored closely. Research in these areas offers some very promising opportunities.

This keynote shows how decision services can be modeled in a straightforward way and flexibly implemented in the service process while maintaining its agility. Moreover, analyzing the processes using process intelligence enables to check and improve the processes and the decisions, such as to advance their effectiveness and efficiency for services.

Keywords Intelligent decision • Service processes • Process intelligence

Prof. Dr. Jan Vanthienen is professor of information management at KU Leuven, Department of Decision Sciences and Information Management, where he coordinates the Leuven Institute for Research in Information Systems (LIRIS).

His research interests include information and knowledge management, business rules, processes & decisions, business intelligence and intelligent systems. On these topics, he has published more than 100 full papers in reviewed international journals and conference proceedings.

He received the Belgian Francqui Chair 2009 at FUNDP and an IBM Faculty Award in 2011. He is chairholder of the PricewaterhouseCoopers Chair on E-Business at KU Leuven, co-chairholder of the Microsoft Research Chair on Intelligent Environments and co-founder and president-elect of the Benelux Association for Information Systems (BENAIIS).

J. Vanthienen (✉)

Department of Decision Sciences and Information Management,

Faculty of Business and Economics, Katholieke Universiteit Leuven, Belgium

e-mail: jan.vanthienen@econ.kuleuven.ac.be

LISS 2012

Proceedings of 2nd International Conference on
Logistics, Informatics and Service Science

Zhang, Z.; Zhang, R.; Zhang, J. (Eds.)

2013, XXXVI, 1470 p. 322 illus. In 2 volumes, not
available separately., Softcover

ISBN: 978-3-642-32053-8