

Preface and Acknowledgements

This book introduces social workflows as a new research area for information systems research. Social workflows pervade peoples' everyday life. Whenever a group of persons works together on a challenging or multifaceted task, a social workflow begins. Unlike traditional business workflows, such social workflows aim at supporting processes that contain personal tasks and data which are part of the daily routine of private individuals. Hence, the envisioned social workflow platform enables private individuals to construct social workflows according to their specific needs and to keep track of the workflow execution. Thereby, the platform is developed by regarding current research in the field of process-aware information systems, recent results from process-oriented case-based reasoning, and the requirements of potential application scenarios. The identified application scenarios cover complex plans and routinely performed activities of private individuals. Thus, this book describes an exploratory research on the application of workflow technology for supporting private processes.

Over the past seven years I have received support and encouragement from a great number of individuals. Thereby, I regard the time period when I was a student as well since my doctoral thesis supervisor *Ralph Bergmann* and my former diploma thesis supervisor *Mirjam Minor* have always given me solid support and encouragement in my work. With the beginning of my conferral of a doctorate in June 2011 I could always rely on Ralph's expertise and willingness to engage in dialogue. His feedback on social workflows was essential for the creation of this thesis. In addition, I would like to thank him for his considerate nature which is an integral part of the work at his chair and contributes to the amicable atmosphere between all colleagues in the team. I would like once more extend thanks to Mirjam for taking the second opinion on my thesis. She has strongly influenced me especially during the course of studies, as she has brought me early on scientific issues and oversaw my

work. My thanks also go especially to all my colleagues who supported me, especially morally in- and outside the office. Particularly, I want to mention my colleagues here and friends *Gilbert Müller* and *Sarah Gesinger*. I had many discussion with them and I am glad they told me when I went off the (scientific) track. Many students contributed to this thesis putting their effort in research for social workflows, in the implementation of the research prototype or conducting the empirical studies of this thesis. Therefore, I want to thank my longtime friend *Stefan Ollinger* for his excellent and extraordinary technological know-how he contributed to the implementation of the research prototype. I want to thank *Fabian Girgert* for his driving ideas embedded in this thesis and his remarkable working morale. Further, I want to thank *Christian Zeyen* and *Alexander Stromer* as they implemented important aspects of the research prototype and also *Stefan Müller*, *Tonio Kröner*, and *Hai Ngoc Cu* for their help in conducting the studies of the evaluation.

Mein innigster Dank, der noch weit mehr als sieben Jahre zurück reicht, geht an meine Familie, die mich immer unterstützt hat, und meine treuen Freunde. Dabei danke ich besonders meinem kleinen Bruder David, meiner Schwester Anja und ihrem Mann Uwe und meinen liebevollen Eltern. Zum Glück haben meine Mutter Renate und mein Vater Michael früh erkannt, dass es wenig Sinn hat, mich ans Schlagzeug zu setzen wie meinen Bruder, und ich eher mit genügend Informationstechnik versorgt werden müsse. Meinen langjährigen Freunden und meiner lieben Sarah möchte ich auch ganz besonders danken, weil sie mich immer wieder aus tiefen Löchern herausgezogen haben und ich hoffe, dass wir noch viele gemeinsame Jahre vor uns haben.

Trier

Sebastian Görg

Foundations for a Social Workflow Platform

Görg, M.S.E.K.

2016, XIII, 295 p. 48 illus., 10 illus. in color., Softcover

ISBN: 978-3-658-13532-4