Preface

During the 20 years of the International Conference on Business Information Systems, it has grown to be a well-renowned event for the scientific community. Every year the conference gathers international researchers for scientific discussions on the development, implementation, and application of business information systems based on innovative ideas and computational intelligence methods. The 20th edition of the BIS conference was held in Poznań, Poland.

The BIS conference follows popular research trends, both in academic and business domains. Therefore, the theme of BIS 2017 was "Big Data Analytics for Business and Public Administration". The increasing interest in Big Data has resulted in the transformation of science, medicine, health care, engineering, business, finance, administration, and even society. Big Data Analytics helps organizations process their data in order to identify new opportunities. The results might make the business smarter by enabling faster and better decision-making, more efficient operations, and higher profits, and also lead to more satisfied customers by gauging their needs.

Big Data Analytics helps us to understand and enhance enterprises by linking many fields of information technology and business. Moreover, governments are using Big Data Analytics to gain new insights to change the accepted notions of public service, improve quality of life, and set new patient-centric standards for health care. Thus, the BIS 2017 conference continued the discussion on Big and Smart Data, that started in the previous editions.

The first part of the BIS 2017 proceedings is dedicated to Big and Smart Data research. This is followed by other research directions that were discussed during the conference, including Business and Enterprise Modelling, ICT Project Management and Process Management. Finally, the proceedings end with Smart Infrastructures as well as Applications of the newest research trends in various domains.

The Program Committee consisted of 85 members who carefully evaluated all the submitted papers. Based on their extensive reviews, a set of 24 papers were selected.

We would like to thank everyone who helped build an active community around the BIS conference. First of all, we want to express our appreciation to the reviewers for taking the time and effort necessary to provide insightful comments. We wish to thank all the keynote speakers, who delivered enlightening and interesting speeches. Last but not least, we would like to thank all authors who submitted their papers, as well as all the participants of BIS 2017.

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