Dear fellow ERCIS partners and interested readers of this report,

Another interesting year has gone by, with exciting research and a lot of new projects, publications, co-operations and ideas for further collaborative conjoint activities. This report is the third one of its kind and is packed with interesting news from our partners. It also contains additional information about ERCIS network research and teaching activities.

First of all, I would like to welcome two new members to the ERCIS network: the University of Twente in the Netherlands and the University of Agder in Norway. The University of Twente inherited the membership of the NovoY Institute, and we are happy to have Ios von Høllingsberg and his team as our new ERCIS contacts. We also warmly welcome Bjørn Erik Munkvold and his team from Agder. Bjørn Erik presented the University of Agder and the Department of Information Systems at this year’s annual meeting in Bordeaux, France. Seventeen participants from nine partner institutions came together to discuss ongoing research projects, prospects for further collaboration and the Grand Challenges of IS. As a follow-up to this discussion, we are currently setting up a Delphi Study to investigate the Grand Challenges in more detail. At this point, I would like to thank Fatiana once again for hosting this year’s meeting and making it a very productive and pleasant event. More details about the ERCIS meeting in Bordeaux can be found in this report. Our partners from Lithuania have offered to host next year’s meeting in Kaunas, and I would be more than happy to see all our partners there next year!

Apart from the Delphi Study concerning the Grand Challenges of IS, we are also holding a completely virtual seminar with thirty-three students from six ERCIS partner institutions. The students have to write an academic paper about one of the Global Challenges facing humanity, and they all work in virtual teams with partners they have never met from different universities. This seminar is an interesting experience for the students as well as for the supervisors, and it shows that the network offers a lot of different possibilities for new ways of collaboration. The Networked Service Society project is another good example. It is a collaborative activity of the University of Münster, the Queensland University of Technology, the KAIST College of Information and Science, and the University of Wairakato. In 2011, several PhD students from Münster spent some time in Brisbane working on the innovative design of artifacts in three decisive areas of service research, namely professionalization, digitalization, and sustainability. Unfortunately, two further research project proposals for EU-funded research projects, which we wrote with several ERCIS partners, were rejected this year. PropelleR (Promoting Business Process Management Excellence in Russia) and Satori (Simplification of Credit Recognition in Europe) were joint network activities, and I am sure that we will keep in good spirits and resubmit the proposals next year. A first step is a granted and funded workshop in Russia in March 2012, using the main ideas of PropelleR and hopefully leading to a second submission of the full proposal to the EU.

In addition to all the different research and teaching activities that went on this year, the ERCIS team, namely Dr. Armin Stein, Katrin Bergener, Sara Hofmann and Marcel Heddien, did a lot to create awareness for the ERCIS network. In order to foster our network identity and to enhance our public outreach, we designed a new ERCIS brochure, which will be available for all ERCIS partners, and distributed ERCIS banners to our partner institutions. The new ERCIS claim “The IS Research Network” is a result of this endeavor as well.

As you can see, a lot has happened in 2011, and I am really looking forward to seeing you all in Kaunas, Lithuania, next year for another interesting meeting and a lively exchange of knowledge within the network, because, as I always like to stress, “ERCIS is what we make of it”. 
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The second annual ERCIS Workshop in Bordeaux was held in 2011. Participants included researchers from Germany, Poland, Finland, Russia, Lithuania, Italy, Switzerland, Liechtenstein, and Denmark, among others. The workshop was hosted by Tatiana Chameeva-Bouzdine from the Bordeaux School of Management (BEM). The diversified program consisted of social events as well as intensive working and discussion sessions.

Starting with the first evening, Tatiana invited the whole crew to Le Wine Bar in the heart of Bordeaux. Seen from a scientific point of view, we were able to test the assumption “Bordeaux is a great wine region” through an action research project. Topic-related discussions were not lacking; for instance, a joint ERCIS seminar was settled.

In the next morning, the workshop session started, which was opened by Christophe Estay (Director of Research at BEM) and Tatiana, who welcomed the participants. After a short introduction by Jörg, who briefly introduced the day's outline, Jan presented the now-published CIS paper “Current and Future Issues in BPM Research: A European Perspective from the ERCIS Meeting 2010”, which is the outcome of 2010’s Annual Workshop in Liechtenstein. A look at the author list clearly shows that the network is well on its way to becoming a vibrant and active community.

Afterwards Jörg presented the ERCIS team, consisting of Armin, the Managing Director of ERCIS, as well as Katrin, Marcel and Sara, who in cooperation with Tatiana and Oihab had organized the whole workshop. Furthermore, he announced that the network is now a member of the EC,W, the European Centre for Women and Technology, underscoring ERCIS’ dedication to supporting women in the IS domain.

ERCIS’ newest members were presented: the University of Aged in Kristiansand, Norway, which contacted Bjørn Erik also attended the Workshop, and the University of Twente in Enschede, Netherlands with its contact person Jos van Hillegersberg. The former Dutch ERCIS partner, the research institute Novay, had handed over its place to the nearby University of Twente. Further activity in the network included the handoff from Milan to Rome, and in Russia, the branch of the Higher School of Economic in Nizhny Novgorod joined the network. In addition, two competence centers concerning BPM in financial industries and topics of smarter work were founded.

Next, Armin and Jörg presented ongoing and proposed ERCIS projects characterised by more than one ERCIS partner working together. These projects were PropellerR (Promoting Business Process Excellence in Russia), an EU FP7 project proposal with Australia and the USA as advisory board members, and Denmark, Poland, Finland, Russia, Lithuania, Italy, Switzerland, Liechtenstein and Germany as participants; and Satori (Simplification of Credit Recognition in Europe), a project applied for at ERASMUS Mundus, with Australia, the Netherlands, Liechtenstein, Poland, Finland, and Germany involved. Although having received good evaluations from the reviewers, both projects were unfortunately rejected.

As an ongoing project, NIS, the Networked Service Society, which is funded by the German Federal Ministry of Education and Research, including partners from Germany, Australia, South Korea and New Zealand, was presented. Finally Jan introduced iFarm, a project applied for at the National Science Foundation of China with Liechtenstein, China, Germany, Italy and Finland. Using the Hilti Fellowship Program in Liechtenstein, which regularly attracts ERCIS students to join, Jörg proposed the dissemination of such programs throughout the network. Usually, students from our partners are reliable and perform well in such environments. Furthermore, he appealed for advertising weekly or repetitive events like the ERCIS lunchtime seminar (which takes place once a week at the ERCIS headquarters in Münster) throughout the network. The remainder of the session was used to present a draft of the ERCIS mission and to review the rights and obligations of the ERCIS members.

During the second session, this year’s topic, the Grand Challenges of IS, was discussed. For this, Marcel gave a short introduction to Grand Challenges, their definition, the research method and the expected outcome. Following this, each participant had 20 minutes to think about three to five Grand Challenges of IS. This resulted in 51 suggestions, which were presented and then preliminary clustered. Afterwards a steering committee was built consisting of participants serving as evangelists for the project and discussing intermediate results. The steering committee consists of Jörg, Jan, Stanislaw, Marco, Bjorn Erik and Reima. The subsequent survey with experts is currently being prepared.

Bjorn Erik presented the University of Aged as new ERCIS member in the next session. The entry was formally executed by Bjorn Erik and Jörg signing the Certificate of Membership. The session closed with Eun, who gave an overview of the competence center “Smarter Work”. Additionally, he presented two project proposals, one from the field of e-government and one addressing the domain of smarter work.

The afternoon went on with a visit to the beautiful town of Saint-Émilion, which is not only famous for its tasty wine but also for its subterranean corridors and halls, which we visited. Finally, in the evening, we had a delicious dinner in a nearby castle.

In the next morning we visited the bay of Arcachon and walked up to the Dune du Pyla. 2011’s Annual ERCIS Workshop ended with a great oyster lunch. Armin, Tatiana and Reima even enjoyed taking a swim in the Atlantic Ocean.

Participants in 2011’s Workshop were Jörg Becke, Katrin Bergener, Marcel Hedder, Sara Hofmann, Ulrich Müller-Funk and Armin Stein from Germany; Eun Kim from South Korea; Jan vom Brocke and Bernd Schenk from Liechtenstein; Reima Suomi from Finland; Marco De Marco from Italy; Stanislaw Wyczza from Poland; Riantas Butleris and Kestutis Kapocius from Lithuania; Tatiana Chameeva and Oihab Allal-Cherif from France; and Bjorn Erik Munkvold from ERCIS’ new partner institution in Norway.
ERCIS WELCOMES TWO NEW MEMBERS

In 2011 the ERCIS network was happy to welcome two new member institutions: the University of Twente in Enschede, the Netherlands, and the University of Agder in Kristiansand, Norway.

The University of Twente (UT) took over the place of the former Dutch ERCIS partner, the research institute Novay, as the activities of the UT better fit the goals of ERCIS. In July, Jörg Becker, Michael Räckers and the ERCIS team visited the UT, which had organised a seminar on the occasion of joining the ERCIS. Peter Apers, Scientific Director of CTIT, talked about the key role of ICT in many areas of society such as healthcare, energy and mobility. He stressed the great importance of international cooperation. Jos van Hillegersberg, the UT’s ERCIS contact, sees many opportunities for staff and students of the UT. “UT employees who spent time as guest researchers in Münster had a great experience. This kind of cooperation is now being expanded in the ERCIS context. We see opportunities for joint EU projects.” There are also advantages for students. Van Hillegersberg says: “For students it will be made easy to study internationally. Within ERCIS we are working on a European Course Catalogue which offers ERCIS members insight in courses offered.” Finally, Jos had organised a quiz with questions on Twente on ERCIS’ headquarters in Münster.

In September, Armin and Sara from the ERCIS visited the University of Agder in the beautiful city of Kristiansand. They met, at the kind invitation of Carl Erik Moe and Bjørn Erik Munkvold, PhD students and faculty members of the Information Systems department of the University of Agder. During this meeting, the team presented opportunities the network provides and discussed with the participants ways in which the cooperation between ERCIS partners can be identified. Some of the aspects will already be implemented in the forthcoming website. We also used the opportunity to present the ERCIS and its exchange possibilities to students from the University of Agder. The day ended with a very delicious pizza meal with Carl Erik, Maung Sein, Moutaz Haddara and Øyvind Hellang. Unlike in Germany, where everyone eats his own little pizza, we learned that in Norway huge pizza plates are ordered, which are then shared. This shows once again that apart from getting new insights in research activities, ERCIS also broadens one’s horizon with regard to cultural aspects.
The Higher School of Economics has granted Prof. Jörg Becker the honorary certificate. 

 Prof. Jörg Becker in Moscow

Vadim Radaev, prorector of HSE, presented Becker with the honorary title in the context of the “European Information Systems of the LUISS” Guido Carli (www.luiss.it) and our Italian member of the ERCIS network, passed away on April 22nd, 2011, after a long flight with cancer. He was a prominent founder of the Information Systems discipline in Italy and an internationally renowned researcher. We deeply regret his loss. If you knew Alessandro, please feel free to leave a comment at http://www.ercis.it/m-memory-of-sandro.html.

**GENERAL PARTNER EMAIL ADDRESSES**

In order to simplify the communication between the ERCIS partners, we decided to create general email addresses for all partners, like bordeaux@ercis.org, vaduz@ercis.org etc. These mailing lists contain all contact persons of the specific partner institutions. This way, if you want to get in contact with a specific ERCIS partner institution, you can just write an email to the distinct partner address and you will reach all persons that are involved in the network.

**ERCIS LAUNCHPAD**

In 2011 the ERCIS Launchpad took place for the fourth time. It is a competition for IT start-ups in which students in particular are asked to present their start-up ideas. The aim of the initiative is to make young founders able to realize their ideas. This year’s winner, Till Achingher from the company ‘riverfabs’, presented a procedure to take high-quality pictures of products sold on the internet that online shop providers can use for promotional purposes. Riverfabs is funded by prize money as well as infrastructural and advisory support.

**ERCIS ON FACEBOOK**

Since 2011, the ERCIS network can be found on Facebook as well. This is an informal and quick way for all ERCIS members to share interesting news and get informed about current events and activities. Find others who “like” ERCIS and stay in contact!

**ERCIS SPORTIVE**

Like last year, in 2011 ERCIS’ German section participated again in the marathon relay in Essen, Germany. However, this time we were able to motivate four teams to take part: three male and one mixed team. The fastest team, the ‘ERCIS Modeling Athletes’, even completed the 42 km in 3:16h. Congratulations!

**ERCIS@ECIS**

During the ECIS in Helsinki in June 2011 we had a really nice ERCIS@ECIS meeting. Several members of the network met in the cafeteria of the Aalto University to get to know other ERCIS members, exchange ideas, talk about research topics or just have a drink. We planned new exchange programs in the network, visiting researchers and many other interesting activities.

**ERCIS@PACIS**

ERCIS members met in the course of the 15th Pacific Asian Conference on Information Systems (PACIS) that was held in Brisbane, Australia in July 2011. Apart from contributing and attending presentations, panels, and keynote speeches, there also was time for individual talks at the conference location and during the social program.

**ERCIS ORGANIZES AMCIS 2012**

**MINI-TRACK ON E-GOVERNMENT**

As the EU proposal Propeller unfortunately was rejected (see Annual Report 2010), the decision to apply for a follow-up project supporting a new application proved to be the right thing to do. The German Ministry for Research and Education (BMBF) granted a three-day workshop in Moscow, Russia, bringing together ninety leading German and Russian researchers to discuss challenges and opportunities regarding Business Process Management (BPM). The workshop is currently scheduled for April 2012. An exact date will be published on the ERCIS website as soon as it is set. If you are interested in participating, please e-mail propeller@ercis.org.

**RESULTS OF THE ANNUAL WORKSHOP 2010 SUCCESSFULLY PUBLISHED**

Thanks to the extensive support of Jan vom Brocke and his team (Stefan Seidel and Alexander Simons), the paper “Current and Future Issues in BPM Research: A European Perspective from the ERCIS Meeting 2010” was successfully published in Communications of the Association for Information Systems (CAIS). The article reflects on the BPM research workshop that was conducted by seventeen IS researchers from eight European countries as part of the 2010 annual ERCIS meeting. The results of this workshop suggest that BPM research can meaningfully contribute to investigating a broad variety of phenomena that are of interest to IS scholars, ranging from rather technical (e.g., the implementation of software architectures) to managerial (e.g., the impact of organizational culture on process performance).

You can access the publication on the AIS website: http://aisel.aisnet.org/cais/vol12/iss1/25/. Through December 2011, the paper has been downloaded 918 times.

**ERCIS ORGANIZES AMCIS 2012**

**ERCIS LUNCHTIME SEMINAR**

In 2011, the ERCIS Lunchtime seminar was held for the second time. Like last year, several speakers from the ERCIS Headquarters, from other ERCIS Members and some external guest speakers presented interesting and current IS topics and ongoing research. National and International guest speakers this time were Russell Haines from the Old Dominion University (US), Carl Eric Moe (University of Agder), and Christian Janiesch from the KIT (Germany). The whole spectrum of topics was covered, from fraud detection and analysis, over the political influence of micro-blogging and up to performance measurement systems for humanitarion logistics. As always, the talks were preceded by free lunch for the participants and followed by fruitful and interesting discussions.

**FOLLOW-UP TO EU PROPOSAL PROPELLER GRANTED**

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**RECENT PUBLICATIONS IN AMCIS 2012**

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ABOUT THE INSTITUTION

The Institute of Business-to-Business Marketing (IAS) is part of the ERCIS Headquar-
ters located in Münster and represents one of three chairs under the roof of the
Marketing Center Münster (MCM). Business-to-Business Marketing is traditio-
nally the main research area of the IAS. In addition, the research program is con-
tinuously expanded to other interesting and current areas of research, such as
the emergence of dominant designs and service marketing. Parts of the research
program are realized with the help of asso-
ciates from research and industry.

The IAS has recently started to extend
scenario analysis techniques in a research
project together with the Institute of Public
Auditors in Germany.

Beyond high-quality research, the IAS has always defined itself through outstanding
educational efforts. We maintain close ties
with partners from a variety of industries and academic institutions all over the world
to offer our marketing students compelling
lectures and extraordinary seminars.

This winter the IAS conducts a multi-
me-
tine project together with the Chair
for Information Systems and Information
Management in Münster and the Chair for
International Marketing at the ESCP Berlin.
The core focus of the project is the quan-
tification of productivity in industrial ser-
vice analysis. The publically funded study
represents a follow-up of the award-win-
ning "Hz-ServPay" project.

CURRENT RESEARCH TOPICS

Our research mainly focuses on topics from
Industrial Marketing. The results of this work have, inter alia, been documented in the following five de-
finitive textbooks: "Industriegütermarke-
ting," "Strategisches Marketing," "Multiva-
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between practice and science within the
project "Hz-ServPay."

In cooperation with the Institute of Account-
ing and Auditing in Münster and the Institu-
te of Public Auditors, the IAS uses scenario
analysis to assess the challenges and
chances auditors will face in the year 2025.

Although not a Marketing topic, we use
our expertise in multivariate methodology
to provide a substantial contribution to the
goals of the project.

On the other hand, the IAS has been publi-
shing studies in the field of industrial mar-
keting in international journals and book
publications. We continue to deliver relevant insights with focus on negotiations research and
the emergence of dominant designs.

PUBLICATIONS

Dissertations

Motolla, Marco:
Adoption und Nutzung sozialer Online-
Netzwerke: Empirische Analysen zur
Erklärung und Prognose des individuellen
Nutzerverhaltens

Neun, Harald:
Verhandlungen im internationalen Ver-
trieb: Empirische Analysen kultureller
Einflüsse in intra- und internationalen
Verhandlungen

Zeres, Alfred:
Negotiation in B2B-Marketing – Cumulative
Evidence and Innovative Insights from
Experimental Research.

Habilitations

The IAS employs Dr. Michael Steiner as
Assistant Professor. Michael Steiner’s re-
search activities focus on brand manage-
ment and consumer behavior (especially
preference measurement).

Articles in International Journals

Hoffmeier, J., Freund, P.A., Zeres, A., Back-
haus, K., Hertel, G.: Being tough or being nice? A metaanalysis
on hard- and softline strategies in
distributive negotiations, in: Journal of
Management.

Eisenbeiss, M., Backhaus, K., Bleichschmidt,
B., Freund, P. A.: "The (real) world is not enough": Motiva-
tional drivers and user behavior in virtual
worlds, in: Journal of Interactive Marketing.

Backhaus, K., Nurger, K., Koch, M.: The structure and evolution of business-
to-business marketing: A citation and
co-citation analysis, in: Industrial Marketing
Management.

Backhaus, K., Nurger, K., Koch, M.: To
invest, or not to invest, in brands?
Drivers of brand relevance in B2B markets,
in: Industrial Marketing Management.

Backhaus, K., Stigel, S., Koch, M.: Biased
tariff choices: Exploring role effects
in B2B settings, in: Journal of Business-to-
Business Marketing.

Zeres, A., Hoffmeier, J.: Too many cooks spoil the soup: How negotiating
teams deteriorate the negotiators relationship, in: Die Betriebs-
wirtschaft (DBW).

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KEY FACTS

INSTITUTION
- Founded in 1986
- Researchers: 10

RESEARCH TOPICS
- Industrial Marketing
- Negotiation Behavior
- Standardization Processes
- International Marketing

EVENTS
Marketing Alumni Symposium
(Social Media – Klassisches Marke-
ting vor dem Log-Out)
The courses offered as part of the Bachelor’s and Masters programs on Information Systems comprise Process Modeling (Ap- plication of Information Modeling, Workflow Management) and Data Modeling (Data Management, Information Systems and Data Warehousing) topics. Early on in their studies students can enroll in additional domain-specific courses such as Elective Modules, Project Thesis, and Seminars. Soft skills like presentation techniques and rhetoric are also conveyed. All courses consequently focus on integration with current research and industry projects.

**Research Topics**

Focus areas of research are Process Modeling and Data Modeling. Besides developing and evaluating new modeling methods, the methods are transferred into practice to generate business value for companies and governmental organizations. Focused domains of research comprise Service Management and Engineering (SSME), Retail/Wholesale, and Information Systems (ERCIS). The research project ServDEA is funded by the BMBF (Bundesministerium für Bildung und Forschung) within the funding program “Productivity of Services”.

**KollaPro**

From September 2010 to August 2013, the new joint research project KollaPro will explore innovative strategies for collabora- tive business process management (BPM) in the services sector. Project partners of this research endeavor comprise the European Research Center for Information Systems (ERCIS). The professional partners that support the evaluation are DMG AG, ThyssenKrupp AG and Trumpf GmbH & Co. KG. The project research is funded by the BMBF (Bundesministerium für Bildung und Forschung) within the funding program “Productivity of Services”.

**AgeGov**

From 2009 to 2014, the fellowship-based project will address questions of ICT & Aging. Specifically, it seeks to investigate into how governmental institutions might be able to contribute to addressing aging-related societal challenges. The project builds upon an inter-disciplinary research approach and embraces economical, technolo- gical, and political science perspectives. Initial ideas for the project were craf- ted particularly during research visits in Japan, the world’s ‘oldest’ country where it comes to the population share of citizens aged 65 years and older. Here, joint compara- tive research was carried out involving ERCIS, the Department of Political Science (University of Münster), and the Okuma School of Public Management (Waseda University, Tokyo).

**WeChange**

In order to improve innovation capabili- ty of companies in times of demographic change, WeChange develops a demogra- phic-sensitive social augmentation and innovation platform based on theoretical insights into augmented reality, social me- dia, technology acceptance, and IT-based business processes. Participants in the project are the ERCIS, the University of Mannheim and CAS Software AG.

**Networked Service Society**

The project “Networked Service Society” contributes to the understanding and the innovative design of the relationship between Service-Networks and IT. The goal of the project is to establish a long-term research infrastructure with institutions from the Asia-Pacific region. Cooperating partners in this project are the University of Münster (Germany), the QUT in Brisbane (Australia), the University of Waikato (New Zealand), and the Korea Advanced Institute of Science and Technology (Korea).
Master students testing automotive hardware against leakage of secret key information
The Chair for Information Systems and Supply Chain Management at the WWU Münster, directed by Prof. Dr.-Ing. Bernd Hellingrath, currently comprises eight postgraduate researchers and one post-doc. The major objective is to make a qualitative research contribution in the areas of supply chain, logistics, and operations management with respect to the development of new theories and concepts by means of information systems in cooperation with industrial and research organizations.

**RESEARCH TOPICS**

The research of the Chair focuses on information systems in designing, planning, and controlling supply chains, thereby developing service-oriented concepts for enabling companies to adapt their supply chains to changing business environments.

One current research topic lies in the optimal design of hybrid supply chains. Hybrid supply chains are structured according to different customer segments and the customer order decoupling point, i.e., the point where customer-independent processes convert to customer-specific ones. The prudent adjustment of these parameters on the one hand reduces costs while, on the other hand, improving its performance and customer satisfaction.

Due to fluctuating customer demands and multiple sources of uncertainty, supply chains have to be capable of reacting and adapting to these unanticipated changes. The research topic of supply chain flexibility is the development of a method that uses flexibility measures in the tactical network planning of distribution networks. Building blocks of research are the definition and quantification of supply chain flexibility, the identification and evaluation of flexibility measures, and the development of a method for the application of these measures.

Research efforts in the field of decentralized coordination approaches of the operations of the resulting new supply chain design most efficiently. Several field trips to companies that are different industries such as production (Schmitz Cargobull AG) or logistics (Hellmann Worldwide Logistics, DHL International GmbH, Fiege Medical Order Center) establish a bridge between the learned theoretical knowledge and its application in practice.

**CURRENT RESEARCH**

In the field of hybrid supply chains research efforts are being made to develop a design framework. The framework shall provide different functionalities in order to model the structure of a supply chain, to determine segments of build-to-order and build-to-stock processes in order to influence factors like the accepted lead time of the customer, etc.

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**THE NEXT CHALLENGE**

Several projects focus on the development of service-oriented concepts for enabling companies to adapt their supply chains to changing business environments. The Chair for Information Systems and Supply Chain Management at the WWU Münster, directed by Prof. Dr.-Ing. Bernd Hellingrath, currently comprises eight postgraduate researchers and one post-doc. The major objective is to make a qualitative research contribution in the areas of supply chain, logistics, and operations management with respect to the development of new theories and concepts by means of information systems in cooperation with industrial and research organizations.

**KEY FACTS**

**Chair**
- Founded in 2008
- Researchers: 10

**Research Topics**
- Supply Chain
- Flexibility
- Segmentation
- Sustainability
- Central/Decentral Coordination
- Security
- Humanitarian Logistics

**Selected Publications**


**CONTACT DETAILS**

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**DEPARTMENT OF INFORMATION SYSTEMS – CHAIR FOR INFORMATION SYSTEMS AND LOGISTICS**
The ITM also hosts the Research Centre for Industrial Property Rights, which offers training and conducts research activities in the sector of industrial property rights.

**PUBLICATIONS**


**DISSERTATIONS**

Neurauter, Sebastian: Das Bauhaus und die Verwertungsrechte.

Liekfeld, Malte: Google Book Search.

Rempe, Christoph: Die Ansprüche auf Rückruf und Einfernung aus den Vertriebswegen.

Rinken, Marina: Die Haftung des mittelbaren Patentverletzers.

Semrau, Jana: Das Neuheitskriterium in der kartellrechtlichen Kontrolle von Lizenzverweigerungen nach Art. 102 AEU.

**CURRENT RESEARCH**

Currently, the ITM is involved in several EU-funded and national projects.

**CONSENT** (Consumer sentiment regarding privacy on user generated content services in the digital economy) is an interdisciplinary research project on the EU level. CONSENT aims to examine consumer sentiment regarding privacy on user generated content (UGC) services such as YouTube, Facebook and MySpace in the digital economy. Within the LAPSi project (Legal Aspects of Public Sector Information), we explore the legal problems regarding Public Sector Information. LAPSi is also an EU-funded project.

**TIMBUS** (Digital Preservation for Timeless Business Processes and Services) is an interdisciplinary research project promoted by the Commission of the European Union and in the Seventh Framework Program for research and technological development (FP7). Project partners are research institutes, NGOs as well as reputable companies (Project Coordination by SAP AG) from Germany, Portugal, Austria, Ireland and Great Britain. The main objective of TIMBUS is to extend the field of application of digital preservation from static data over the area of holistic and ongoing business processes. TIMBUS will explore the data filtering and data storage format for the activities and mechanisms that are considered necessary for a continuous access, retrieval and validation of current business processes. In the context of Business Continuity Management, a new toolkit will be developed. This Legitilities Lifecycle Management will present an innovative and comprehensive legal solution for long-term preservation of business processes and will establish the next generation of Holistic Escrow Services. Moreover, the ITM is part of the German Research Network (Deutsches Forschungsnetz / DFN), which supports communication and the exchange of information between representatives of science, research, education and culture in national and international networks. Increasingly, our DFN members are being faced with issues regarding legal questions of liability, communications and data protection. Therefore, the ITM functions as a legal consultant in terms of information and communication services.
CURRENT RESEARCH PROJECTS

Information infrastructures have become the backbone of modern societies. Managing complex administrative tasks, ensuring supply chain surveillance and control, managing and controlling international flows of funds, services, or goods all rely on information infrastructures to provide transparency, information access and platforms for participation for multiple, often diverse stakeholders, including public sector authorities. Such infrastructures affect the lives of individuals, public and private institutions as well as industries or cross-national governmental and non-governmental organizations. We will study the emergence of information infrastructures in health care in a joint project with Prof. Dr. Kai Reimers, RWTH Aachen, funded by Deutsche Forschungsgemeinschaft.

SELECTED PUBLICATIONS


CONTACT DETAILS

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KEY FACTS

RESEARCH TOPICS
- Information and Communications Infrastructures
- Strategic Alignment
- IT Value
- Organization Theory of IS
- Transformation of Work
- Appropriation of Communication Infrastructures
- Communities of Practice
- Collective Action and Standardization
- Living Lab Research Approach
Since 1997, the Chair of Practical Computer Science has been led by Prof. Dr. Herbert Kuchen. He is responsible for teaching in the scope of software engineering, programming languages, and programming techniques. Maintaining close partnerships and collaborations with several local companies, we are offering students the chance to write bachelor and master theses with high practical relevance.

**RESEARCH TOPICS**

Our research focuses on selected aspects of software engineering. The most important fields of research are Business Apps, Model Driven Software Design, Parallel Programming, Software Testing, and Debugging. Furthermore, we are developing new methods and techniques in the area of E-Learning and E-Assessment systems.

**CURRENT RESEARCH**

With the recent rise of smartphones and similar mobile devices, mobile applications for business purposes (so-called Business Apps) have become a major topic for software vendors and IT-departments of numerous companies. In a joint project with several local companies, we are investigating the status quo of Business App development as well as typical requirements and problems. As a particular focus, we are exploring how to enable the platform heterogeneity in the cross-platform development approaches to handle the platform heterogeneity in the smartphone market.

Practical exercises play an important role in academic teaching. Our E-Assessment system EASY aims to facilitate the management of exercises and supports preparation, conduction, and post-processing of exercises. EASY supports multiple-choice tests, programming tasks, and mathematical proofs as well as verification proofs. Currently, we are developing further modules to support additional types of exercises.

In the field of Model Driven Software Development (MDSD), we are working on a MDA-compliant generator framework for web applications, which supports model-to-model and model-to-source code transformations. The generator framework supports multiple platforms, incorporates data and process models and stands out due to its flexibility and suitability for real-world applications.

Domain-specific process modeling languages (DSLs) have the potential to greatly enhance the efficiency of the modeling process and the quality of process models. However, developing such DSLs is time-consuming and costly. Moreover, they need to be accompanied by model-to-model transformations, e.g., to the Business Process Modeling and Notation (BPMN). Therefore, we develop mechanisms for the integrated creation of domain-specific process modeling languages and model-to-model transformations, based on a generic framework.

Experience shows that the development of parallel programs is an elaborate and time-consuming task. The Münster Skeleton Library (Muesli) is a collection of high-level concepts that facilitate the development of parallel programs. The library contains so-called algorithmic skeletons, i.e., frequently occurring parallel programming patterns, which can be easily and efficiently combined to develop parallel applications. Recently, we have made Muesli ready for GPU processing using CUDA. Therefore we have added new distributed data structures to Muesli, containing skeletons that fully hide the details of distributed GPU programs. Muesli now scales on a broad range of parallel architectures from multi-core CPUs and GPUs to multi-core and GPU clusters as well as combinations of both.

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ABOUT THE GROUP
The group is part of the department of Information Systems at the WWU and, consequently, a member of the European Research Center for Information Systems (ERCIS).
Ulrich Müller-Funk, head of the group, is a member of various scientific societies, e.g., the German Association for Classification. He was dean of the faculty from 1999 to 2002 and prorector of Munster University from 2002 to 2006.

RESEARCH TOPICS
Our research focuses on pre-classification and tests, clustering and feature selection. In particular, we are interested in:
- multivariate measures of correlation and association, i.e., indices based on multivariate copulas or depending on some kernel
- association analysis, i.e., extension of the by now classical rules
- cluster stability (in a sense to be made precise)
- analysis of networks, i.e., substructures ("communities") and roles.
- fraud detection, i.e., models for the non-fraud case, alternatives to the chi square approach
- information retrieval

All the topics mentioned above can be subsummarized under the heading non-linear methods in multivariate data analysis.

CURRENT RESEARCH PROJECTS
- Feature selection: The focus now is on the distribution theory for multiple measures of dependence. Those findings will be the basis for some sort of non-linear canonical correlation analysis and tests for (in-)dependence.
- Cluster stability: We are working out an axiomatic approach to indices describing the similarity of clusterings in order to cope with the topological aspect of the matter. Based on that, we are investigating the use of (sequential) ranks for clustering. The final aim is to come up with pertaining laws of large numbers.
- Fraud detection: Most articles on the subject discuss the specification of a digit-distribution modeling the behavior of non-fraudsters. In addition, we are addressing the second problem connected with fraud detection, i.e., measuring the deviation from such a digit distribution in an individual case. The standard device is the Chi-square test which, however, is based on stochastic assumptions that are violated in many cases. For that reason, we are investigating a finite sample procedure based on the receiver operating characteristic.

PLANNED ACTIVITIES
- Motivated by our teaching activities – and partly deviating from our non-parametric and non-linear thinking – we are looking at:
  - Partial least squares, i.e., a method to incorporate the path model information in block design of the outer model
  - Concentration indices axiomatization (theoretical quantities, limit theorem)
- Social media analytics project with SECIURITAS
- Cooperation with PricewaterhouseCoopers
- Last but not least: Statistical monitoring of the "grand challenges" i.e. the design of questionnaires etc.

PUBLICATIONS
Moreover, we want to highlight a master thesis supervised by our group that was honoured with the best thesis award by zeb: "A Customer Network to Enhance the Customer Value Model of a Big German Insurance Company" by Florian Kleene.
The ERCIS Research Group Communication and Collaboration Management (RMCC) at the University of Münster focuses on issues that are related to the massive diffusion of social media. Assistant Professor Prof. Dr. Stiegitz, who started in April 2010 at the University of Münster and is head of the research group, extended his team to a number of four research assistants: Tobias Brockmann, Linh Dang-Kuan, Anni Ka Eschmeier, and Nina Krüger. The research group cooperates with several organizations because they need to address their introduction into business environments. The research program is related to the field of computer supported cooperative work (CSCW). Inductive and explorative research approaches based on empirical social science as well as on social media analytics are designed to address a variety of research questions.

COMMUNITY ENGINEERING

Communication in social networks is based on voluntariness and self-monitoring (Web 2.0 paradigm). However, the introduction and operation of collaboration software can also be understood as a project, which requires transformation and management activities. Empirical studies are needed to investigate the contradictory contexts of voluntariness and organizational hierarchies. Furthermore, the group explores benefits and risks of social media provision for companies and the stakeholders (employees, customers, partners).

UNIFIED COMMUNICATION & COLLABORATION

Unified Communication & Collaboration is understood as the integration of various communication channels and collaboration features. It aims at establishing a ubiquitous environment by creating platforms which integrate synchronous and asynchronous communication technologies (e.g. wikis, social networks sites, microblogging). We investigate the influence new technologies have on Unified Communication & Collaboration (e.g. virtual worlds, mobile applications).

SOCIAL MEDIA INTELLIGENCE

As a consequence of the upcoming of social media, the traditional “speaker role” of organizations in public communication becomes blurred. Therefore, it is becoming increasingly important for enterprises and other organizations (particularly political organizations) to recognize relevant issues and react early on as well as to intervene in discussions if necessary. For this reason, it is relevant to learn more about the dynamics of public discussions in social media. Some organizations also set up social media platforms internally to support collaboration among their employees as well as to improve knowledge management. Social Media Intelligence is needed to improve the community engineering processes and to identify innovations within those unstructured data.

CURRENT RESEARCH PROJECTS

EMUVE – Entrepreneur Multi-User Virtual Environments

The project is funded by the European Union for two years and includes partners from Italy, Spain, and Portugal. The goal of the project is to develop a training center based on the virtual world “Second Life” to equip students with knowledge of entrepreneurship and to investigate the potential of virtual worlds for collaboration. The training center will involve people across Europe and incorporates innovative and future-oriented methods. More information can be found at www.emuve.eu.

Social Media Monitoring: Analysis of Social Networks for Enterprises’ Issue Management (aNoIM)

The research group cooperates with Queensland University of Technology (QUT) for a joint research project in the field of social media analysis. The German DAAD and the Australian ATN fund the project for two years. The interdisciplinary project combines methods and theories from Information Systems and Communication Studies in order to collect and analyze data from online social networks (particularly Twitter) in regard to business relevant topics. The aim of this project is to identify patterns that help explain the emergence of topics in those networks.

Multi User Virtual Environments for Unified Communications (MUVE-UC)

In cooperation with the regional association of Westphalia-Lippe (SWL), the state museum for art and art history is being redesigned within the virtual 30-world “Second Life”. Users are able to enter the museum regardless of time and location. Furthermore, the interactive possibilities of virtual worlds are being exploited to enable innovative utilization concepts for exhibitions and visitors. The aim of the two-years project is to investigate virtual worlds as communication and collaboration environment.

Mobile Knowledge Worker

In a joint project with Microsoft Dynamics Academic Alliance and dierco management GmbH, a mobile application has been developed for Windows Mobile 7. The application connects consultants (road workers) via smartphones to enterprise business systems. In a next step, we investigate how mobile applications may reduce perceived information gaps of mobile knowledge workers.
CURRENT RESEARCH PROJECTS
Among the research topics our group works on (cf. the sidebar on the right), we would like to highlight our activities within the ERCIS Cloud Computing Competence Center (C4). The C4 provides research and support in the area of cloud services with a particular focus on small and medium enterprises (SMEs). While there is a wide variety of cloud services available today and cloud service providers (CSPs) advertise their products as particularly attractive for smaller companies, SMEs are still reluctant in their adoption of cloud technology.

Major reasons for this are:
- a lack of trust in the security of the cloud services and the CSPs,
- a lack of control over processes in the cloud, e.g., with regard to billing, but also with regard to data protection, as well as
- a lack of certainty about the legal compliance of the CSP and the cloud services with respect to contract design, accountability, and warranty.

In addition, there is a lack of clear economic models describing the benefits and drawbacks of cloud services as well as helpful strategies for migrating into the cloud.

While all of these issues are researched within the C4, one particular idea that currently receives our attention is the notion of a cooperative cloud intermediary. Such an intermediary can enable SMEs to overcome said barriers and use cloud services in a variety of ways. The intermediary builds on the concept of a community cloud and the cooperative paradigm. Thus, SMEs can become (partial) owners of “their own cloud,” a fact that allows them to put more trust into the cloud services they use. If you would like to find out more about the ERCIS C4, visit our website: http://ercis.de/research/competence-center/cloud-computing

PUBLICATIONS

BEM – BORDEAUX MANAGEMENT SCHOOL – ACADEMIC DEPARTMENT OF OPERATIONS MANAGEMENT AND IS – RESEARCH TEAM “INFORMATION, DECISION AND MANAGEMENT”

Write your story

ABOUT THE INSTITUTION
A pioneer in French elite Grandes Ecoles system, BEM-Bordeaux Management School, founded in 1874, provides a high value-added education in business administration and management. 20,000 companies and professional organizations work regularly with BEM, providing active support for its educational programs and research.

The "Operations Management and Information Systems" department is valued for its competency in purchasing, logistics, and supply chain and information systems management. The team members are highly recognized for excellence in the area of Information and Decision Science, in Knowledge Management and Organizational Learning research fields.

RESEARCH TOPICS
The areas of research pursued by the team members are wide-ranging: developing business models of electronic marketplaces and measurement of electronic service quality, a systemic analysis of organizations, and measurement of electronic business models of electronic marketplaces. The areas of research pursued by the research team concerning the concept of "Intelligent artifact" based on a combination between dynamic routing and pooling organization within the logistics networks in which operators are embedded. In fact, in terms of technological solutions, initial experiments have been conducted to test the efficiency of the solution (reading and communication capacity for several types of products and under different environmental conditions).

Some difficulties have been encountered which constitute the focus of the next part of the project. In terms of dynamic routing, new heuristic algorithms and original collaborative schemes have been explored. The performance of these algorithms has been shown on simulated scenarios. Simulations in real contexts in collaboration with the transportation company (partner of the project) are planned to be performed in the last part of the project.

PUBLICATIONS


PRODUCT PROJET (AMR)
The project PROJET is funded by the French National Agency of Research (4.7 M Euro) and conducted by BEM Bordeaux Management School in collaboration with other partners of the Campus Supply Chain Research Group. The project deals with the "real-time" organization and optimization of goods transportation within the supply chain using the RFID (Radio Frequency Identification) technology. The project has started in November 2009 for a period of 3 years.

Due to the limitation imposed by the RFID technology, the orientation chosen for the research is to focus on the concept of "Intelligent artifact" based on a combination between dynamic routing and pooling organization within the logistics networks in which operators are embedded. In fact, in terms of technological solutions, initial experiments have been conducted to test the efficiency of the solution (reading and communication capacity for several types of products and under different environmental conditions).

Some difficulties have been encountered which constitute the focus of the next part of the project. In terms of dynamic routing, new heuristic algorithms and original collaborative schemes have been explored. The performance of these algorithms has been shown on simulated scenarios. Simulations in real contexts in collaboration with the transportation company (partner of the project) are planned to be performed in the last part of the project.
ABOUT THE INSTITUTION

The Information Systems School at Queensland University of Technology, Brisbane, is the only Australian research group that has been ranked with a perfect '5-out-of-5' score in the national 2010 Excellence in Research for Australia (ERA) assessment. Judged as outstanding performance well above world standards, QUT’s Information Systems School of Information Systems is known for its uncompromising focus on rigorous research that provides immediate value to students and industry partners. The School has hosted many of the most significant IS conferences and produced more award-winning PhD students in IS than any other university in Australia. Our research informs and inspires our teaching, making QUT’s IS courses innovative and our students well prepared for their future challenges.

With 28 academics, a number of post-doctoral fellows and approx. 75 PhD students, QUT’s Information Systems School is one of the largest IS research entities in this part of the world. Three under-graduate courses (Information Technology, Corporate Systems Management and Games and Interactive Entertainment) and two post-graduate courses (Information Technology, Business Process Management) provide contemporary and research-inspired insights into information systems issues and opportunities.

RESEARCH TOPICS

The School’s research portfolio covers essential research questions related to the design, development, implementation and use of information systems. The research is clustered in three Disciplines, i.e. Business Process Management (Leader: Prof Arthur ter Hofstede), Services Sciences (Prof. Ailsa Barnos) and Information Ecology (Prof. Peter Bruza).

The BPM Group is widely regarded as one of the largest and most influential research groups in the world. Its research covers the entire process lifecycle and is dedicated to topics such as BPM maturity, BPM governance, process modeling, context-aware, risk-aware and cost-aware process management, workflow management and process innovation.

Services Sciences is a new Discipline that combines expertise in areas such as service ecosystems, service delivery platforms, social media and mobile applications. A significant amount of related research is conducted as part of the Collaborative Research Centre Smart Services, 2008–2013.

The Information Ecology Discipline consolidates research in areas such as the impact of information systems, enterprise systems, information studies, use of information and complex information systems.

CURRENT RESEARCH PROJECTS

In 2011, the following four large projects received funding from competitive Australian Research Council (ARC) schemas.

- Reconceptualising the information system as a service (ARC Discovery, 2012–2014)
- Information systems impact utility and intuitiveness (ARC Linkage with Accenture, 2012–2014)
- Designing process models to support communication and decision making (ARC DECRA, 2012–2014)

We continued our work on the following large projects in 2011:

- Orchestration of Managerial Services as Part of Large Scale Business Transformation (funded by SAP Business Transformation, 2010–2013)
- Value-centred Business Process Management (funded by Accenture, USA, 2010–2011)
- Business Service Management (part of the Collaborative Research Centre Smart Services, 2008–2013)
- Airports of the Future (ARC Linkage with a large number of aviation stakeholders, 2010–2013)

PUBLICATIONS


Green, P., Rosemann, M., Indulska, M., Recker, J. (2011)

M. La Rosa, P. Wohed, J. Mendling, A.H.M. ter Hofstede, H. Reijers and W.M.P. van der Aalst


M. Rosemann, M. Lind, M. Andersson.


EVENTS

QUT was host to the 15th Pacific Asia Conference of Information Systems (APCIS 2011) from 9-11 July 2011. PACIS is one of the AIS’s premier IS conferences and attracted in 2011 more than 220 attendees. After ACIS 2010, this has been the second significant IS conference that we hosted in recent times.
ABOUT THE INSTITUTION

CBS has restructured its IT research and education into a newly formed department named IT Management (ITM). The core of the new department is mainly built around researchers from the former Department of Informatics (INF) and Center for Applied Information and Communication Technology (CAICT).

The Department of IT Management conducts research within the following areas relating to IT and Information Systems:
- Design
- Implementation
- Use and exploitation
- Information Management

The faculty and administrative staff of the department are primarily teaching within the following degree programs: Bachelor in Business Administration and Information Systems, Bachelor in Information Management, MSc in Business Administration and Information Systems and the MSc in IT (eBusiness).

PUBLICATIONS (SELECTED)

Andersen,K.N., Medaglia, R., Vatrapu,R., Zinner Henriksen, M., Gould, R.:

Clemmensen, T.:

Kautz, K., Bunker, D., Rob, S.M., Sinnet, M.:

Lyytinen, K., Damsgaard, J.:

Nørhjerg, J., Vinter, O. (2011):
Iterative Development at Brüel & Kjær, in, Iterative Software Development: A Practical View., Morten Korsaa ; Robert Olesen ; Otto Vinter (eds), Forlaget Delta, 2011.

Schubert, P., Williams, S. P., Woelfle, R.:

Kautz, K.:
Investigating the design process: participatory design in agile software development. IT & People 24(3): 217–235, 2011

DISSEMINATIONS

Gospel, G.:

Tscherning, H.:

Yonatany, M:

Dissertations

Gimpel, G.:

Tscherning, H.:

Yonatany, M:

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KEY FACTS

INSTITUTION
- Researchers: 14
- PhD students: 8

RESEARCH TOPICS
- Information systems development practices and management
- Development methodologies
- Usability of information systems
- Information Management
- Distributed information systems
- ICT-enabled business models and management innovation
- Outsourcing
- Software venturing and entrepreneurship
- Open source based business models.
On Wednesday July 20th, 2011, the University of Twente (UT) organized a seminar to mark the occasion of joining ERCIS. The Dutch Research Institute Novay was the Dutch ERCIS member previously, but as the activities of the University of Twente better fit the goals of ERCIS, Novay and ERCIS decided to transfer Novay’s membership to the UT.

At the inaugural seminar, Prof. Jörg Becker of the University of Munster welcomed the UT as a new member. He described many inspiring examples of how ERCIS members have found each other through ERCIS to collaborate on research in a European context. Professor Peter Apers, Scientific Director of CTIT, stressed the great importance of international cooperation. CTIT was founded by the UT to combine the strengths of its ICT chairs and facilitate cooperation in international research and business networks. Joining ERCIS fits that goal perfectly, Prof. Jos van Hillegersberg, head of the Information Systems & Change Management Department of the UT noted many opportunities to strengthen collaborations through the ERCIS network including staff exchange, joint research, and joint EU projects. The seminar completed with several presentations by PhD candidates from both Munster and Twente.

The University of Twente is a young research university that celebrated its 50th anniversary in 2011. “High tech, human touch” is the UT way. Some 3,300 scientists and other professionals work together to produce cutting-edge research, innovations with real-world relevance, and inspiring educational opportunities for more than 30,000 students. An enterprise oriented university, students are encouraged to develop an entrepreneurial spirit. The UT has ICT and Information Systems Research among its focus areas. The Center for Telematics and ICT (CTIT) is the largest ICT research institute in the Netherlands and among the largest in Europe. CTIT is involved in more than 30 EU funded research projects and generates around 7 spinoff companies per year. CTIT recently co-founded ICT labs, a European EIT dedicated to accelerating ICT innovations in business. The Information Systems and Change Management Department (ISCM) works closely with other departments in CTIT on numerous Information Systems Research projects (e.g. the departments of IS, Operational Methods for Production and Logistics and the Database group).

The department of Information Systems & Change Management (ISCM) conducts research and offers education in the design and implementation of information systems and services. We focus on novel ways of transforming static supply chains into dynamic business and government networks. To achieve this we carry out research in three areas: Service Design and Value: Value-driven design of knowledge- and time-intensive services. Topics include Agile Service Design, Development, Modeling of Service Oriented Architectures, Goals and Value Modeling, Inter-organizational Business Cases, Software as a Service, and Information Service Engineering. Service Coordination and Integration. Dynamic composition and customization of services. This requires mechanisms to effectively locate, assemble, coordinate, and integrate services. Topics include Multi-Agent Coordination, Social Systems for Coordination, Model Driven Process Integration, Semantic Interoperability, Service Compliance and Fraud Detection. Service Change and Transformation. Implementation strategies, Business Modeling for Change, Setting up organizational transformation programs. Our main application domains are logistics, healthcare, government, and the software and service industries.

ISCM is involved with and has initiated several innovative research projects. Often these occur in collaboration with other departments embedded in the CTIT research institute. This facilitates the interdisciplinary approach that is required to successfully transform static supply chains into dynamic networks of businesses and government. National partners include the Dutch Top Institute for Logistics Dialogue, as well as research institutes TNO and Novay. Furthermore, innovative ICT companies, businesses and government are involved in the projects. A short description of research projects grouped by theme follows:

Service Design and Value
Agile Service Development – Adaptive and flexible ways for new service development
Archivalue – Modeling the value of new services using architectural approach

Service Coordination and Integration
BATMAN – Barge Terminal Multi-Agent Network. Design and implementation of an inter-organizational system for dynamic coordination between terminals and barge operators in the port of Rotterdam
SIEEG – Secure Information Exchange Extended Gate. Design of an open architecture that facilitates businesses to business integration via open standards
Sense & Response in distribution of high-sensitive products – Exploring the benefits of the use of smart sensors in global supply chains

Service Change and Transformation
EPD adoption – A longitudinal study in adoption of Electronic Patient Records
Business Gaming Framework – the development and use of business gaming to transform business to business relationships

Design Strategies for Social Participation – Discovering successful strategies to increase community network participation and engagement through social networks

Social Systems for Team Coordination – Designing tools, visualisations and metrics for social network data mining to improve coordination in teams

Information coordination for disaster relief – Using multi-agent systems to support coordination in disaster relief operations
Fraud detection in Healthcare networks – Using business intelligence and mining to identify fraud in networks of health providers and claim processing service centers

Selection of events

- Jan 2011, ISCM and the E-Government center of the UT launched a new post graduate masterclass in E-Government
- Jan 2011, Business & IT BSc program ranked nr 1 in the country by the Keuzegids (Studyguide Higher education)
- Feb 2011, Keynote at IMS Surf conference on working in the Cloud
- Apr 2011, Dinalog Seminar Logistics coordination in the Cloud
- Jun 2011, Program co-chair ECIS 2011, Call for track proposals
- Sept 2011, Unique “distributed work” experiment: MusicLinked
- Sept 2011, Participation in MCIS 2011 doctoral consortium faculty
- Sept 2011, Keynote at the BPM conference in Utrecht
- Sept 2011, Invited speaker at at OMG’s Technical Meeting & Special Events – Kissing, FL
- Oct 2011, ISCM and OMPD departments receive 30k grant for multi-agent system for the Port of Rotterdam
- Nov 2011, ISCM completes a project to develop open educational resources to teach open standards
- Dec 2011, President of the AIS special interest group on services: AIS SIGSVC
- Dec 2012, ISCM and TNO explore common research areas in matchmaking meeting
- July 2012, Prof. Kuldeep Kumar was appointed University of Twente – Centre for Telematics and Information Technology – Department of Information Systems & Change Management www.utwente.nl/mb/iscm
pointed a professor of Global Business Process Sourcing in the ISCM department Dec 2010. His inaugural address will be held July 5th, 2012.

SELECTED 2011 PUBLICATIONS


KEY FACTS

CTIT (Centre for Telematics and Information Technology) - 440 researchers/238 fte - budget amounts to 28 EUR - more than 30 EU funded research projects - 7 spinoff companies per year.

RESEARCH TOPICS

- Service Design and Value
- Service Coordination and Integration
- Service Change and Transformation
- co-founded ICT labs, a European EIT

AWARDS 2011

- Winner contest IDVV multi-agent network for SCM coordination
- Grant to develop Open Access Courseware for Open Standards
- Grant Award Dinalog Smart Logistics Project
- Grant Award Dinalog Synchronized information exchange extended gate (SIEEG)
- Business & IT BSc program elected nr 1 in the Netherlands out of 8 by “Keuzegids (Choice Guide)” 2011

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The department is involved in the following international initiatives:

- The Annual AIS SIGSAND/PLAIS EuroSymposium on Systems Analysis and Design
- Information Systems Academic Heads International – ISAHI
- The 24th International Conference on Advanced Information Systems Engineering – CAiSE’12

CAiSE’12

The Annual International Conference on Perspectives in Business Informatics Research – BIR

Polish Chapter of Association for Information Systems – PLAIS

ABOUT THE INSTITUTION

With almost 33,000 students, nine faculties and 1,700 academic staff members, the University of Gdansk is the largest institute of higher education in the Pomeranian region. It offers the opportunity to study in almost thirty different fields with over a hundred specializations.

The Department of Business Informatics (BI) of the University of Gdansk is involved in research and teaching in the field of business informatics on the Bachelor, Master and Doctoral levels, according to Bologna process standards. The Department is the main contributor to the e-learning Educational Platform of the University of Gdansk. The Department of BI also coordinates the Pomeranian Regional CISCO Academy, conducting numerous courses in educating computer network administrators with international certificates. The projects of several students were distinguished in the International Business Informatics Challenge organized by Lufthansa Systems and Pomeranian ICT Association in the following transbaltic initiatives:

- BSVC – Baltic Sea Virtual Campus, consortium developing and implementing e-learning courses
- BIR – Annual International Conference on Perspectives in Business Informatics
- Doctoral Consortium MINE – Methodologies For Interactive Networked Enterprises, financed by the Nordforsk Council of Ministers (2005–2009)

The Department of Business Informatics of the University of Gdansk has cooperated with academic centers of the Baltic Sea Region in the following transbaltic initiatives:

- TEMPUS joint European Project (1994–97): “Restructuring of existing and establishment of new forms of Business Informatics Education”
- “Academic on-Line courses – the concept and implementation” (2008–2010)

The Department of Business Informatics of the University of Gdansk has cooperated with the Observatory of Pomeranian Digital Economy. In 1995, the Department founded the Polish Society for Business Informatics. In recent years, the BI Department has carried out the following international, educational and research initiatives:

- E-Learning
- UML and SysML
- Business Systems Modeling
- Information Systems Development
- E-Business, Information Society

PUBLICATIONS

- Wyczóz S., Business Informatics. PWE, Warsaw 2010 (in Polish, bestseller in Poland)
- Wyczóz S., Marcinikowski B., SysML – The Concept of Mobile CRM Implementation for Production Enterprises, University of Gdansk, 2011 (all in Polish, Promoter: Prof. Stanislaw Wyczóz)
- Kubiela J. – The Concept of Mobile CRM – A Study and Concept of Workforce Management in Telecommunication Firms, University of Gdansk, 2011


Dissertations

- Radomski S. – A Survey of OpenSource Software Acceptance with Use of the Modified UTAUT, University of Gdansk, 2011

Marcinkowski B. – Business Processes Modeling in the Construction Firms with use of UML and BPMN, Wroclaw University of Science, 2011


Wyczóz S., Marcinikowski B., SysML

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KEY FACTS

ABOUT THE PERSON

- Head of Department of Business Informatics
- BIR Steering Committee – The Annual International Conference on Business Informatics Research
- BSVC – Baltic Sea Virtual Campus Steering Committee
- Senior Editor of Information Management Journal
- Information Systems Journal – Editorial Board
- Honorable Ambassador of Polish Congresses

INSTITUTION

- Founded in 1967
- Researchers: 14 + 55 doctoral candidates

EVENTS

- The 17th EDEN Annual Conference EDEN 2009, Gdansk, June 10–13, 2009

Cooperation with Business

The Department cooperates with business effectively, on the basis of formal agreements with CISCO, IBM, Oracle, Microsoft, Lufthansa Systems and Pomeranian ICT Cluster.
KAUNAS UNIVERSITY OF TECHNOLOGY – DEPARTMENT OF INFORMATION SYSTEMS

ABOUT THE INSTITUTION

The Department of Information Systems at the Kaunas University of Technology (KTU) was founded in 1993 as a result of more than 20 years of research in the field of information systems (IS). Since then, we have established two laboratories and have grown to become one of the largest departments in the KTU Faculty of Informatics. Being among the leading IS research centers in Lithuania, the Department has built good relationships with the local IT companies and accumulated valuable research experience with Lithuanian and international partners.

Our academic work is directed towards providing quality education on fundamental and advanced subjects in the field of information systems. The Department is responsible for both undergraduate and postgraduate study programs titled “Information Systems” and “Information Systems Engineering” respectively.

RESEARCH TOPICS

The KTU Department of Information Systems specializes in topics related to Business Process Management and Information Systems Engineering. We are constantly striving to extend our field of expertise while maintaining focus on the following topics:
- Conceptual modeling, ontologies, and databases
- Requirements specification
- Modeling of business processes and business rules
- Enterprise modeling
- Information systems engineering
- Model-driven and service-oriented development
- Project management
- Business analysis and intelligence
- Knowledge-based systems
- Graphical user interface and system usability

CURRENT RESEARCH PROJECTS

In 2011, the Department was involved in several long-term R&D projects. Significant work has been done on the Internship Organization Model for the IT students. This EU-Structural Funds-sponsored project was initiated by the Association of Lithuanian IT Companies, INFOBALI, and is supported by 14 other academic and industry partners. Research-wise we achieved good progress in the thematic Network for Innovation in Language and Semantic Business Modeling Technologies that also involved the Klaipeda University. The Department also got involved in a major interdisciplinary initiative titled “The System of Syntactical-Semantic Analysis of Lithuanian Language for the Lithuanian Corpus, Internet and Public Applications.”

As a result, a three-year-long project by the same name is set to start in the beginning of 2012 and will be sponsored by the EU Structural Funds. Other R&D activities included successful work on the Ontology-Based Model for the Automobile Business (with ISC “New Vision Baltija”) and on the specification of the National Information System of Forest Inventory (commissioned by the State Forestry Office). The Department also continued working with small and medium enterprises on a number of projects co-sponsored by the Lithuanian Agency for Science, Innovation, and Technology. Efforts in this direction resulted in the development of a novel Web ad management solution, integration of parametric and distributed CAD functionality into Blender3D, technical feasibility study of the personal finances management on regular and smart mobile phones and other R&D works.

PUBLICATIONS

Here is a short selection of latest journal publications representing some of the directions of our current research:


DISSEMINATIONS

Two of our PhD students have defended their thesis during the course of the 2010/2011 academic year:
- Laurinutis, Arūnas: Extracting Conceptual Data Specifications from Legacy Information Systems.

PLANNED ACTIVITIES

While proceeding with the already mentioned long-term projects that have started in 2010 or in 2011, we are planning to initiate or start working on a number of new projects. Research and development activities will intensify as we extend our operations into the new Information Technology Research Center (part of the Integrated Valley “Santaka”), which is set to open in the end of 2012. Smooth assimilation of new technical and infrastructural capabilities is one of the challenges that we are eagerly looking forward to.

The annual International Conference on Information and Software Technologies is again set to be organized by our department. The event will take place in Kaunas, in April of the next year. It will be accompanied by the richest yet Industrial Tutorials program, aimed at non-academic IT professionals. If you happen to miss these events, we expect to see you in Lithuania on June 18–20, when the Department will host the annual ERCIS meeting.

CONTACT DETAILS

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KEY FACTS

- Founded in 1993
- 14 part of the KTU Faculty of Informatics
- More than 20 researchers

RESEARCH TOPICS

- Conceptual modeling, ontologies and databases
- Requirements specification
- Modeling of business processes and business rules
- Enterprise modeling
- Information systems engineering
- Model-driven and service-oriented development
- Project management
- Business analysis and intelligence
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The Department of Information Systems (IS) is one of six departments within the Faculty of Economics and Social Sciences at the University of Agder (UiA). With 18 researchers (15 in permanent positions and 3 adjunct professors), this is one of the largest IS departments in Norway.

The department offers a three-year bachelor program in Information Systems, a two-year master’s program in Information Systems, and a three-year PhD program in Information Systems. The master program started in 1999 as the first IS master program in Norway. Ph.D. studies started in 2009 and currently has 12 PhD students enrolled. The first of these will graduate in 2012. University of Agder also has a Department of ICT, responsible for education in 2012. University of Agder also has a Department of Information Systems.

The research in the Department of IS is focused on core topics such as the relevance of IS research and the relevance between academia and practice (Lanamäki et al. 2011). The research in the Department of IS is currently organized in two centres and one research group:

- Centre on eGovernment (CeG)
- Centre for Enterprise Systems (CENS)
- Research group for Information Systems Development (ISD)

These entities do not represent a rigid structure, but rather reflect areas of common interests resulting in synergy and collaborative efforts. In general, a strength of the department is its convivial and collaborative culture, with the faculty members being involved in many collaborative projects within and across the research groups and with the large international network of the department.

Research Topics

The research in the Department of IS focuses on how ICT can be used to improve government processes and communications with citizens, how citizen participation can be furthered through social networks and how ICT can further development in the lesser developed parts of the world. The research group on Information Systems Development (ISD) focuses on how information systems and software solutions are developed in and for organizations. Especailly, the group views ISD as interaction between the business programs. The centre has two main goals: to provide hands-on enterprise systems modules in various IS and business courses, and to be a resource centre for organisations on the acquisition, implementation and use of enterprise systems. The research activity in CENS is focused on the following main areas:

- Enterprise Systems acquisition and implementation, with main focus on SMEs
- Teaching methodology for enterprise systems
- Business process management and process modelling
- Inter-organisational relations
- Knowledge management and social media
- E-collaboration and virtual work

Selected Publications


In general, most of the department’s research is based on empirical studies of the development and use of IS in organizations in private and public sector. The department also conducts research in areas as outside the thematic organization of the research groups. Examples of this include recent work on IS research methodology (e.g. action design research, interpretive case studies, and Delphi studies) and e-learning, see Selected Publications. The department is also part of the Centre for e-Health and Health Care Technology established at the University of Agder in 2010, and plays a key role in a multidisciplinary Centre for ICT and crisis management currently being developed at the university.

References

In May 2011, the Department of Information Systems organized the 11th International Conference of the IFIP Working Group 9.4, Social Implications of Computers in Developing Countries, in Kathmandu, Nepal. The theme of the conference was Partners for Development – ICT Actors and Actions, with Tribhuvan University as local organizers.

September 3 to 6, 2012, the Department of Information Systems will host the 11th IFIP Electronic Government Conference (IFIP EGOV 2012), co-located with the 4th IFIP ePart conference. See information at http://www.egov-conference.org/.

- Organizing the 11th IFIP Electronic Government Conference (IFIP EGOV 2012) in Kristiansand, September 3 to 6, 2012.

**KEY FACTS**

**UNIVERSITY OF AGDER**
- Founded in 1994
- (full university status from 2007)
- Approximately 10,000 students and 900 staff

**DEPARTMENT OF INFORMATION SYSTEMS**
- 18 researchers
- Approximately 300 bachelor and master students in IS,
- 11 PhD students

**RESEARCH TOPICS**
- E-Government and benefits realization
- E-Participation and e-Democracy
- ICT for Development
- Enterprise Systems implementation in SMEs
- Business process management and process modelling
- Knowledge management and e-collaboration
- Systems development practice

**CONTACT DETAILS**

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UNIVERSIDAD POLÍTÉCNICA DE MADRID – FACULTAD DE INFORMÁTICA/BABEL RESEARCH GROUP

ABOUT THE INSTITUTION
University Politécnica de Madrid was founded in 1971 as the result of merging different technical schools of engineering and architecture which originated mainly in the 19th century. It has been ranked as Spain’s top technical university. The Facul- tad de Informática (School of Computer Science) was among the first three to offer a degree in Computer Science in 1974. The School is located in the Montegancedo Campus, recently awarded the Internatio- nal Excellence label by the Spanish government.

Contact with ERCIS is managed by the Babel research group, one of UPM’s officially recognised groups and a partner with the recently founded Madrid Institute for Advanced Studies in Software Technologies (IMDEA-SW Foundation), also located on the campus.

RESEARCH TOPICS
In a birds-eye view, the group’s research interests are:
- Languages and environments for declarative programming.
- Formal specification, development, verification, and validation.
- Validated design and development of software components.
- Software technologies for reliable and high quality software development.
- Logic programming language Prolog with several flavors of constructive negation and fuzzy reasoning features. We have ex- tended the generic version of the popular functional language Haskell with facilities for generic programming with abstract types. We have developed a model checker for the popular concurrent functional lan- guage Erlang. These two functional languages are widely acclaimed thanks to their clean support for multiprocesssing which is crucial given the switch toward hardware multi-core architectures.
- Formal methods and specification languages.
- Declarative programming.
- Component-based software.
- Formal verification of object-oriented software.
- Development of high-quality, reliable, distributed, and secure software.

Ángel Herranz and Julio Manha:
Ángel Herranz and Julio Manha:
Synthesis of Logic Programs from Object- Oriented Formal Specifications. 27th Inter- national Conference on Logic Program- ming ICLP2011.

PROMETEO-CM:
SELECTED PUBLICATIONS
Ángel Herranz and Julio Manha:
Ángel Herranz and Julio Manha:
Synthesis of Logic Programs from Object- Oriented Formal Specifications. 27th Inter- national Conference on Logic Program- ming ICLP2011.

EVENTS
Pablo Nogueira has co-chaired the 4th. Spanish Workshop on Functional Program- ming, held in Corunna, September 2011.

Ángel Herranz, Guillem Marpons, Clara Benac and Julio Manha: Mechanising the Validation of ERTMS Re- quirements and New Procedures. 9th World Congress on Railway Research. Lille, May 2011.

DISSERTATIONS
Ángel Herranz:
Álvaro Fernández Díaz:

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KEY FACTS
INSTITUTION
- Founded in 1971
- Located in one of the 15 Spanish “International Excellence” campuses
- 15 researchers (Babel group)

RESEARCH TOPICS
- Declarative programming
- Formal methods and specification languages
- Component-based software
- Validated, highly reliable SW development

EVENTS
The Faculty of Organizational Sciences is housed at the University of Maribor. The Faculty of Organizational Sciences has been involved in research and education about the organizational and informational sciences for more than 50 years. Today it provides Bologna programs in Information Systems, Human Resource and Educational Systems, and Business and Work Systems. During this period, the faculty has taught a large number of graduates who have pursued employment in the manufacturing and service industries as well as governmental and educational institutions. Research at the Faculty is organized in many laboratories and through the eCenter. Research projects involve prototyping, consulting, education, and training at the national and international level. Lab activities are organized and run following the LivingLab methodology, with strong involvement from business and government organizations, users, IT providers and universities. The resulting eLivingLab is the Slovenian founding member of ENOLL. The Faculty has established connections with numerous industries, faculties and universities around the world, enabling cooperation through student exchanges and collaborative research work. The Faculty of Organizational Sciences strives to enhance its internationally renowned reputation. Bilateral cooperation has occurred in several forms, including the exchange of higher education professors, participation in various research projects, and student exchange.

RESEARCH TOPICS
The Faculty of Organizational Sciences researches in areas including the theory and practice of organizing business and organizational systems, information systems, human resources, and educational systems. The Faculty has established connections with numerous institutes, faculties, and universities around the world in order to enable cooperation between students, researchers, professors, and their counterparts at other institutions in exchange programs, research work, and conference planning.

ANNUAL INTERNATIONAL EVENTS

The Bled eConference is world’s longest-running international eCommerce Conference, organized annually by the Faculty of Organizational Sciences, University of Maribor in the beautiful Alpine village of Bled. Every June, the Bled eConference attracts speakers and delegates from business, government, universities and information technology and e-service providers. With its fully refereed Research Track and Journal Partnerships, it is a major venue for researchers working in all aspects of “e”.

eBled 2012 is the 25th eBled conference and this is a reason to celebrate. What began as a Slovenian conference with topics around Electronic Data Interchange is for decades now an International forum for researchers, practitioners and policy makers and attracts participants from all over the world. Throughout the first 25 years, the Bled conference went along with the new Economy, the Digital Revolution, financial tumults and the political and societal changes in Europe.

All aspects of electronic interaction – everything – is the theme of the Bled electronic commerce conference series. Society today depends on einfrastructures enabling einteractions – on eeverything. Do we master the craft, art and science of designing eeverything so that we can depend on? The conference theme eDependability serves as a forum to discuss design and creation of reliable and trustworthy eStructures, eProcesses, eOperations and eServices.

http://bledconference.org/2012/CIP

International Conference on Organizational Science Development
The Faculty of Organizational Sciences organizes an annual international conference on the development of organizational sciences, held in March in Portorož, Slovenia. On various plenary sessions and research paper panels, numerous domestic and foreign participants from business, education, finance, public administration, tourism, healthcare and other sectors present their work in the field of organizational sciences. http://fov.uni-mb.si/conference

CURRENT RESEARCH PROJECTS
Research program P5-0018 Decision-making systems in the global electronic commerce

Research program P5-0364-0586 Impact of management, organizational learning and knowledge management in modern organizations

Interreg IVC, Mini Program Locane – Low Carbon Economy Regions
ZeroTrade: A Public Private Governance Model for Zero Carbon Trade Sector

Central Europe Program
CentralLab – Central European Living Lab for Territorial Innovation

Competitiveness and Innovation Framework Program (CIP)
APOLLON – Advanced Pilots of Living Labs Operating in Networks

Nato Geeps
Geographical information processing for the environmental pollution-related security within urban scale environments

Operational Program Slovenia – Austria
Process of cross-border network of innovative technological cooperation of small and medium sized enterprises and research institutions on specific cross-border innovative technological process development projects CROSSINNO

RECENT PUBLICATIONS


Since 2008 the Faculty has published the Research Center for Business Informatics. Higher School of Business Informatics, Münster. Faculty of Business Informatics, Head of the Science & Education Center for Information Control Technologies and ERCIS Lab. The launch of the Russian ERCIS network and creation of ERCIS lab at HSE was also announced and it was followed by Surgutneftegaz (Industrial PhD) and OMK (United Metallurgical). Relations with industry-related universities were leveraged later at the end of the year 2011 at the International Conference of SAP University Alliances (December 8, 2011), where Lukoil and Russian Railways signed a quadruple-party memorandum. At the same event on December 8, 2011 Surgutneftegaz was invited on an official visit to the larger ERCIS center at the University of Münster.

Key topics of research and consultation by the Lab include:
- Mobility
- Enterprise information systems
- IT/IS for emerging Markets
- Industrial Solutions

European Innovation Forum for Information Systems On July 1, 2011 during the 1st European Innovation Forum for Information Systems organized by the FBI and SAP Academic Department at HSE, as well as the ERCIS and SAP University Alliances the Business Informatics Faculty’s collaboration with ERCIS was brought to a new level: Prof. Dr. Joerg Becker was awarded the title of Honorable Professor of HSE. The launch of the Russian ERCIS network and creation of ERCIS lab at HSE was also announced and it was followed by Surgutneftegaz (Industrial PhD) and OMK (United Metallurgical). Relations with industry-related universities were leveraged later at the end of the year 2011 at the International Conference of SAP University Alliances (December 8, 2011), where Lukoil and Russian Railways signed a quadruple-party memorandum. At the same event on December 8, 2011 Surgutneftegaz was invited on an official visit to the larger ERCIS center at the University of Münster.

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Key topics of research and consultation by the Lab include:
- Mobility
- Enterprise information systems
- IT/IS for emerging Markets
- Industrial Solutions

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About the institution

The Higher School of Economics in Nizhny Novgorod (HSE NN) is a young and active part of the innovative Russian distributed university – National Research University, State University – Higher School of Economics (HSE). HSE NN was founded in 1996 and it is currently a regional leader in business and economic education in Volga Federal Region. The main educational activities of the Faculty of Business Informatics and Applied Mathematics (BIAM) of the HSE NN are related to modern enterprise organization, enterprise architecture, business mathematics and computer modeling. Laboratory TAPRADESS (Theory and Practice of Decision Support Systems) is the research unit of the Faculty BIAM. It was founded in 2003 to promote high level research activity at HSE NN.

Research Topics

The research of the Faculty BIAM and TAPRADESS Laboratory is focused on the following areas:

1. Cognitive science: the development of methods and techniques of receiving, processing, storage, use and management of professional knowledge.
2. Situational Modeling: multi-dimensional modeling of the behavior and decision-making processes of individual and collective agents in complex distributed systems.
3. Decision Making Analysis:
   - Basic approaches to solving such important problems as the reengineering of companies using advanced technologies of e-business and a consistent set of formal process-oriented models. This result allows us to effectively conduct a systematic analysis of economic and technological factors affecting the sustainable development of business and e-commerce.
   - Original ways of formalizing the knowledge, which are based on ontological engineering and supplemented by practical methods of integration and verification of complex corporate service-oriented systems.
   - New mathematical models and multi-agent optimization algorithms in distributed service-oriented systems, applicable to different domains (transport, planning, training activities). The result defines new approaches to the creation and use of intelligent decision support systems in the modern service-oriented economy.
   - Axiomatic approach to non-compensatory aggregation (decision making rules) and axiomatic approach to general measure of power (power indices) in a voting body.

Current Research

Knowledge Representation with Ontologies. The project team performs analysis of different methods for modeling business processes, information services and business processes and their validation in the development and integration of heterogeneous software components and classes of information systems within a single decision support system.

Multi-agent algorithms in DSS. The goal of this project is the development of multi-agent optimization models in logistics and transport management. The team builds a distributed model of management of a demand-responsive transport system, taking into account local and global system constraints.

Decision-making mechanisms and models. This project pursues a goal to investigate formal models of decision making and multi-criteria analysis.

Algorithms of non-compensatory aggregation. The research is focused on the investigation of rating algorithms, based on the principles of non-compensatory aggregation. Investigation was done in the context of multi-criteria optimization (MCDM).

Publications


2011 Events

- International summer school on mathematical methods and algorithms of operations research, May 2011
- New master program on Computational linguistics was opened
- New international research laboratory of Algorithms and Technologies for Network Analysis under the direction of the leading scientist professor Panos Pardalos (University of Florida) was created with the support of the Russian Government.

Planned Activities for 2012

- International conference on Perspectives of Business Informatics Research (BIR 2012), September 2012
- Preparation of the Joint PhD program in Business Informatics with the University of Vienna
- International accreditation of the Bachelor and Master programs in Business Informatics
- Creation at HSE NN of the Center of Excellence in education on ERP systems.

Key Facts

- Founded in 2003
- 12 researchers
- Research topics: Cognitive Science, Situational Modeling, Decision Making Analysis

Forthcoming Events

International conference on Perspectives of Business Informatics Research (BIR 2012), September 2012

Contact Details

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The information systems group is dedicated to building Business Process Management skills for the undergraduate Business & Technology program at Stevens. CEIPi hosted the 2010 International Conference on Business Process Management and conducts research in two areas:

- Semantic Enterprise Architecture. Enterprise Architecture (EA) helps stakeholders understand, manage, and/or change organizations and their technical infrastructure. EA facets are typically organized according to the views they describe, such as process, data, rules and organization models. For organizations that engage in large architecture projects, a systematic organization of the architecture content is essential. To date, this meant choosing either a single modeling framework and language, or sticking to a particular architecture tool. Semantic Enterprise Architecture uses techniques born out of the Semantic Web efforts to better understand and analyze the information generated in Enterprise Architecture projects, irrespective of the tool or method used.

- Emergent Processes in Standardization. While the adoption of standards has received much less attention. CEIPi members are studying the collaboration patterns of standard makers in the development of new Web Standards. We seek to explain how standards makers make decisions, and factors affect the effectiveness of the standardization process.
ABOUT THE INSTITUTION
The department of software engineering is focused on research and teaching in the areas of database systems, software development, web and technologies.

RESEARCH TOPICS
There are four research groups in the department, focusing on web semantization, similarity search in multimedia databases, XML modeling and management, and service-oriented systems.

CURRENT RESEARCH
The department members are involved in a number of research projects funded by the Czech Science Foundation and the Grant Agency of Charles University.

DISSEMINATIONS
M. Patačka,
Design and Implementation of the Spad Filesystem, 2011

D. Hoksza,
Similarity Search in Protein Databases, 2010

J. Čekanová,
Tree-based Indexing Methods for Similarity Search in Metric and Nonmetric Spaces, 2010

A. Eckhardt,
Induction of User Prefer. for Sem. Web, 2010

SELECTED PUBLICATIONS
T. Skopal, B. Bustos,

J. Galgonek, D. Hoksza, T. Skopal,
SProt: sphere-based protein structure similarity algorithm, Proteome Science, Vol. 9(Suppl 1), BioMed Central, 2011

J. Dědek, P. Vojtáš, M. Vomlelová,
Fuzzy ILP Classification of web reports after linguistic text mining, Information Processing and Management, Elsevier, 2011

Freitas, T. Knaps, S. O’Riain, E. Curry, W3P:
Building an OPM based provenance model for the Web, Future Generation Computer Systems, 27(6), 2011

EVENTS
60-year anniversary of the Faculty of Mathematics and Physics

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http://www.ksi.mff.cuni.cz
pokorny@ksi.mff.cuni.cz

KEY FACTS
INSTITUTION
- University founded in 1348
- Faculty founded in 1952
- Department founded in 1993
- 5 professors
- 12 researchers
- 25 PhD students

RESEARCH TOPICS
- database systems
- semantic web
- similarity search
- XML
- service-oriented systems
ABOUT THE INSTITUTION

The Research Center on Information Systems (CeRSi) is the unit of the LUISS Guido Carli University in charge of both basic and applied research in the areas of information systems (IS), enterprise software and knowledge platforms, organization studies, and information and communication technologies. CeRSi regularly runs scientific research and consultancy activities, and participates in national, European, and international R&D programs. CeRSi also promotes the development of research in cooperation with most prominent Italian and foreign scientific communities, and performs, upon request by public or private, national or international organizations, scientific counselling and researches in the aforementioned thematic areas.

CeRSi is one amongst the most relevant (when not the most relevant) research centers in the area of IS in Italy, not only for the quality of the research activities performed, but also for having contributed to the birth and to the growth of the AIS (www.aisnet.org), and for having promoted and coordinated the role of the Italian academic and scientific community, especially at an international level. In the international landscape, even though it cannot compete with institutions with a more large and solid experience, CeRSi is credited of a relevant position achieved especially at an international level.

In 2011, the CeRSi research center has hosted, for visiting or seminars: Daniel Mazio (University of Leeds, Dow Te’eni (Tel Aviv University), Gwanhoo Lee (American University), Richard Baskerville (Georgia State University), Gwanhoo Lee (American University). Dov Te’eni (Tel Aviv University), and William DeLone (American University).

RESEARCH TOPICS

The research model of CeRSi is based on building knowledge through the design and the evaluation of new artefacts in the context of innovative projects. CeRSi visi-\n
on on IS research can be summarized as follows: “a research finalized to the design of an artefact (both technical and/or social) and to the evaluation of its possible organizational implications.” This approach allows addressing relevant problems, engaging in national and international cooperation with other universities and research institutions, and investigating the design, the implementation processes, and the achievable outcomes in terms of organizational impacts, and performance improvements produced by the change.

The main competences of CeRSi focus on IT supported online communities, business models, and exploitation of IT services, assessment of managerial and professional competences. The main domains to which these competences have been applied are: e-commerce, e-business, e-government, e-health, e-care, e-learning, IT in the public sector, smart services for citizens and cities, IS for tourism and cultural heritage management.

CURRENT RESEARCH PROJECTS

In 2011 the following research projects contributed by CeRSi came to a successful conclusion: AUTOMATIC – Development of Curricula and Innovative Training Tools for Industrial Automation Systems for People Employed in SMEs, and EARNFILE – Evaluation And Recognition Of Non-Formal And Informal Learning.

CeRSi is currently working on the following research projects:
- HOPES – Help and social interaction for elderly On a multimedia Platform with E-Social best practices, financed by the European Joint Program Ambient Assistant Living, Call 2. Partnership: RAND SAS (Coordinator), Microsoft UK, University of Stuttgart, AHPF, CUP 2000, LEIKS-CNRS, Fondazione Alberto Sordi – Campus Biomedico.
- Smart-cities Laboratory on eHealth/eCare. This research aims to analyze the state of the art of current good practices in eHealth/eCare in Europe in order to support the definition of a strategic plan for the city of Rome.

Furthermore, CeRSi has organized in 2011 the annual conference of the Italian Chapter of AIS. The conference took place at LUISS Guido Carli University, on October 7th–8th. The plenary session of this edition of the conference has been dedicated to the memory of Prof. Alessandro D’Atri.

PUBLICATIONS


CONTACT DETAILS

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INSTITUTION
- Amongst the most relevant research institutions in the IS research area in Italy
- 2 senior advisors
- 5 researchers
- 1 PhD student
- Several external national and international co-workers

RESEARCH TOPICS
- Theories and methods for IT innovation planning
- IT system design
- Post implementation evaluation

EVENTS
- IX Conference of the Italian Chapter of AIS, Rome, October 2012
The Institute of Information Management at the University of St. Gallen (IWI-HSG), founded in 1989, is an autonomous research institution affiliated to the University of St. Gallen (HSG). The institute’s budget is provided through (in descending contribution)

1. private research mandates (mainly spin-off projects),
2. teaching commitments at HSG’s M.A. in Information, Media and Communication Management, Ph.D. in Management (Business Innovation), etc.
3. public research funding (national research fund, KTI, EU), and
4. executive education in degree programs such as Executive Master of Business Engineering (EMBE HSG) and Diploma in IT Business Management and non-degree programs.

Privately funded research at IWI-HSG is organized in the research program “Business Engineering” which focuses on supporting business transformation (“Change the Business”) through engineered generic artefacts like methods. Pursuing the competence centre (CC) approach for its main artefacts like methods. Pursuing the concept of flexible, mobile corporate management systems for “digital natives.”

The CC “Industrialization of Information Management” (CC IIM) investigates the transfer of industrial engineering approaches from more mature industries to the IT industry / IT service providers. At the moment, research activities focus on IT-Sourcing and cloud sourcing.

In conjunction with the University of Leipzig, the CC “Sourcing 3” develops concepts and instruments for managing financial networks. Research activities are aligned with the “Bank 2015” model that represents a vision of customer-oriented as well as service-oriented networking within a bank.

The CC “Health Network Engineering” (CC HNE) focuses on the optimization of business processes in hospitals as well as on networkability within the public health sector. The publicly funded “Interreg IV” project on eHealth cooperation was continued in 2011 through several bilateral and multilateral workshops.

The CC “Independent Living” (CC IL) strives to enable elderly people to live a self-determined and independent life in their own homes. Research focuses on business models and prototyping of selected services in the areas of independent living and ambient assisted living.

The competence network “Business 2.0” investigates the use of web 2.0 concepts within enterprises. It focuses on the communication and information exchange through innovative internet applications.

**PUBLICATIONS**

The following list represents a very limited extract of our publications in 2011. The complete list and many full text downloads are available at http://www.iwi.unisg.ch/publikationen.


**EVENTS**

The event series “Anwenderforum St. Gallen” (three per year, http://awf.unisg.ch) was continued in 2011 with the 31st, 32nd, and 33rd edition. Anwenderforum topics of master data management and business intelligence, IWI-HSG also continued to organize events like the Business Engineering Forum or the IT Operations Days. These events serve as networking platforms that bring together a critical mass of practitioners and academics.

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THE INSTITUTE

Turku School of Economics (TSE) is one of the largest universities in Finland for education in economics and business administration. From 1.1.2010 TSE has been an independent business school within the University of Turku. The Institute for Information Systems Science was established in the late 1970s. The institute has grown to have three full professors and a total staff of about 25. In addition, the institute has approximately 20 active doctoral level students. The yearly intake for students having information systems science as their major subject is around 25 of the annual intake of 250. In addition there are yearly approximately 20 master level students in the three international master programs of the Institute: Global Information Systems Management, International Master in Management of Information Technology, and Work Informatics Information systems is a popular minor for students of many areas of economics, and business administration as well as computer science.

The Institute carries a major responsibility within the Turku Center for Computer Science (TUCS) for studies within information systems. TUCS is a joint unit between University of Turku, the Turku-based Swedish-speaking Abo Akademi University and Turku Polytechnics. All master level courses within TUCS are taught in English.

RESEARCH TOPICS

The focus of the research activities within the institute lies within understanding the utilization of information and communication technology in enterprises and other organizations. The research conducted within the institute covers most of the key areas of information systems. The research activities can be classified into five themes, each including at least one published doctoral dissertation.

- strategic planning of information management
- network economics
- work informatics
- health care and welfare information systems
- decision and learning support systems

In terms of research methods used, the institute has a track-record and long traditions of conducting action research dating back to the 1980s. Today, the competence of the faculty members covers the whole methodological spectrum from qualitative to quantitative research.

CURRENT RESEARCH

Year 2011 marked an important milestone in the history of the Institute, as two new full professors, Jukka Heikkilä and Hannu Salmela entered their positions in August 2011. Jukka Heikkilä came from University of Vaasa, and Hannu Salmela has already held various professor positions in our Institute before.

Despite being in a business school, the institute runs a rich research tradition on public sector and third sector organizations as well. E-health is a good example of this, where the role of public service cannot be forgotten. Research is done from the viewpoint of different organizational stakeholders: organization’s top management, information systems management, as well as individuals such as customers or workers. Recent developments put emphasis on the management and organizational aspects of data security and privacy, as well as IT governance issues.

EXAMPLES OF PUBLICATIONS


Suomi, Reima (2011) Implementing an Electronic Infrastructure – Developments in Banking in Germany and Finland. In Chen, Te Fu (editor) Implementing New Business Models in For-Profit and Non-Profit Organizations: Technologies and Applications (Global, Hershey, USA).


RECENT DISSERTATIONS

Mäntymäki, Matti (2011) Continuous use and purchasing behaviour in social virtual worlds.


RESEARCH PROJECTS

During the year 2011 the research portfolio of the Institute has grown considerably. Important new openings are the research projects ICT-Portti and e-Live, which offer development services for small and medium-sized enterprises in the field of ICT.

The research for the Finnish ICT-barometer happened in year 2011 for the first time in the University of Turku. This research done by Tomi Dahlberg was done in association with the Finnish Information Processing Association.

During the year 2011, the research project on public-private partnership success, principles, and organization in the health and social services of City of Turku was also initiated in the institute.

With the development of a master program in information security, research on the topic has also been intensified. A research report on continuity management in Finnish companies was published in the year 2011. Research topics by the doctoral students in the institute cover a wide spectrum of areas. Current active topics include:

- application of open source in health and telecommunication industries
- data mining in aviation safety
- use of teaching platforms
- agile information systems
- purchasing options for ERP-systems
- information overflow and interfaces in the work of medical doctors.

Research on different applications of Social Media seems to be a next core topic for the institute. A lot of initiatives following the road shown by Matti Mäntymäki’s thesis are under way.

CONTACT DETAILS

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KEY FACTS

UNIVERSITY OF TURKU
- Approximately 35000 students
- Circa 3500 staff members
- THE INSTITUTE
  - Yearly master level intake around 30
- Circa 35 staff members
- Some 20 active doctoral students

RESEARCH TOPICS
- Strategic planning of IS
- Network economics
- Health care information systems
- Decision and learning support systems
- Management of IT

EVENTS
- IRIS and SCI 2011
- Bi-annual Conference Well-being in the Information Society (WIS)
The Institute of Information Systems at the University of Liechtenstein was founded in the early 1990s. We are a young and motivated research group that has grown continuously since our founding. The Institute offers a Master's program in IT & Business Process Management, and a major in Information Management & IT within the Bachelor's program in Business Administration. In addition, the Institute is a co-founder of the Hilti Fellowship Program, which provides highly motivated and committed Master's students with the opportunity to do an internship at the Hilti Corporation in Liechtenstein while, at the same time, taking courses at the University of Liechtenstein. Currently welcoming applications for the 10th time in a row of the Hilti Fellowship, the program has proven a vital element of student exchange within the ERCIS network. In 2011, students from many European institutions, including Addis Ababa University (Ethiopia), the University of Lausanne (Switzerland), the University of St. Gallen (Switzerland), the University of Siegen (Germany), the University of Münster (Germany), and the University of Verona (Italy), guest lecturer positions at several partner institutions, including Addis Ababa University (Ethiopia), the University of Lausanne (Switzerland), and the University of St. Gallen (Switzerland), the University of Siegen (Germany), the University of Münster (Germany), and the University of Verona (Italy).

RESEARCH TOPICS

Research at the institute specializes in Business Process Management (BPM) and related topics. BPM is rooted in Information Systems (IS) research and works closely with several other disciplines such as management studies and computer science. Apart from research in the further development of BPM as a discipline, our main research areas are:

- Creativity and innovation in IS: Focusing on creativity allows organizations to innovate on a continuous basis and to sustain a source of competitive advantage in their field. This research area particularly aims to understand how IT can contribute to creating a socio-technical environment that is conducive to creativity and innovation.
- Culture and people in BPM: There is a growing awareness that effective BPM must not only consider the technological aspects of business systems, but also consider holistic organizational perspectives including personal and cultural aspects. This research area examines the constituent elements of cultural settings supportive of achieving BPM objectives, and explores their implementation through appropriate structures and actions.
- Green IS and Green BPM: Green IS is concerned with the design and implementation of information systems that contribute to organizational sustainability. Green BPM is concerned with the design and implementation of environmentally sustainable business processes, and thus closely related to Green IS.
- Information and content management: Making the best possible use of digital information resources is a key competency necessary for today's organizations. This research stream specializes in the design and adoption of enterprise-wide information systems that support the creation, storage, retrieval, and retention of all types of organizational documents and content.
- IT and BPM value: While BPM essentially seeks to generate value for customers, surprisingly little research has been conducted on the value creation that occurs as a result of BPM. This research stream seeks to develop methods to assess the value contribution of process innovation and transformation.
- Research methods in IS and BPM: In this research area, we investigate the use of various research methods in IS and BPM (e.g., Design Science, NeuroIS, Grounded Theory).

ACTIVITIES

- BPM Career Program: The BPM Career Program at the University of Liechtenstein is aimed at attracting highly qualified and motivated talents with a firm interest in management and technology. It provides students with the opportunity to work in a professional environment while, at the same time, being enrolled in the accredited Business Process Master Program at the University of Liechtenstein. Students are thus provided with a unique environment that allows them to directly apply academic knowledge in practice.
- BPM Thesis Award: The Institute of Information Systems at the University of Liechtenstein aims to support and promote BPM-related theses with an award for outstanding Bachelor's and Master's theses in the field of BPM. All submissions are reviewed by an international expert committee. The authors of both the best Bachelor's thesis and the best Master's thesis are awarded 1.500 CHF each.
- BPM Winter School: In this winter school, held against the backdrop of Liechtenstein's mountainous scenery, students will gain a comprehensive understanding of contemporary trends in BPM. Classes are taught by BPM thought leaders from both academia and practice. In additional case studies and exercises, students apply concepts and methods to practical situations.
- BPM Round Table: Each round table meeting focuses on a specific sub-topic of Business Process Management. The meetings are interactive and open to all interested participants. Our aim is to foster BPM-related knowledge exchange and networking in the Rhine Valley and Lake Constance area.

Please visit www.bpm-education.org for further information about our activities in teaching and education.
Dr. Edward Bernroider co-chairing the key-note speeches.

Humboldt-University, Berlin.

2011. Previously he was Junior-Professor at the Institute for Information Management (launched in the winter semester 2005/2006) ambitiously attempts to follow in the footsteps of some of our publications:


strategies Research 38 816 – 823.


The WU is hosting two scientific events next year. The first is IRM2012: The International Conference on Information Resources Management, which will be held in May from 21–23. The second, BPMN2012: The 4th International Workshop on BPMN, will take place September 12–13. In fall 2012 the enhanced and reorganized Master’s Program in Supply Chain Management will launch. Due to the international orientation of the IT field in general and of this master’s program in particular, the new program will be held entirely in English.

OUTLOOK 2012

The digital future is characterized by the ongoing digitalization process of all our personal and professional matters. Prof. Fleisch (ETH Zürich) impressively demonstrated this fact and various implications in his opening keynote speech. Mobile devices, electronic chips embedded in everyday products, social networks, and cloud computing offer a completely new potential for consumers and induce new customer behaviors. They also create new challenges within corporations and with data privacy issues. The morning continued with four other brilliant keynote speeches from Prof. Dr. Becker (Westfälische Wilhelms-Universität Münster), Dr. Borchers (Telekom), Dr. Nasner (IBM Research) and Prof. Dr. Scheer (IDS Scheer AG).

After lunch there were four parallel tracks, three of which showed our department’s current state of research. The fourth track was especially designed by and for students, covering the potential of WU’s IT specialization courses. The day closed with a very special dinner, where two well-known academic key speakers Prof. Scheer and Prof. Becker joined our WU jazz band for a jam session.

Throughout the day, our industrial information and communication technology partners like GS1, IBM, Orange, T-Systems, SAP, Software AG or Scheer Management offered exhibitions in the assembly hall of WU. Over the course of the day, 400 participants visited the event and were equipped with digital name-tags, which scrolled with additional useful information beside the name and affiliation of the visitor.

PUBLICATIONS

The following list represents a short extract of some of our publications:


CURRENT RESEARCH
Recent work in the knowledge management area investigates knowledge transfer and knowledge building processes observed at technical support centres in China, how script-based tacit knowledge is built, not transferred, and how supervisors manage tacit knowledge in workers in industrial environments. A resource website on Knowledge Management has been set up at http://kmrg.ac.nz. Our work in e-government focuses on how social networks are utilised in government, and at policy maker’s perspectives on how technology has been used at local levels. In the area of supply chain, work currently centres on external relationship building and the use of the Quick Scan Methodology to assess company supply chains. Other staff are working with the fellow EROCS members from Bordeaux on lessons learned for prescriptive decision modelling from descriptive, international Journal of Quality and Reliability Management, 8(2): 235–257.


Chen, JiHong; McQueen, Robert (2010), Knowledge transfer processes for different experience levels of knowledge recipients at an offshore technical support center, Information Technology & People, 23 (3): 54–79.

Chen, JiHong; Sun, Peter; McQueen, Robert (2008), The impact of national cultures of structured knowledge transfer, Journal of Knowledge Management, 12 (2): 228–242.


Jones, Rachel and James Corner (2011), Stages and dimensions of systems intelligence, Systems Research and Behavioural Science, To Appear.

Li, Weiwei; McQueen, Robert (2008), Barriers to mobile commerce adoption: an analysis framework for a country-level perspective, International Journal of Mobile Communications, 6 (2): 231–257.

McQueen, Robert J. and Chen, Jiang, (2010), Building script-based tacit knowledge in call center trainees, Knowledge Management Research and Practice, 8(2), pp.240–255. [Publisher: Palgrave Macmillan ISSN: 1477-8238, EISSN: 1477-8246]

Rastkari, Kayan; Corner, James (2010), Understanding ICT based advantages: A techno savvy case study, Interdisciplinary Journal of Information, Knowledge and Management, 5, 305–326.

Roy, Ajit; Mackin, Patrick; Wallenius, Jyrki; Corner, James; Keith, Mark; Schymik, Gregory; Aoraa, Hina (2008), An interactive search method based on user preferences, Decision Analysis, 5 (4): 203–229.

Rusly, Fariza; Corner, James; Sun, Peter (2012), Positioning change readiness in knowledge management research, Journal of Knowledge Management, To Appear.

Sun, Peter, Andersson, Marc (2011), Civic capacity. Building on transformational leadership to explain successful integrative public leadership, The Leadership Quarterly, -online, 1–15.

Taylor, Hazel; Dillon, Stuart; Van Wingen, Melinda (2010), Focus and diversity in information systems research: Meeting the dual demands of a healthy applied discipline, MIS Quarterly, 34 (4): 647–667.

DISSEMINATIONS
Ab Wahid, Roslina: The maintenance of ISO 9000 in Malaysian service organisations, 2011

Bircham-Cannolly, Heather: Structured Articulation of Knowledge: The impact of the framing of questions, 2007

Boehme, Tillmann: Supply Chain Integration, 2009

Chen, JiHong: Exploring knowledge transfer and knowledge building at offshore technical support centers, 2010

Huang, Wei-Hsi: Supporting critical activities from web sites: an evaluation methodology, 2006

Janson, Annick: Narratives of online collaborative experiences: Leaders and lurkers, 2006

Rastkari, Kayan: Competitive Capabilities: A Resource Based Model of ICT Advantage, 2008

Sintanachot, Chanrit: The impact of interventional change techniques on an Internet banking cross-functional team, 2008
Based on common goals, different modes of collaboration, such as research projects, case studies, and workshops, are realized. Teaching and research are combined in project-based seminars. The Competence Center provides opportunities for students and young researchers to solve real-world problems, train project management skills and actively engage with business partners.

Lately we have started a new cooperati-on with Cisco and NextiraOne. Its focus is on integrating the design and planning of smart working scenarios into service manage-ment activities. Beyond that we con-centrate on a seamless integration of all communication channels.

**ADVISORY BOARD**
Beginning of 2012 an Advisory Board with industry experts will be established to guarantee an on-going exchange between re-search and real world sphere. The board, headed by Siegfried Schallemmüller, VP Services NextiraOne, will both inspire new research fields and act as a sounding board and networking partner.

**CURRENT RESEARCH PROJECTS**
In the following, examples illustrate the spectrum of projects at the Competence Center. For more information on projects please visit our website.

**TRANSCO: SOCIAL FILTERING FOR KNOWLEDGE MANAGEMENT**
In the Transco project we did explore a new approach of making accessible informa-tion within enterprises. Today’s Knowledge Management Systems mostly focus on the information that is hosted. However, plain information is hard to digest and due to the sheer amount of availa-ble information it is hard to find the right one. Beyond that reading a few articles on a cer-tain topic does not make you an expert. Therefore with Trans-co we rather make available the expertise of people from the company. This idea ma-rist in four cornerstones of our project: Social Filtering, Social Semantic Web, UCC Integration and integrated Q&A.

**MOBILE KNOWLEDGE WORKER: UBQUITOUS ACCESS TO IS FOR ROAD WARRIORS**
Today, workers often have to travel and work away from their offices. When leaving their stationary workplace, employees are affected by an insufficient access to enterprise business software. To contribute to this field, we developed an advanced mobile application which interacts direct-ly with enterprise information systems, especially the customer relationship management. In our project we cooperate with Microsoft Dynamics Academic Alliance and dissero management gmbh and de-veloped a mobile application for Windows Mobile 7, which easily connects with Mi-crosoft Dynamics CRM. The tool provides various functionalities to optimize access to customer information and to improve time management and social networking applications.

**SOCIAL MEDIA MONITORING: ANALYSIS OF SOCIAL NETWORKS FOR ENTERPRISES’ ISSUETIME MANAGEMENT AND SOCIAL NETWORKING APPLICATIONS**

**SELECTED PUBLICATIONS**


In the year 2011 the ERCIS Competence Center BPM in Financial Industries focused on the topic of Business Process and Reporting Compliance. As new regulations such as Basel III or national financial consulting directives forced banks to rethink their business processes and reengineer their data warehouses, this topic got a lot of attention from practitioners, which finally led to a student project seminar in cooperation with one of Germany’s leading banks and a bank audit organization. The project seminar had two essential goals. First, we aimed to check the applicability of an invented pattern matching approach for compliance checking of business processes. Second, we wanted to show that reporting and supervisory regulations might be conceptualized and analyzed by an extended modeling language for reporting and data warehouse engineering.

The first goal has been fulfilled by modeling and analyzing the purchase processes of the banking partner. In the end, we could successfully apply pattern matching algorithms for compliance checks. In order to conceptualize reporting regulations for their implementation in data warehouse systems we extended the multidimensional modeling language H2 for Reporting. Together with five Bachelor students, Mathias Eggert, Stefan Fleischer and Ralf Knackstedt were able to show the applicability of this extended conceptual modeling approach for Basel III regulation.

Final Presentation of the Project Seminar Business Process and Reporting Compliance and Supervisors: Mai Chi Pham, Yous Simsek, Lisa Heerhoff, Tillmann Keller, Mathias Eggert, Stefan Fleischer.

In addition to the project seminar we conducted two modeling projects with a large German IT service provider for banks. The first project provided insight into the modeling of risk reports and their special requirements for a conceptual modeling technique, while the second project aimed to provide a deeper insight into the feasibility of pattern matching approaches for compliance checking. We much appreciated that both projects fulfilled the needs of our partners and that they have already agreed to plan follow-up projects.

For 2012 we plan to refine and further evaluate both the modeling approach for supervisory reports and the pattern matching approach. ERCIS partners all over the world are invited to use our methods for application, further evaluation and common research projects. Feel free to contact us.

THE FOLLOWING PUBLICATIONS RESULTED FROM OUR COMPETENCE CENTER WORK THIS YEAR

DURING 2011 THE ERP COMPETENCE CENTER HAS WORKED ON VARIOUS BUSINESS SOFTWARE ISSUES. WE STARTED THE YEAR WITH A USER INTERFACE EVALUATION OF A MEDIUM-SIZED BUSINESS SOFTWARE THAT HAS BEEN DEVELOPED SINCE 1992. WITH HUNDREDS OF MAN-YEARS OF DEVELOPMENT EFFORT, THE RECENT USER INTERFACE OF GODSENTS ERP LEFT ROOM FOR MUCH IMPROVEMENT. THEREFORE, WE PROVIDED KNOWLEDGE ON THE DESIGN OF ERP USER INTERFACES AND EVALUATED THE EXISTINGTEMPLATES AND SCREENS. WITH MORE THAN 1,000 MASKS TO EVALUATE, OUR PROJECT IS ONE OF THE LARGEST USABILITY EVALUATION PROJECTS IN THE GERMAN ERP AREA THAT WE KNOW OF.

In April, we started to work with the latest SAP ERP system as one of the first universities. Business ByDesign will become an important part of SAP’s On Demand strategy and is currently in a worldwide roll out phase. In autumn 2011, we also initiated a first international integration scenario among the universities in Würzburg (Prof. Thome/Dr. Hufgard), Lausanne, Switzerland (Prof. Legner) and us. Here, the students at each university had to set up a fictitious company on their own. In a second step, we realized integration scenarios among the Business ByDesign systems in order to digitally exchange transaction data among the ERP systems. As a big thank you for our efforts in setting up the first integration scenario for Business ByDesign in academia worldwide, SAP invited all participating students to Walldorf in order to allow for some additional insights into the SAP Business ByDesign world. We were also able to visit their tier 4 data center, which is designed to host mission critical computer systems such as Business ByDesign on the highest security level.

At the end of 2011, we started a R&D project with a vendor for merchandise planning software. Remira is a leading software development house for forecast software in retail. As such, we were asked to explore new algorithms for procurement forecasts based on neural networks and statistical forecast approaches.
**COMPETENCE CENTERS**

**CLOUD COMPUTING COMPETENCE CENTER**

**COMPETENCE CENTER C4**

cloud computing (C4)

Since its initiation in spring 2011, the ERCIS Cloud Computing Competence Center (C4) has occasioned a variety of activities centered around the topic of cloud services with a particular focus on small and medium-sized enterprises (SMEs). Apart from talks by cloud experts (e.g., Holger Sint, Cloud Evangelist with Microsoft Germany) and invited talks, the C4 organized a panel discussion with renowned participants, tailored for regional SMEs that still have doubts about “moving into the cloud”. These events will be followed in 2012 by, e.g., another expert session on legal aspects of cloud-sourcing. In addition, the C4 publishes condensed summaries of hot topics in cloud computing in its C4 Management Briefs series. To find out more, simply visit http://ercis.de/research/competence-center/cloud-computing.

**COMPETENCE CENTER E-GOVERNMENT**

The CC E-Government holds a long tradition at ERCIS as it was established when the ERCIS was founded in 2004. From the beginning, research was conducted in six research dimensions. We divided our research and corresponding projects, surveys and studies in the areas of Frontoffice and Backoffice and investigated the special aspects of an inside-perspective and an outside-perspective. Behind the products of a public administration there are about 2000 different administration processes. This process landscape has to be recorded and made accessible in an adequate manner to further analyze the processes and to make them more efficient. So process management is a central research dimension within the CC E-Government. From our perspective, process management is one basic concept to establish a holistic strategic management within public organisations and support to overall goal of efficiency within the organisation. Finally, to evaluate and apply theoretical concepts in practice, several projects are conducted together with project partners to transfer our research insights into practice. In doing so it was possible, for example, to transfer insights and research efforts – especially in the area of government specific business process management – successfully into a spin-off, the PICTURE GmbH.

**RESEARCH PORTAL**

“PROCESS-ORIENTED GOVERNMENT” – A CURRENT RESEARCH PROJECT

Among others, the development of the research portal on Process-oriented Government was a core project within the Competence Center in 2011. The aim of the study, funded by the German Ministry of Interior and developed together with the Chair of Information Systems of the Technical University of Munich (Prof. Dr. Helmut Krcmar), was to identify the state of the art of the research in the area of process management and process orientation in the public sector in Germany. To reach this goal we analysed various literature and project databases and asked every identified researcher for further information about the identified – and also at that moment unidentified – projects and research results. Altogether we identified and classified 115 projects, 155 research results, 143 organisations, 215 researchers, and 104 publications relevant to our topic. All this information was integrated in our research portal, YourResearchPortal.com, which also was developed from ERCIS researchers and afterwards analysed. In one sentence, the actual state is that German public administrations are on the way to becoming process-oriented; however, they are far away from holistic process management structures and there are still many steps to go. In detail, we identified 14 recommendations for researchers, public administrations and funding institutions to foster these attempts.

The key is that we not only delivered a paper-based study with the collected results. We also provided a living, online Research Portal which will be continuously updated with new research results and which can be accessed via: http://prove.yourresearchportal.com. The documented results in the form of a study are also available in the Research Portal.

**SELECTED PUBLICATIONS**


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In particular, we have developed approaches on supporting the process of designing and applying reference models as well as designing particular reference models for different business domains. In recent years, the Competence Center has broadened its scope to any kind of conceptual models. Recently, conceptual models have become more common in almost every kind of information systems design. Common repositories of companies’ conceptual models have reached a considerable size, containing thousands to tens of thousands of model elements, which makes the task of manually applying these models for different purposes nearly impossible (e.g., for Business Process Reengineering, Business Process Compliance Management, Mergers and Acquisitions, ERP Alignment, Model Driven Software Engineering, Benchmarking, etc.). Against the background of this development, the Competence Center focuses more on automatic support for model development.

The approach developed by the Competence Center allows for disambiguating conceptual models by enforcing naming conventions based on linguistic terms and phrase structures.

- Structural Model Analysis: To meet the model analysis requirements of Business Process Reengineering, Business Process Compliance Management, Mergers and Acquisitions, ERP Alignment, Model Driven Software Engineering, and Benchmarking, an approach for structural model analysis was developed. In particular, we support the identification of model sections that comply with a template structure. Such a template defines how a model structure typically looks and, for instance, reveals a process weakness. The analysis approach uses these templates, analyses arbitrary models and returns those model sections that match them.

- Efficient Model Analysis: The problem of analysing large model repositories is that model analysis is computationally expensive. We have identified typical conceptual model characteristics based on findings from graph theory that allow us to significantly decrease the computational expenses of model analysis. This means that we can turn the general problem of exponential complexity into a problem of polynomial complexity, making automatic model analysis feasible even for large model repositories.

The general approaches of conceptual model analysis were transferred to implementations and particular analysis problems from different business domains. The latter are Business Process Compliance Checking, Business Process Weakness Detection and Syntax Verification. First efforts have been put on applications in the area of Mergers and Acquisitions and ERP Alignment. We are happy to report that we were able to place high-ranked publications. Furthermore, we were nominated three times for a best paper award, of which we could win two. This has encouraged us to continue this research and support our research by applying for several DFG projects.

PUBLICATIONS


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From these projects, we successfully published and submitted collaboratively developed research papers to peer-reviewed conferences and journals. Papers were accepted for publication at the International Conference on Information Systems (ICIS), the Pacific Asia Conference on Information Systems (PACIS), at Multikonferenz Wirtschaftsinformatik (MKWI), the Hawaii International Conference on System Science (HICSS), the European Conference on Information Systems (ECIS), the Australasian Conference on Information Systems (ACIS), the European Workshop on Efficiency and Productivity Analysis (Ewepa), the RESER Conference, and the International Conference on Design Science Research in Information Systems and Technology (DES-RIST). Other research papers are currently under review at the European Conference on Information Systems (ECIS) to be held in Barcelona in 2012. In addition, papers are under review for publication in the IEEE Transactions on Engineering Management, in the Scandinavian Journal of Information Systems, and in the e-Service Journal.

**Second**, in the Networked Service Society (INSS) project, the permanent presence of an Information Systems researcher from the University of Münster has been arranged at the Queensland University of Technology (QUT) in Brisbane. Short-term research visits to Seoul were also conducted. Prof. Gottfried Vossen spent a research semester at the University of Waikato. In turn, Dr. Eun Kim (associated with KAIST) conducted a series of research visits in Münster. Workshops were carried out at KAIST, as well as at UNIST (Ulsan) and Yonsei (Seoul), and at the University of Waikato in order to identify further prospects for our cooperation.

**Third**, in the research project ServDEA, theories and artifacts for service productivity analysis were designed. We identified ontological deficiencies in conceptual modeling grammars related to service productivity analysis. In addition, we offered a set of elemental building blocks that can be used to model interactions in service networks, as well as present DEA adaptations for formalizing each of these patterns as linear programs. Finally, the software prototype ServDEA was designed in order to enable productivity analysts to set up their own Data Envelopment Analysis models for benchmarking their service processes.

With the rise of the service economy, the prosperity of industrial countries is based more than ever on engineering, selling, and delivering highly advanced services. In Germany, the trend for servitization is particularly recognized in the high-tech industries, leading to an integrated solution of goods and services that jointly fulfill customers’ requirements. In the Service Science competence center at ERCIS, we focus on analyzing emerging research phenomena in the service economy, as well as designing IT artifacts for managing the transition towards service orientation.

In 2011, we focused on three areas of research.

First, we added to the results of the research project FlexNet that was carried out in Münster from 2006 to 2010. Drawing upon the theoretical frameworks of boundary spanning and service blueprinting, we presented a method for identifying IT-based boundary objects that allow for digitally connecting manufacturing companies, service companies, and customers. By using the concepts of the ‘line of visibility’ and ‘line of interaction’ from service blueprinting, the method helps to govern key dimensions of boundary spanning (i.e., information transfer and process coordination) in service networks. In addition, we presented a socio-technical approach for analyzing and designing interaction routines in service networks that comprise manufacturing and service companies.
NETWORK RESEARCH ACTIVITIES

NETWORKED SERVICE SOCIETY, FUNDED BY THE GERMAN MINISTRY OF EDUCATION AND RESEARCH (BMBF)
The German Federal Ministry of Education and Research has launched eighteen research projects to build up joint research structures with the Asia-Pacific region. In this context, researchers of ERCIS collaborate on understanding and designing the “Networked Service Society”.

With the rise of the service economy, the prosperity of industrial countries is more than ever based on engineering, selling, and delivering highly advanced services. In addition, some recent breakthrough innovations in IT enable companies, public administrations, and individuals around the globe to network in near real-time.

Against the backdrop of these two major trends, flexible and efficient networking is increasingly an essential prerequisite for companies to enter and serve their markets globally.

With our research, our mission is to contribute to theory and to the innovative design of IT artifacts in three decisive areas:

- Professionalization: While services today sign of IT artifacts in three decisive areas: Professionalization.
- Flexibility: Flexible and efficient networking is increasingly an essential prerequisite for companies to enter and serve their markets globally.
- Sustainability: Against the background of the demographic change and the scarcity of natural resources, services of the future must comply with the social and ecological responsibility expected from highly developed industrial nations.

Services that account for the special needs of elderly people and services that enable networks to design their business processes in a sustainable way are two prominent examples.

Against the backdrop of this mission, and inspired by a workshop that was jointly conducted at QUT in 2011 during the Australasian Conference on Information Systems (ACIS), several research endeavours have been launched by the Networked Service Society team in 2011:

- Social Media as Digital Complimentary Assets: Social media, particularly online social networks such as Facebook, represent digital public goods that can be used by individuals anywhere and anytime, free of charge. Companies are increasingly attempting to capitalize on the data stored on these platforms. We theorize on the underlying phenomena, as well as develop innovative IT artifacts to enable them to utilize this data.
- Local Authority e-Government Practices: Recent developments in mobile technology enable local authorities to improve the accessibility and convenience of conveying information to citizens. Following up on a study that was conducted by the University of Waikato in 2007, we plan to survey e-Government policy makers in New Zealand, Australia, and Germany as to how the provisioning of government services is affected and enabled by IT.
- Service Bundling Strategies: The emergence and proliferation of information networks enables companies as well as public administrations to configure value propositions of goods and services to fit individual customer needs. Based on the preliminary work of recommender systems, we derive new strategies for service bundling and quality assessment.

In 2011, Gottfried Vossen (WWU, Münster) spent a research semester at the University of Waikato. In turn, Dr. Eun Kim (associated with KAIST) conducted a series of research visits in Münster. Workshops were carried out at KAIST, UNIST (Ulsan), Yonsei (Seoul), and the University of Waikato in order to identify further prospects for our cooperation.

Besides conducting joint research in a Networked Service Society context, the structural goal of the project is to further establish long-term research structures with the Asia-Pacific region. For this purpose, the permanent presence of an Information Systems researcher from the University of Münster has been arranged at the Queensland University of Technology (QUT) in Brisbane. In addition, short-term research visits from Münster to KAIST in Seoul are being conducted. In 2011, Gottfried Vossen (WWU, Münster) spent a research semester at the University of Waikato. In turn, Dr. Eun Kim (associated with KAIST) conducted a series of research visits in Münster.

In 2012, we strive to further strengthen our cooperation with the Asia-Pacific region. For this purpose, the permanent presence of an Information Systems researcher from the University of Münster has been arranged at the Queensland University of Technology (QUT) in Brisbane. In addition, short-term research visits from Münster to KAIST in Seoul are being conducted. In 2011, Gottfried Vossen (WWU, Münster) spent a research semester at the University of Waikato.

Draw on the work done in 2011 to further strengthen our cooperation with the Asia-Pacific region.

For more information, please visit: http://www.NetworkedServiceSociety.net
**SABBATICAL IN NEW ZEALAND**

Prof. Vossen is currently spending another sabbatical at The University of Waikato Management School (WMS) in Hamilton, New Zealand. He has done this before (in 2006/7), and his return to New Zealand is not just motivated by the attractiveness of the country and the 2011 Rugby World Cup which just finished in October, but primarily has a scientific motivation. WMS’ Department of Management Systems has been an ERCIS member since 2008 and is thus the second one in the southern hemisphere (besides QUT in Brisbane, Australia). The picture shows Prof. Vossen handing over the ERCIS poster to Dr. Stuart Dillon, the chairman of the department.

WMS offers excellent working conditions for a sabbatical, both with respect to specific research questions and with respect to intensive work on Vossen’s own projects that can now be pursued away from the daily business at home. Current study issues in New Zealand are, among others, the exploitation of cloud computing in the context of supply chain management or technology acceptance in very young ages. Prof. Vossen is also involved in a research proposal entitled “Curated Data as a Service” that is being prepared as a Marsden Fund submission and whose goal is to assess the viability of a new approach to electronic data usage where context-specific data “bundles” are established and curated. Some of these topics have been under discussion with WMS partners for several years already. In addition, Prof. Vossen has already completed the English translation of his book on “Business Processes for Business Communities” which will be published by Springer, and is working on a textbook on cloud computing together with Till Haselmann, who visited New Zealand and WMS in September, and with Prof. Hoeren, ITM Münster. The Horus tool underlying the business process book has successfully been used in a course on Business Process Reengineering which Vossen gave during B Semester in Waikato.

Prof. Vossen has plans to interrupt his stay at Waikato for several home visits. During his first he has co-organized a seminar on Data Warehousing: from Occasional OLAP to Real-Time Business Intelligence (http://www.dagstuhl.de/de/programm/semmler/semhp/?semnr=11361) at the Leibniz Center for Informatics Schloss Dagstuhl in Wadern near Saarbrücken, Germany together with colleagues from Belgium and the USA. The group picture shows the participants of this highly successful seminar, whose results are currently being written up.

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**ECWT JOINS ECWT**

The importance of gender has already been widely accepted not only in practice, but also in scientific research. The European Centre for Women and Technology (ECWT) is a European non-profit organization based on a partnership between public actors, private organizations, academia, and NGOs. It was established in 2008 by multi-stakeholder representatives who share the common vision that ECWT can measurably and significantly increase the participation of women in the knowledge-based economy in Europe. The ultimate goal with the launch of the centre was to secure European leadership in the global agenda for women in technology. The ECWT partner network includes prominent multi-national companies and research institutions from all over Europe, such as Nokia, SAP, Accenture, Aalto University, etc.

ECWT supports regional innovation through leveraging resources, research, best practices and services. The activities of the centre are based on a holistic approach and the customized Global Framework of the International Taskforce on Women and ICTs. The covered focus areas include Education, Entrepreneurship, Workforce, and Leadership.

Since June 2011 ERCIS is a member of ECWT supporting their goals and endeavors.

Currently ERCIS takes part in creation of the joint project proposal initiated by ECWT under the COST (European Cooperation in Science and Technology) framework. The aim of the project is to strengthen knowledge exchange between universities and industry in order to develop excellence on the added value of gender in research and innovation. The proposal was selected for the second evaluation round and, in case of final approval, will enable high-level networking between researchers and practitioners from such fields as robotics, bio-medicine, nanotechnology, photonics, life sciences, ICT, and transport and logistics.

In addition to that a PhD student at the Chair of Prof. Dr. Jörg Becker in Münster will conduct a collaborative research project on Gender Issues in Business Process Management together with the Chair of Prof. Dr. Jan vom Brocke in Liechtenstein and with the assistance of ECWT. This research should bring mutual gains for all participants and provide new and valuable insights into the gender topic from an IS perspective. If you would like to participate in the research, feel free to contact us!

Learn more about ECWT at http://www.womenandtechnology.eu
NETWORK RESEARCH ACTIVITIES

The progressive saturation of society with information technology (IT) enables businesses, public administrations and individuals to engage in entirely new forms of networking. Former local value chains are becoming global value networks, which connect an increasing number of actors in complex relationships. Individuals use social networks to exchange data with friends and to actively take part in value creation and opinion-forming processes. To meet ever growing expectations and cost pressure, public administrations increasingly cross-link and intensify partnerships with business.

The ERCIS DeuBraNet 2011 workshop brought together more than 50 German and Brazilian researchers from a variety of research disciplines that deal with the study of phenomena and the design of networked enterprises, institutions and societies. Special attention was given to networks that comprise of both German and Brazilian enterprises, public administrations, and individuals.

The workshop revealed that in order to address the complexity of technical and organizational networks, phenomena have to be examined in the interaction between technical and social science research disciplines. Participants saw that particularly attractive prospects to be investigated in the context of cooperative German-Brazilian research lie rooted in the different conditions of network research in Brazil and Germany. The rise of Brazil as one of the world’s leading economies offers an outstanding opportunity for revolutionary change to be framed by collaborative network research. Three topical tracks of the DeuBraNet workshop further explored particular research needs from Logistic Networks, Service Networks, and Public Administration Networks towards design-oriented IS research.

The workshop took place in beautiful Florianópolis, Santa Catarina, Brazil from November 21 to 23. It was hosted by Prof. Dr. Louis Roberto Westphal at the Universidade Federal de Santa Catarina (UFSC). DeuBraNet 2011 was organized by ERCIS directors Prof. Dr. Jörg Becker and Prof. Dr.-Ing. Bernd Hellingrath. It was funded by the German Federal Ministry of Research and Education (BMBF) in the context of the German-Brazilian Year of Science, Technology and Innovation 2010/11. For further information see: http://deubranet.ercis.org

GERMAN-BRAZILIAN WORKSHOP ON MANAGEMENT AND ENGINEERING OF IT-SUPPORTED BUSINESS NETWORKS, ADMINISTRATION NETWORKS AND SOCIAL NETWORKS (DEUBRANET 2011)

The progressive saturation of society with information technology (IT) enables businesses, public administrations and individuals to engage in entirely new forms of networking. Former local value chains are becoming global value networks, which connect an increasing number of actors in complex relationships. Individuals use social networks to exchange data with friends and to actively take part in value creation and opinion-forming processes. To meet ever growing expectations and cost pressure, public administrations increasingly cross-link and intensify partnerships with business.

The ERCIS DeuBraNet 2011 workshop brought together more than 50 German and Brazilian researchers from a variety of research disciplines that deal with the study of phenomena and the design of networked enterprises, institutions and societies. Special attention was given to networks that comprise of both German and Brazilian enterprises, public administrations, and individuals.

The workshop revealed that in order to address the complexity of technical and organizational networks, phenomena have to be examined in the interaction between technical and social science research disciplines. Participants saw that particularly attractive prospects to be investigated in the context of cooperative German-Brazilian research lie rooted in the different conditions of network research in Brazil and Germany. The rise of Brazil as one of the world’s leading economies offers an outstanding opportunity for revolutionary change to be framed by collaborative network research. Three topical tracks of the DeuBraNet workshop further explored particular research needs from Logistic Networks, Service Networks, and Public Administration Networks towards design-oriented IS research.

The workshop took place in beautiful Florianópolis, Santa Catarina, Brazil from November 21 to 23. It was hosted by Prof. Dr. Louis Roberto Westphal at the Universidade Federal de Santa Catarina (UFSC). DeuBraNet 2011 was organized by ERCIS directors Prof. Dr. Jörg Becker and Prof. Dr.-Ing. Bernd Hellingrath. It was funded by the German Federal Ministry of Research and Education (BMBF) in the context of the German-Brazilian Year of Science, Technology and Innovation 2010/11. For further information see: http://deubranet.ercis.org
VIRTUAL SEMINAR ON GLOBAL CHALLENGES

In October 2011, the first joint ERCIS student seminar was launched, with the topic “Global Challenges and how IS can contribute.” Thirty-one students from 7 countries participated in this seminar and collaborated in international teams on the treatment of specific topics. Participating ERCIS members came from Liechtenstein, Italy, United Kingdom, Russia, Switzerland, Netherlands, and Germany.

SEMINAR ORGANIZATION

Each group of students was provided with one global challenge (e.g., energy, global warming, or peace). See http://www.million-nium-project.org for further information on this and had to write a research paper essentially on how IS can contribute to overcoming this challenge. Each group consisted of students from at least two different countries. The seminar was accompanied by at least one supervisor per institution, responsible for that institution’s students. Furthermore, the supervisors were responsible for one or more challenges, serving as contact partner for the respective group.

Benefits for students

The students learned how to organize and collaborate in virtual and international teams. They gained experience on how to write a scientific paper and how to publish and present the findings. They had to reflect on themselves, their group and their work in the process.

DETAILS

At the virtual kick-off, each group was asked to briefly present their idea up to this point (5 Minutes). The online meetings are held via Adobe Connect, provided by the University of Münster. Besides writing the paper, as a didactic component, the students were asked to write a weekly blog on their collaborative experience. The blog may contain, e.g., expectations prior to virtual meetings as well as experiences after such meetings. The blog served as a basis for individual lessons learned by the students. The students then presented their paper on their respective global challenges to all stakeholders both physically in Liechtenstein and in a virtual conference.

FINAL PRESENTATION

The final presentation took place at the University of Liechtenstein on January 27th. Together with three supervisors, five students from Münster joined the meeting in Vaduz, all the others were connected through a video conference. Each group had between 12–15 minutes for presentation and 5–10 minutes of discussion. At the end, each group will get detailed feedback on their paper and can discuss their communication experiences with the supervisors. The session was closed with a barbecue, organized by Jan and his team.

FUTURE PLANS

The seminar is planned to be repeated with a different topic next year. ERCIS members who are interested in joining such an international adventure are invited to contact the ERCIS Team at team@ercis.org.

TESTIMONIAL

"Thank you very much for the organization of this seminar! Although challenging, I learned a lot about virtual collaboration and about writing scientific papers in an international setting. Having the chance to meet my partner in real life in Liechtenstein and experiencing the hospitality of our hosts was great! I would definitely recommend this seminar to my fellow students!"

Asin Tavakoli, IS Master Student, University of Münster

SLIPSTREAM: FROM INSIGHT TO IMMEDIATE ACTION WITH EVENT-DRIVEN BPM

The application of various measurement and analysis techniques on process-related data has been proposed under umbrella terms such as business process intelligence, business process mining, or business analytics. The aim of these approaches is to provide process owners and participants with evidence-based insights about the performance of operational business processes. Business Process Management (BPM) systems constitute the primary data source for these approaches. The data contained in their logs represents a rich source of information to gain insight into executed and running processes and to take proactive or corrective actions to improve process performance.

However, a review of today’s process-aware enterprise systems shows: Many BPM systems lack sophisticated capabilities to analyze log data. Moreover, Business Activity Monitoring (BAM) or Process Mining tools are limited to monitoring and notification functions and are not able to actually take action on a business process. It would require hardwiring systems of these two kinds to achieve end-to-end insight to action. Evidently, an architecture built on hardwired components would still suffer from inflexibility, e.g., in use with multiple, distributed process-aware enterprise systems.

The prototype was awarded for best SAP-related student project work by the SAP Arbeitskreis Hochschulen e.V. at the 10th Internationale Tagung Wirtschaftsinformatik in Zurich. The prototype was further accepted for presentation at the BPM 2011 conference’s demo track.

CONJUNCT RESEARCH ENDEAVOR OF ERCIS PARTNERS

Present research continues to further explore questions related to an event-driven Business Process Management. Investigators from the ERCIS members University of Münster (Jörg Becker, Martin Matzner) and University of Liechtenstein (Oliver Müller) cooperate with the Karlsruhe Institute of Technology (Christian Janisch).

SOFTWARE SOLUTION

The software solution is based on complex event processing (CEP) technology which facilitates a flexible system architecture and a loose coupling of system components – and connects last SAP standard software for BPM (SAP NetWeaver BPM), CEP (Sybase Aleri Streaming Platform) and dashboarding (SAP BusinessObjects Xcelsius).

The prototype was awarded for best SAP-related student project work by the SAP Arbeitskreis Hochschulen e.V. at the 10th Internationale Tagung Wirtschaftsinformatik in Zurich. The prototype was further accepted for presentation at the BPM 2011 conference’s demo track.
In July 2011, the research group for Communication and Collaboration Management at University of Münster (Prof. Dr. Stefan Stieglitz) hosted the WWU BarCamp for the first time. It promoted knowledge exchange between students of various disciplines (e.g., information systems, economics, law, sociology). More than 50 participants attended open workshops on the subjects of Social Media and Social Networks. Local companies sponsored the event and also organized presentations and discussions on their own (e.g., LBS, Virtimo, Zweitag, and Sonntagmorgen).

BarCamps are open conventions with distinct workshops whose contents are developed, provided, and presented by the participants. They emerged from the need to exchange knowledge in an open environment and to learn from others. Accordingly, participants need to be prepared to provide a presentation, to lead an interactive session on a certain topic, and to actively take part in discussions.

Generally, this kind of event allows students to exceed the limits of their own discipline and to develop new ideas together. Combining expertise from different areas of studies creates new perceptions of the topics and issues that are being discussed and provides the participants with a valuable experience.

To promote and support the WWU Social Media BarCamp an online community (http://wwu-barcamp.mixxt.de) was established. Several communication and collaboration tools such as a wiki and a blog were provided in order to give the participants the possibility to exchange information and to conduct discussions about the topics in advance.

**EXEMPLARY TOPICS**
- Legal and safety aspects of Social Media in companies
- Social Media guidelines – sense or nonsense?
- Lecture on grey SEO techniques
- Virtual currencies – BitCoin, Linden & Facebook Credit
- Chances and risks of Social Media platforms in the area of recruiting
- Social Media Marketing
- Joint digitally translation of the Bible

After all, the feedback of the participants was consistently extremely positive and the local media paid attention to this event. Furthermore, many students expressed the wish for a continuation of the event in the next year. As a consequence of the successful event, the research group for Communication and Collaboration Management decided to schedule the second WWU Social Media BarCamp in spring 2012.

**BPM WINTER SCHOOL IN LIECHTENSTEIN**

In February/March 2012 the Institute for Information Systems at the University of Liechtenstein will host a Winter School in Business Process Management (BPM). The course provides a great opportunity to combine BPM teaching with social and winter sport activities. Lectures are taught by experts from both academia and practice and will cover topics such as BPM methods and tools, process-aware information systems, governance of BPM projects, and human factors in BPM. In additional case studies and exercises students will learn to practically apply concepts and methods. In the afternoons we will explore Liechtenstein, one of the smallest countries in the world. Surrounded by its neighbors Switzerland and Austria, Liechtenstein is the only country situated entirely in the Alps. It is also a wonderful place for a wide range of winter activities, such as skiing, ice skating, snowshoe hiking, or sledding.

The BPM Winter School in Liechtenstein is especially targeted to Bachelor students. Registration deadline is January 31st, 2012.

For further information visit: bpm-education.org
HILTI FELLOWSHIP PROGRAM

The Hilti Fellowship is part of the master’s degree program in IT & Business Process Management (MSc IT & BPM) and was developed jointly by the Hilti Corporation and the University of Liechtenstein. It is a combination of academic learning and practical training at Hilti that is designed to set the cornerstone for a successful career.

This Hilti-sponsored fellowship offers committed and determined master students the opportunity to complete an internship at the Hilti Corporation in Liechtenstein while, at the same time, taking courses at the University of Liechtenstein. Students are thus provided with a unique environment that allows them to apply academic knowledge directly to real-world experience.

Business Process Management has emerged as a key competency for managers in contemporary organizations. Related concepts such as Total Quality Management, Business Process Re-engineering, and Six Sigma have been on the agendas of managers for years. In our program, students learn how to analyze, improve, design, and continuously manage business processes, considering aspects of strategic alignment, governance, methods, technology, people, and culture. Students learn how thinking in terms of processes can improve organizational efficiency, effectiveness, flexibility, and innovation.

ELIGIBILITY

The BPM Career Program is designated for graduates of Information Systems, Business Studies, Economics, and Information Science as well as both Natural and Engineering Sciences. Candidates must possess a qualifying university degree and must be motivated to complete a challenging program while, at the same time, working in a practical setting.

APPLICATION PROCESS

The application process is competitive. Interested persons should submit their applications to the University of Liechtenstein. The applicants’ eligibility is evaluated by both the University of Liechtenstein and the supporting organization. Students are enrolled in the BPM Career Program if they are accepted by both the university and the participating organization. Students who apply for the BPM Career Program are asked to nominate two to three organizations in which they are most interested (more information is available at www.bpm-education.org).

FURTHER INFORMATION

For further information please contact Dr. Bernd Schenk (bernd.schenk@uni.li)

TESTIMONIALS

“The Hilti Fellowship was the best combination of practical and theoretical experience for me. On the one hand, I got great insight into the work at Hilti, and on the other hand, I enhanced my theoretical knowledge of process management. Furthermore, it has been the start of my career at Hilti.”

Nadine Reuter

“The Fellowship Program was a very good opportunity to deepen my theoretical knowledge and apply it to practice. A well-structured program, excellent mentoring, and the exchange of ideas with co-fellows from around the globe made my stay in the Rhine Valley one of the best experiences of my master’s studies.”

Rolf Plattfaut

“The Fellowship Program of Hilti Corporation and University of Liechtenstein was indeed an enlightening experience. The interesting and challenging tasks in research and practice helped me to improve my professional as well as my interpersonal skills. Through this program, I was able to enhance my knowledge—this was an important step for my future career goals.”

Dilara Khannanova

SUPPORTING ORGANIZATIONS

- Gebruder Weiss
- Julius Blum GmbH
- Hilti AG
- Ivoclar Vivadent AG
- LGT Financial Services
- VP Bank AG

FURTHER INFORMATION

For further information please contact Dr. Stefan Seidel (stefan.seidel@uni.li)
NEW ERCIS WEBSITE

ERCIS WEBSITE IMPROVED
During 2011, a small team at ERCIS headquarters worked hard to improve the ERCIS website. Our goal is to convert the current (and rather static) informational website into a vivid and dynamic web portal that provides a platform for intra-network communication with a high ratio of user-generated content. Therefore, the whole website was upgraded from a Drupal 6 to a Drupal 7 environment. Improvements in back-end usability and in overall performance are just some of the benefits resulting from this upgrade. The official launch is scheduled for the beginning of 2012. Rest assured that all ERCIS members will receive an invitation via e-mail.

FROM STATIC TO DYNAMIC
A static website is certainly important, but no one visits such a website on a regular basis. Only dynamically changing content leads to higher frequency rates. A vivid research network needs a vivid website. For this reason, we intend to involve all ERCIS members in the website. User-generated content is the key. We enable registered members from the network to generate and edit their own content. When you want to disseminate news or information about an interesting event, just create it on the website on your own. If you have a new project running, and you want to make it more visible, or you have additional information on running projects, you can create or edit the projects online. You can also create bibliography entries and link yourself to them, so that other ERCIS members can have a look at what you’ve published. We have worked to make the interface as easy to use as possible — and we are still improving it now, so don’t hesitate to suggest ideas for improvements.

PEOPLE MATTER
What constitutes a network? People! Although institutions are important and will continue to be represented on the website, we want to shift the focus to the people in the network. Without a doubt, many close ties have already been established between ERCIS members at meetings, conferences, and other occasions, but many people still don’t know each other or don’t know who else is part of the ERCIS network and what they are working on. The goal is clear: Provide a platform for our members to present themselves and give them the opportunity to find other people in the network. Therefore, registered members can maintain their own ERCIS profiles (including a photo, their research topics, conferences they like, and much more). They can find people with similar research interests who attend the same conferences, or just have a look at the newest publications.

CONNECT YOURSELF — BE THE NETWORK
On top of this, we provide the basic means for intra-network communication. You can send personal messages to other researchers within the network, or just use the instant chat to talk with ERCIS members who are on the website at the same time as you. We don’t want to be clones of Facebook or Twitter. We intend to provide a communication framework that is ERCIS-related and supports those who wish to get in touch with each other in an easy way. We are still working on these functions, so stay tuned for more to come. Interested? Visit www.ercis.org today!

If you write an email to team@ercis.org, you will for sure get an answer from one of our team members.

The team consists of Dr. Armin Stein, who is the managing director of the ERCIS network, and three PhD students, Sara Hofmann, Katrin Bergener and Marcel Hedder, who work part-time for the network during their PhD studies. Besides answering emails, the team helps organizing events, maintains the website, organizes the network communication, and supports project applications. If you are interested in the network, get in touch with them!
THE IS RESEARCH NETWORK

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