**SIGPAM Workshop on Business Processes and Services**

December 15, 2012, Orlando, Florida, USA

(in conjunction with International Conference on Information Systems)

The purpose of this workshop is to provide a forum to discuss new research directions in the area of business process management and business service automation. A critical goal of the workshop is to cultivate high quality research concerning Internet-enabled business processes and services, which include new technological advances such as cloud computing, mobile commerce, service virtualization, and big data analysis.

This workshop aims to extend the boundaries of research in business process management by integrating new elements that have not been sufficiently emphasized in the past. The recent rapid advances in information systems have created both challenges and opportunities to develop new business services via innovative business processes. For instance, we know how to automate routine, formal business processes but have not really attempted computerizing ad hoc processes that may emerge spontaneously and have short life span. These may include examples like setting up ad hoc meetings that may involve a number of people from different places, different IT devices and platforms, an evolving agenda, a set of documents as inputs and outputs and some decisions and outcomes. Such meetings are often very valuable but also time consuming to organize and manage.

Another important area of interest of this workshop is to promote theoretical efforts in business processes. The business process modeling and automation research has been largely driven by the need to solve practical problems. There has been a lack of strong theories in this area and we believe that it is essential to develop new theories about business process and service automation. The Process Virtualization Theory (http://papers.ssrn.com/sol3/papers.cfm?abstract\_id=1085328), proposed by Eric Overby, presents an excellent example of such theories and provides a great starting point for a theoretical discussion at the workshop. .

Given the nature and purposes of this workshop, we invite papers of no more than five pages that are well articulated and formatted in single line spacing, Times New Roman, 12 pt, 1 inch margins. We particularly seek position papers but also welcome conceptual papers with a strong theoretical flavor, as well as completed research papers or research-in-progress papers. Suggested research topics include, but not limited to, the following ones:

* Cloud computing and process management
* Collaborative processes in social media
* Coordination and cooperation mechanisms for process management
* Data mining for process technologies and management
* Financial service applications
* Frameworks and methodologies for collaboration processes
* Healthcare and process management
* Human resource management under distributed process technologies
* Metrics and measurements in business processes and services
* Evaluations of business process and service implementations
* Mobile commerce and process management
* Organization and culture issues in process automation
* Process competencies in information intensive businesses
* Process management methodologies
* Business process theories and applications
* Technology and architecture issues in process driven organizations
* Telecommuting and process modeling
* Workflows in collaborative operations and systems
* Consequences of process and service virtualization
* Possible emergence of novel virtual intermediaries
* Public policy implications

**Conference Chairs:**

J. Leon Zhao, City University of Hong Kong

Michael Goul, Arizona State University

**Program Chairs:**

Karl R. Lang, City University of New York

Wei Thoo Yue, City University of Hong Kong

**Webmaster:**

Shaokun Fan

**Program Committee and Tracks:**

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| |  |  | | --- | --- | | **Track Chairs** | **Topics** | | [Amit Deokar](http://www.homepages.dsu.edu/adeokar/) and[Surendra Sarnikar](http://www.homepages.dsu.edu/ssarnikar/) | [Knowledge Intensive Processes](file:///D:\website\KIS.html) | | [Xiaoying Dong](http://crm.gsm.pku.edu.cn/psc/CRMPRD/EMPLOYEE/CRM/s/WEBLIB_SPE_ISCT.TZ_SETSPE_ISCRIPT.FieldFormula.IScript_SpecialPages?TZ_SPE_ID=53) and Angela Yan Yu | [Open Information Service for Oganizations](file:///D:\website\OISO.html) | | Daning Hu and Huaiqing Wang | [Financial Intelligence and Applications](file:///D:\website\FIA.html) | | [Dongsong Zhang](http://userpages.umbc.edu/~zhangd/index1.shtml) and [Lina Zhou](http://userpages.umbc.edu/~zhoul/" \t "_blank) | [Mobile Web and Services](file:///D:\website\MWS.html) | | [Noyan Ilk](http://mis.eller.arizona.edu/docs/doctoral/Noyan_Ilk_Sept2011.pdf) and [Mingfeng Lin](http://mis.eller.arizona.edu/faculty/mlin.asp" \t "_blank) | [E-Business Service Management](file:///D:\website\EBSM.html) | | [Harry Wang](http://udel.edu/~hjwang/index.html) and [Harris Wu](https://www.odu.edu/directory/people/h/hwu) | [Business Process Intelligence](file:///D:\website\BPI.html) | | [Manlu Liu](http://saunders.rit.edu/directory/facstaff/488) | [Community-based Software Strategies](file:///D:\website\TBA.htm) | | [Michael Chau](http://www.fbe.hku.hk/~mchau/) and [Jennifer Xu](http://cis.bentley.edu/jxu/) | [Social Network Processes and Services](file:///D:\website\SNPS.html) | | [Qiang Wei](http://crm.sem.tsinghua.edu.cn/psc/CRMPRD/EMPLOYEE/CRM/s/WEBLIB_SPE_ISCT.TZ_SETSPE_ISCRIPT.FieldFormula.IScript_SpecialPages?TZ_SPE_ID=111) and [Junjie Wu](http://datamining.buaa.edu.cn/" \t "_blank) | [Business Intelligence in E-Commerce](file:///D:\website\BIEC.html) | | [Wanchun Dou](http://cs.nju.edu.cn/douwc/English.htm) and [Shaokun Fan](http://www.u.arizona.edu/~fsk/" \t "_blank) | [Collaboration Technology and Management](file:///D:\website\CTM.html) | | [Xin Li](http://www.is.cityu.edu.hk/staff/xin.li/) and [G. Alan Wang](http://www.wang.bit.vt.edu/) | [Process Mining and Analytics](file:///D:\website\PMA.html) | | [Xitong Guo](http://som.hit.edu.cn/EN_SomHit/teacher/794761341513.html) and [Jan vom Brocke](http://www.uni.li/is) | [Business Process Innovation and Transformation](file:///D:\website\BPIT.html) | | [Xunhua Guo](http://www.sem.tsinghua.edu.cn/portalweb/appmanager/portal/sem?_nfpb=true&_pageLabel=B600814461267473156743&crmurl=http://crm.sem.tsinghua.edu.cn/psc/CRMPRD_newwin/EMPLOYEE/CRM/s/WEBLIB_SPE_ISCT.TZ_SETSPE_ISCRIPT.FieldFormula.IScript_SpecialPages?TZ_SPE_ID=47) and [Xianghua Lu](http://www.fdsm.fudan.edu.cn/teacher/preview.aspx?UID=16132" \t "_blank) | [Social Media and E-Commerce Strategies](file:///D:\website\SMECS.html) | | [Yan Li](http://www.essec.edu/faculty/yan-li) and [Xue Yang](http://nubs.nju.edu.cn/faculty.php/167" \t "_blank) | [Mobile Commerce Business Processes and Operation](file:///D:\website\MCBPO.html) | | Qiang Ye | Online User Generated Content | | [Kannan Mohan](http://cisnet.baruch.cuny.edu/mohan/) and [Radhika Jain](http://cisnet.baruch.cuny.edu/jain/" \t "_blank) | [Managing Software Development Processes](file:///D:\website\TBA.htm) | | |
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**Important Dates:**

* Submission Due: October 15, 2012
* Acceptance Decision: October 30, 2012
* Final Submission: November 15, 2012