Workshop on Social Business Process Management (SBM 2013)

Preface

Modeling languages and methods that are suitable for designing and specifying real-world business processes thoroughly and with a high degree of quality have been proposed in a high variety during the past 20 years, with some of them being more successful than others, and several being the foundation of interactive tools for business process modeling (BPM). Experience has shown that the benefit of a business process model is greatest when it reflects the knowledge and creativity of all involved stakeholders, whether they are internal employees of an enterprise, employees of partner enterprises, or generally people whose knowledge can directly or indirectly contribute to the design of the business process under consideration. Social BPM (SBM) reflects this recognition and is based on the perception that business process management is not the task of an individual or a selected group, but is a responsibility of the whole enterprise, and all involved business partners, and possibly external knowledge carriers. BPM itself thus becomes a collaborative process, and its quality depends largely upon the quality of collaboration, in terms of work efficiency and quality of results. In addition to the social components, the communication possibilities within the business community play a key role. In a sense, SBM is a consequence and exploitation of the communication and collaboration possibilities that have been brought along with the Web 2.0 developments of the past 10 years.

The goal of this workshop is to bring together researchers and practitioners who are interested in SBM as a paradigm, or who can contribute experience and cases of its application. It addresses the various issues associated with the adoption of SBM practices in the enterprise; the contributions selected address fundamental research, system issues, empirical evaluation, and industrial experiences in social business process modeling and management. In addition, the workshop hosts a Social BPM Lab during which participants have the rare opportunity to gain in-depth, hands-on experience with the workshop topic.

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