Knowledge-Intensive Business Processes

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The intensity of knowledge generated by KM processes varies based on the organizations associate business processes. The potential volatility involved with capturing, monitoring, and utilizing these knowledge flows can directly impact the business processes, support systems and the success of the organization. BPM technologies (e.g. ERP systems) rely heavily on effective knowledge coordination among diverse actors in organizations spanning both internal and external stakeholders. Process related knowledge must be shared successfully and efficiently across boundaries in order to achieve organizational success. This mini-track urges the submission of articles that explore the relationships inherent in business processes that require the frequent application and coordination of knowledge for the successful operation of the organization. The application of knowledge may come from diverse origins that include the external market (competition), internal initiatives (new product or new marketing plan) or the process itself (material shortage or quality issue).

This Mini-track aims to merge an ongoing discussion by researchers and practitioners interested in knowledge-related research issues in the context of knowledge-intensive BPs. In order to encourage papers from different organisational contexts dealing with different types of BPs, their associated KM processes and the systems that support each, this Mini-track adopts a broad BP definition to include a set of logically linked and coordinated organisational tasks/activities that use organisational knowledge resources to create business value. Note that coordination patterns could range from highly predictable and predefined to those that evolve with the process themselves. Rather than focus exclusively on BPM technology, we adopt a holistic approach to BPM that encompasses four equally important components: strategy, processes, people and technology. We particularly encourage multidisciplinary research related to knowledge management processes taking into account human and organisational aspects as well as the supporting BPM and KM technologies.