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Business Process Management

9th International Conference, BPM 2011
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Proceedings



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Preface

The BPM Conference series provides the most distinguished research forum for researchers and practitioners in all aspects of business process management (BPM) including theory, frameworks, methods, techniques, architectures, systems, and empirical findings. The series has a record of attracting innovative research of the highest quality, from a mix of disciplines including computer science, management information science, services computing, services science, and technology management.

BPM 2011 was the ninth conference of the series. It took place from August 30 to September 2, 2011, on the *campus des cézeaux* in Clermont-Ferrand, France, and was organized by the LIMOS Laboratory of the Blaise Pascal University and CNRS. BPM 2011 attracted 157 research paper submissions, out of which 22 papers were selected for this volume based on a thorough review process (each paper was reviewed by three to four Program Committee members and subject to subsequent discussion among the reviewers). Altogether the research track was extremely competitive with an acceptance rate of less than 14%. Further, this volume contains a paper and two abstracts documenting the invited keynote talks as well as 5 industrial papers (2 invited industrial papers and 3 papers selected out of 14 submissions to the industrial track).

In conjunction with the main conference, 12 international workshops were held on August 29, 2011. The topics of the workshops covered a broad range of BPM-related subjects and stimulated the exchange and discussion of new and innovative ideas. The workshop proceedings are published as a separate volume of Springer's *Lecture Notes in Business Information Processing* series. Beyond that, the conference also included a doctoral consortium, an industry day, tutorials, panels, and demonstrations.

We want thank everyone who made BPM 2011 a success by generously and voluntarily sharing their knowledge, skills and time: the Conference Committee for providing an excellent environment for the conference, and all other colleagues holding offices. In particular, we want to express our gratitude to the senior, regular and industrial Program Committee members as well as the additional reviewers for devoting their expertise and time to ensure the high quality of the conference scientific program through an extensive review and discussion process. Finally, we are grateful to all the authors who showed their appreciation and support of the conference by submitting their valuable work to it.

September 2011

Stefanie Rinderle-Ma
Farouk Toumani
Karsten Wolf

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