



January 4-7, 2011, The Grand Hyatt Kauai Resort & Spa, Koloa, Kauai, Hawaii.

Track: Knowledge Systems

Minitrack: Knowledge-Intensive Business Processes

This minitrack aims to merge an ongoing discussion by researchers and practitioners interested in *knowledge usage* research issues in the context of *knowledge-intensive BPs*. In order to encourage papers from different organizational contexts dealing with different types of BPs, their associated KM processes and the systems that support each, we adopt a broad BP definition to include a set of logically linked and coordinated organizational tasks/activities that use organizational *knowledge* resources to create business value. *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 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 organizational aspects as well as the supporting BPM and KM technologies. Possible topics include:

- KM processes and BP Lifecycle
- Measurement of *knowledge intensity* in *business processes*
- Frameworks and strategies for KM and BPM integration at the *business* and *technical* levels
- Knowledge processes and their impact on BPM *technology* implementation success
- KM issues created by organisational implementations of BPM *technologies* (ERP, workflow and SOA-based systems)
- KM issues in complex *inter-organisational* BPs
- Knowledge intensive process *adoption* in creative and agile BPs
- BP *design* and improvement as a set of coordinated collaborative KM processes
- KM strategies for evolving BP eco-systems
- Issues related to knowledge and productivity loss when BPs are *outsourced*
- BP *reengineering* and knowledge *access* as a result of ERP implementations
- Knowledge process modeling and management

Minitrack Co-chairs

Ronald Freeze (primary contact)

Assistant Professor
Emporia State University
1200 Commercial Street
Emporia KS 66801
Tel: 620-341 – 5685
Email: rfreeze@emporia.edu

Olivera Marjanovic, Senior Lecturer
Building: H69
The University of Sydney
Darlington, NSW 2006
AUSTRALIA
Tel: + 61 2 9351 8477
Email: olivera.marjanovic@sydney.edu.au

Ron Freeze is on faculty at Emporia State University in Emporia Kansas, His research interests include the area of KM assessment, validating of KM and knowledge capabilities, IT adoption, ERP systems as knowledge intensive business processes, knowledge outsourcing and structural equation modelling of formative constructs.

Olivera Marjanovic is a Senior Lecturer in Business Information Systems and a co-founder and leader of the Business Process Management Research Group at the University of Sydney, Australia. She has 20 years of professional experience in the area of Business Information Systems, gained both in industry and academia, and has been a Program Committee Member of major international conferences in the areas of Business Process Management, Knowledge Management, Enterprise information systems, web services and e-Business. She has held a Visiting Professor position at the LORIA/INRIA Institute in France. Furthermore, she is an active member of the Business Process Management Group (the leading world-wide community of BPM practitioners), as a Certified Process Manager – Practitioner (Designate) – CPM-P (Designate). Marjanovic's research and professional interests and capabilities include BPM (both technology and business aspects), knowledge management, enterprise business intelligence, enterprise integration and advanced educational technologies

2.5.10