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Track: Organizational Systems and Technology

Minitrack: Business Process Management (BPM)

As more and more organizations organize their work around customer-centric business processes (BP), there is an increased focus on Business Process Management (BPM) as a new business discipline to focus and manage this transition. This minitrack adopts a holistic view of BPM, as promoted by the leading business practitioners. Early academic research on BPM has skewed towards the technological and formal aspects of BPM. To address this research imbalance, we particularly encourage papers that deal with the business challenges and opportunities of BPM over its entire life cycle from consideration and adoption to implementation and on-going improvement at all levels (strategic, operational, tactical).

Topics and research areas include, but are not limited to:

- Business/ IT alignment through BPM
- BP discovery, change and improvement - methodologies and best practices
- Business value of BPM systems
- Organisational implementations of various levels of BPM technology-enablement (human-interaction, human-centric, integration-centric)
- Metrics associated with business process life cycle re-design, implementation, management and improvement
- Integration and convergence of BPM, Six sigma and TQM, lean and similar process philosophies and tools
- Best practice business process case studies
- The relationship between BPM and enterprise architecture
- Critical success factors and associated KPIs for BPM initiatives
- BPM-related Knowledge Management (knowledge intensive BPs, KM strategies for sharing and reuse of best practices in BP improvement)
- BP intelligence, dashboards, and complex-event processing
- Inter- and intra-organizational BPs
- The role and use of business rules in specifying business processes
- Dealing with the data aspect of BPM representation (the business object model)
- BPM outsourcing
- Human aspects of BPM: Organizational staffing and structure, change management and leadership strategies
- Creative BPs
- BPM Ethics
- Design thinking in BPM

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Olivera Marjanovic is Senior Lecturer at The University of Sydney. Her research seeks to link business processes and IT in business, government and non-profit organizations and to assist them in effectively managing IT-enabled organizational process innovations. She is co-founder and co-leader of the Business Process Management Research Group (BPMRG), University of Sydney. In 2007, she founded the inaugural BPM Minitrack in the International HICSS Conference and is currently the Australia-Pacific editor for Teradata University Network - the leading world-wide community of industry practitioners, thought leaders, academics and their students in the area of Business Intelligence (BI).

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