BPM NEWSLETTER

IS YOUR BPM 2015 PAPER READY?

The deadline for regular BPM 2015 papers is in sight ! **Abstracts** should be submitted before **March 8th** and the deadline for the corresponding **full papers** is **March 15th** 2015. If you miss the deadline, consider sending your latest work to one of the **8 BPM workshops**.

BPM 2015 will take place in **Innsbruck**, Austria, in the midst of Tyrol's breathtaking scenery and stunning mountains. This university town, with a strong record of aca-demic excellence and a vibrant student scene, combines tradition and splendor with modern facilities and attractions. Innsbruck is an ideal location for hosting the BPM 2015 conference. **So make sure to not miss the deadlines!**

The annual BPM conference is the leading forum for researchers, practitioners, developers and users in the field of Business Proces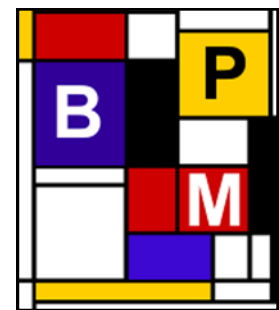s Management (BPM). The conference covers all as-pects of BPM research and practice, including theory, applications, management and technology of BPM, and engages the most renowned representatives of the BPM community world-wide in talks, tutorials, and scientific discussions.

BPM as a research field and as an industry practice has significantly matured and increased its span, but is also facing new and unprecedented challenges such as a need to foster **true innovation** rather than improvement, to make use of big data opportunities and to account for processes that are increasingly adaptive, flexible and generative rather than structured, formalized and stable.

These new topics add to existing areas of interest and relevance to BPM research and industry. They also attest to an increasingly interdisciplinary nature of BPM research.

See **http://bpm2015.q-e.at/** for the latest news on the program and for submission guidelines.

See you in Innsbruck !!

Business
Process
Management

BPM 2015 Innsbruck, Austria
August 31 - September 3, 2015

- **BPM 2015 Work-shops**
- **Keynotes BPM 2015 announced**
- **Trend: MOOCs in BPM**
- **Special issue of BISE on BPM Use Cases**
- **Interview with Donna Stewart from Suncorp**
- **Did you know that ...**
- **News from the community**

BPM 2015 - CALL FOR RESEARCH PAPERS

In line with the emergent opportunities and challenges, BPM 2015 explicitly encourages papers that report on research in emerging BPM areas and novel applications of BPM concepts, as well as interdisciplinary BPM research that connects to Operations Research, Management Science, Artificial Intelligence, Cloud Computing, Sensor Technologies and others. To foster such submissions, BPM 2015 will include two new thematic areas, **"BPM in a broader context"** and **"Emerging areas of BPM".** As in previous editions, the BPM conference continues to welcome research papers on traditional BPM topics such as modelling, analysis, improvement, and execution.

Besides regular research papers, authors may submit **industry papers,** clearly marked as such. All authors of an industry paper submission *must be* from industry or industrial research labs (none of authors can be from an academic institute or a university). An industry paper reports on work within the broad topics of interests to BPM conference but is focused on practice, typically studying requirements imposed by current practice, reporting new problems, or experience on the deployment of methods, solutions, tools or systems in practice. Similar to research papers, industry submissions will be reviewed by multiple PC members including representatives from industry and industrial research labs, and are required to meet the same high quality standards for novelty, technical quality, clarity of the contribution and presentation, and relevance to the topics of interest in BPM community.

Thematic areas in which contributions are sought include, but are not limited to, those listed below. Submissions may fit more than one category, however, corresponding authors will be asked to

The annual BPM conference is the leading forum for researchers, practitioners, developers and users in the field of Business Process Management (BPM) to explore and exchange knowledge on BPM.

nominate one primary category for submission. As previously, each major topic is championed by senior PC members, who will promote the topic and lead the review processes taking into consideration specific characteristics of the particular thematic area.

The thematic areas are:

BPM in a broader context: the intersection of BPM and other disciplines with topic champions: Avigdor Gal, Roel Wieringa, Mathias Weske
  * Decision management and BPM
  * Event handling and BPM
  * BPM and enterprise architecture
  * BPM and auditing
  * Automated planning in BPM
  * Sensor technologies and BPM
  * Scientific workflows and BPM
  * Software process management
  * Security and Risk Management
  * Operations research for business processes
  * BPM in healthcare and the medical context

Emerging areas of BPM with topic champions: Florian Daniel, Akhil Kumar, Farouk Toumani
  * BPM in and for the Cloud
  * BPM with and for the Crowd
  * Social BPM
  * User-centric aspects of BPM
  * Human-centric processes
  * Processes in the Internet of Things
  * Mobile processes
  * Collective adaptive processes

Management and applications of BPM with topic champions: Jan vom Brocke, Hajo Reijers, Michael Rosemann
  * Business process lifecycle management
  * Relationship between strategy and processes
  * Business transformation and CM

  * Success factors and measures in BPM
  * BPM governance and compliance management
  * BPM maturity
  * Adoption and Practice of BPM
  * Customer process management
  * Design-led process innovation

Process execution and data management with topic champions: Boudewijn van Dongen, Marlon Dumas, Michael zur Muehlen, Stefanie Rinderle-Ma
  * Process-oriented and service-oriented software architectures
  * Business process management systems
  * Resource management in business process execution
  * Managing process execution data
  * Process monitoring and performance measurement
  * Adaptive and context-aware process execution
  * Process mining
  * Analytics and visualization of big process data
  * Process data warehousing
  * (Adaptive) Case management
  * Data and event streams in business processes
  * Data integration and data quality in business processes

Fundamentals and theory of processes with topic champions: Jörg Desel, Marcello La Rosa, Pnina Soffer, Jianwen Su
  * Foundations of business processes and process models
  * Process description and analysis methods and formalisms
  * Algorithms for the analysis of processes
  * Reference process models
  * Foundation of process design and synthesis
  * Artefact-centric processes
  * Process architectures
  * Variability and configuration of processes
  * Managing process collections and repositories

Submit via http://www.easychair.org/conferences/?conf=bpm2015. See http://bpm2015.q-e.at/ for instructions.

BPM 2015 WORKSHOPS

The 13th conference in the field of Business Process Management (BPM 2015) will be complemented by several workshops. The following workshops will take place in conjunction with BPM 2015:

- 4th International Workshop on Adaptive Case Management and other Non-workflow Approaches to BPM (AdaptiveCM'15)
- International Workshop on Process Engineering (IWPE'15)
- 4th Workshop on Data- & Artifact-centric BPM (DAB'15)
- 11th International Workshop on Business Process Intelligence (BPI'15)
- 3rd International Workshop on Business Process Management Above and Below the Clouds (BPMC'15)
- 4th International Workshop on the Theory and Application of Visualizations and Human-Centric Aspects in Processes (TAProViz'15)
- 8th Workshop on Social and Human Aspects of Business Process Management (BPMS2'15)
- International Workshop on Decision Mining & Modeling for Business Processes (DeMiMoP'15)

If the deadlines for the conference are to early or if you want to present research in progress, please use the opportunity to submit a paper to one of the workshops.

See http://bpm2015.q-e.at/call-for-contributions/workshops/ for the websites of the individual workshops.
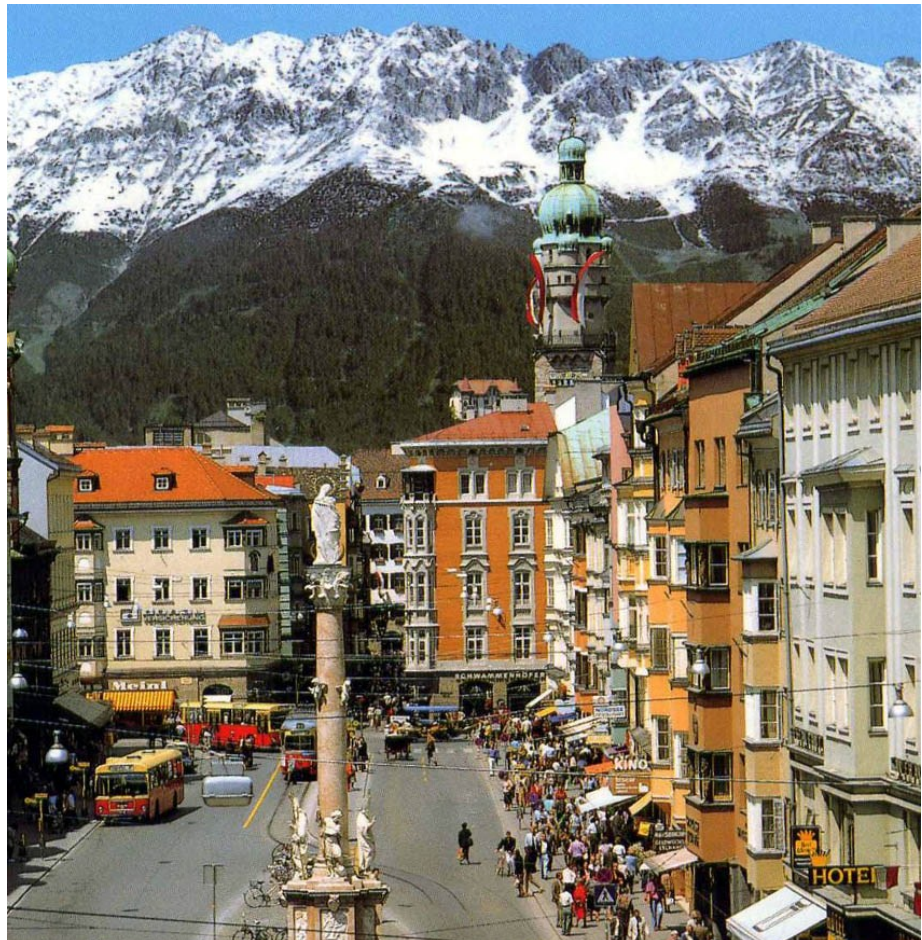
Deadlines:
- Abstract - 22 May 2015
- Full text - 29 May 2015
- Notification to Authors - 29 June
- Camera-ready - 20 July

Workshop Chairs: Manfred Reichert (University of Ulm) and Hajo Reijers (VU University Amsterdam & Eindhoven University of Technology).

EMISA 2015 CO-LOCATED WITH BPM 2015 CONFERENCE

The German Computer Science Society and its **Special Interest Group on Development Methods for Information Systems and their Application (GI-SIG EMISA)** will co-locate its annual meeting with the BPM 2015 conference. GI-SIG EMISA will further organize the **6th International Workshop on Enterprise Modelling and Information Systems Architectures (EMISA'15)** from 3 to 4 September 2015 in Innsbruck.

EMISA 2015 is the sixth international workshop in a series that provides a key forum for researchers and practitioners in the fields of enterprise modeling and the design of information system architectures. The workshop series emphasizes a holistic view on these fields, fostering integrated approaches that address and relate business processes, business people and information technology.

INTERVIEW WITH DONNA STEWART, EXECUTIVE MANAGER OF SUNCORP COMMERCIAL INSURANCE DIVISION

In 2012, a team led by Arthur ter Hofstede at the **Queensland University of Technology** used process mining to help **Suncorp, Australia's largest insurer**, find the root causes behind the low efficiency of their commercial claims handling processes. Here is an extract of the interview that **Marcello La Rosa** did with **Donna Stewart**, Executive Manager of Suncorp Commercial Insurance division.

M: "What type of results did you get [through this project]?"

D: "One of the measures of success is the speed with which we can resolve insurance claims. And what I was finding was that the smallest insurance claims were taking too long for us to settle. That means that our customers were not getting the best service they should be getting. And since we constantly want to be better than our competitors, we weren't meeting one of [our business] goals. So, what I asked QUT for help with was to understand why those smaller insurance claims were taking longer than they seemed they should have taken. What QUT was able to do was to access our data and actually mine into more than 100 000 examples of these smaller claims, and tell us exactly what was happening with those claims. That's just something you would not be able to do, even if you decided to do some random sampling."

M: "How did you use these results?"

D: "The process mining was fantastic. It actually showed us visually what was happening with those insurance claims, which was actually what was happening to our customers, and that they were getting stuck in loops. And, what we were able to work out from the process mining was the cause of those loops, and to be able to redesign our process to take that away.

We started with the pilot and we intended to pilot and then analyze our results, but the outcome, very very quickly, became so obvious that we transitioned straight from pilot into production. And so the benefit has been that our smaller claims have gone from taking on average maybe from 30 to 60 days to finalize, to most of them being [settled] on the same day, and a maximum of maybe 3 to 4 days. That's a huge customer benefit!
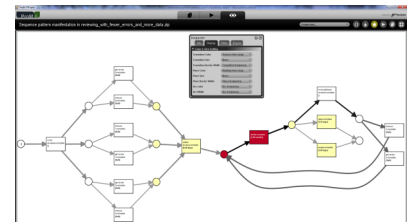
And the other benefit is that, from a cost-management point of view, we are not spending our resource efforts managing things that are in loops and touching things again and again in loops. Like all business-es, we have to try to take costs out of our business. It frees up that effort to be able to redirect that into more complex work, more meaningful work, where there is a return on the effort for that. So it's been a successful outcome from the point of view of improved customer experience, and also better management of our resources and where they're spending their time, which could also translate into taking that cost out of your business, or redirecting that cost.

The next step was to actually take that process, because we had simplified it so much, and to offshore that, which took another layer of cost out of our business and also allowed us to even speed it up more. We now have service levels of a couple of hours around those processes."

The complete interview can be found at:
http://youtu.be/_UUiwkBMn7g.

Old City of Innsbruck with the Golden Roof

ABOUT INNSBRUCK: DID YOU KNOW THAT ...?

BPM 2015 will take place in **Innsbruck**, Austria, in the midst of Tyrol's breathtaking scenery and stunning mountains. This beautiful university town, with a strong record of academic excellence and a vibrant student scene, combines tradition and splendor with modern facilities and attractions. We hope you will join us in this international conference and Olympic city to help shape the BPM methods and technologies of the future.

Some interesting facts about Innsbruck and the region of Tyrol collected by **general chair Barbara Weber**:

- Innsbruck has more than 30.000 students and an overall population of 120.00

- the name Innsbruck is derived from the river Inn and the antique word "bruck" and means "the bridge over the Inn"

- Innsbruck is the only city in the world along with London to have hosted the Olympic games three times – the Winter Olympics in 1964 and 1976 and the Winter Youth Olympics, held for the first time in 2012

- Tyrol as a major tourist region accounts for more than 44 million overnight stays / year

- Innsbruck rests in a valley deeper than the grand canyon

- in winter you can go skiing during lunch break from downtown

- within an hour you can reach a glacier to ski on even during summer

- Innsbruck has a spectacular Via Ferrata (called Innsbrucker Klettersteig) across the mountain tops, just high above the city

- the earliest traces of inhabitation date back to the early Stone Age

- lies at the bottom of the lowest crossing of the central alps (Brenner Pass); the road across this pass dates back to the Roman Empire

See you in Innsbruck!

Innsbruck rests in a valley deeper than the grand canyon

UPDATE FROM THE BPM 2015 PC CHAIRS
HAMID MOTAHARI, JAN RECKER, MATTHIAS WEIDLICH

Happy New Year! After what was hopefully a refreshing and successful start into 2015, we are now in full gear towards BPM2015. Paper submission deadlines are in just over one month time, so if you haven't started writing yet, now is the time!

Keynote Speakers

It gives us great pleasure to announce that we attracted three high-profile keynote speakers for BPM2015. As is customary, we sought to find inspiring talks from within the community, outside of the community, and from industry. Below we proudly introduce our three speakers.

Munindar P. Singh

Prof., North Carolina State University

Munindar P. Singh is a professor in the Department of Computer Science at North Carolina State University. Munindar's research interests include service-oriented computing, security, and social computing. Munindar is the editor-in-chief of ACM Transactions on Internet Technology; from 1999 to 2002, he was the editor-in-chief of IEEE Internet Computing. His other current or recent editorial activities include membership on the editorial boards of IEEE Internet Computing, Journal of Autonomous Agents and Multiagent Systems, IEEE Transactions on Services Computing,

ACM Transactions on Intelligent Systems and Technology, the Journal of Artificial Intelligence Research, and the Journal of Trust Management.

Gustavo Ignacio Gomez

CEO, Bizagi

Gustavo Gómez is an entrepreneur who loves solving problems. Equipped with a degree in Computer Science, Gustavo pursued a career in software engineering in Europe and Colombia. In 1989 he founded Bizagi, short for business agility. Despite running a global business, Gustavo's passion for delighting customers hasn't changed. Those around him admire his accessibility and hands-on approach, demonstrated through his daily customer interactions, involvement with product improvements, and strategic thinking. Gustavo remains the embodiment of Bizagi's values of integrity, honesty, and commitment to exceptional service.

Marlon Dumas

Professor, The University of Tartu

Marlon Dumas is Professor of Software Engineering at University of Tartu, Estonia. Prior to this appointment he was faculty member at Queensland University of Technology and visiting researcher at SAP Research, Australia. His research interests span across the fields of software engineering, information systems and business process management. His ongoing work focuses on combining data mining and formal methods for analysis and monitoring of business processes. He is co-recipient of three best paper awards at international conferences (ETAPS'2006, BPM'2010, BPM'2013), three best student paper awards with his PhD students (EEE'2005, CEC'2009, BPM'2014) and a ten-years most influential paper award at the MODELS'2011 conference. He is also co-inventor of six granted patents and co-author of the textbook "Fundamentals of Business Process Management", now used in more than 100 universities worldwide.

We are confident that the keynote speaker will add thought-stimulating, critical as well as inspiring viewpoints to our conference and we are grateful that we were able to secure these excellent individuals as cornerstones of our scientific program.

HELP US TO PROMOTE BPM 2015!

As you know, we are working diligently to opening the BPM community and attracting contributions from related research fields. We are hoping that these efforts culminate in a high-quality and diverse conference program – and also a broad and rich set of paper submissions!

To help us increase the span of the BPM conference, we are asking for your assistance in promoting the conference beyond its typical audience, and reaching out to other research disciplines, forums and communities. As usual, we have our CFP available to be sent to different lists and forums; we also have the web page and twitter account up-to-date. Please link to the BPM 2015 website, **http://bpm2015.q-e.at**, from your academic web pages and follow **@BPMConf** on Twitter! Beyond these measures, we also ask all members of the community to invite others by all means possible – through your email signatures, by word-of-mouth, at affiliated events and so forth. Our joint KPI will be both the number and diversity of paper submissions and we are all excited about reaching new heights!

BPM 2015 SHEPHERDING PROGRAM

You may have seen a number of emails and tweets in recent weeks about our **first-time submitters' shepherding program**. We want to encourage and support first-time authors of BPM papers by offering pre-submission feedback from our experienced PC members to help shape the submission to its possible state. With the submission deadline being only 6 weeks away, now is the time to gather feedback on presentation, structure, and positioning of the planned paper. Interested candidates should contact us at bpm2015@easychair.org by **6th of February, 2015**.

13th International Conference on Business Process Management

Innsbruck, Austria
Aug 31 - Sep 3, 2015

Call for Papers

Supported by

Over the past decade, the BPM conference has built its reputation by showcasing leading-edge research of the highest quality together with talks, tutorials and discussions by the most renown thought leaders and innovators in the field.

BPM as a research field and as an industry practice has significantly matured and increased its span, but is also facing new and unprecedented challenges such as a need to foster true innovation rather than improvement, to make use of big data opportunities and to account for processes that are increasingly adaptive, flexible and generative rather than structured, formalized and stable.

In 2015, the BPM conference will continue to welcome research papers on traditional BPM topics such as modelling, improvement, execution and mining. In addition, in line with the emergent opportunities and challenges, BPM 2015 explicitly encourages papers that report on research in emerging BPM areas and novel applications of BPM technologies, as well as interdisciplinary BPM research. Thematic areas in which contributions are sought include, but are not limited to, those listed below.

* BPM in a broader context: the intersection of BPM and other disciplines
* Emerging areas of BPM
* Fundamentals and theory of process modelling
* Management and applications of BPM in practice
* Process execution and data management

Important Dates

Abstract submission: 8 March 2015
Full papers submission: 15 March 2015
Notifications: 15 May 2015

Workshops: 31 August 2015
Conference: 1-3 September 2015
Doctoral Consortium: 30 August 2015

Conference Committee

General Chair
    Barbara Weber, University of Innsbruck
Program Chairs
    Hamid Motahari, IBM Research San Jose
    Jan Recker, Queensland Univ. of Technology
    Matthias Weidlich, Imperial College London
Industry Chairs
    Jan Mendling, WU Vienna
    Jan vom Brocke, University of Liechtenstein
Workshop Chairs
    Manfred Reichert, University of Ulm
    Hajo Reijers, VU University Amsterdam
Demo Chairs
    Florian Daniel, University of Trento
    Stefan Zugal, University of Innsbruck

Tutorial and Panel Chairs
    Jakob Pinggera, University of Innsbruck
    Pnina Soffer, University of Haifa
Doctoral Consortium Chairs
    Stefanie Rinderle-Ma, University of Vienna
    Mathias Weske, University of Potsdam
Local Organization Chairs
    Cornelia Haisjackl, University of Innsbruck
    Ilona Zaremba, University of Innsbruck
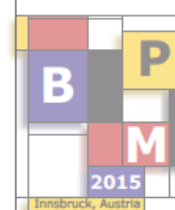*Publicity Chairs*
    Amin Beheshti, University of New South Wales
    Henrik Leopold, WU Vienna
    Lucinea Thom, Univ. Federal do Rio Grande do Sul
    Lijie Wen, Tshingua University
    Michael zur Muehlen, Stevens Inst. of Technology

http://bpm2015.q-e.at/

universität innsbruck

bizagi
Model • Build • Run

SIGNAVIO
collaborative process design

DCR
myXflowmetrics

INNS'BRUCK

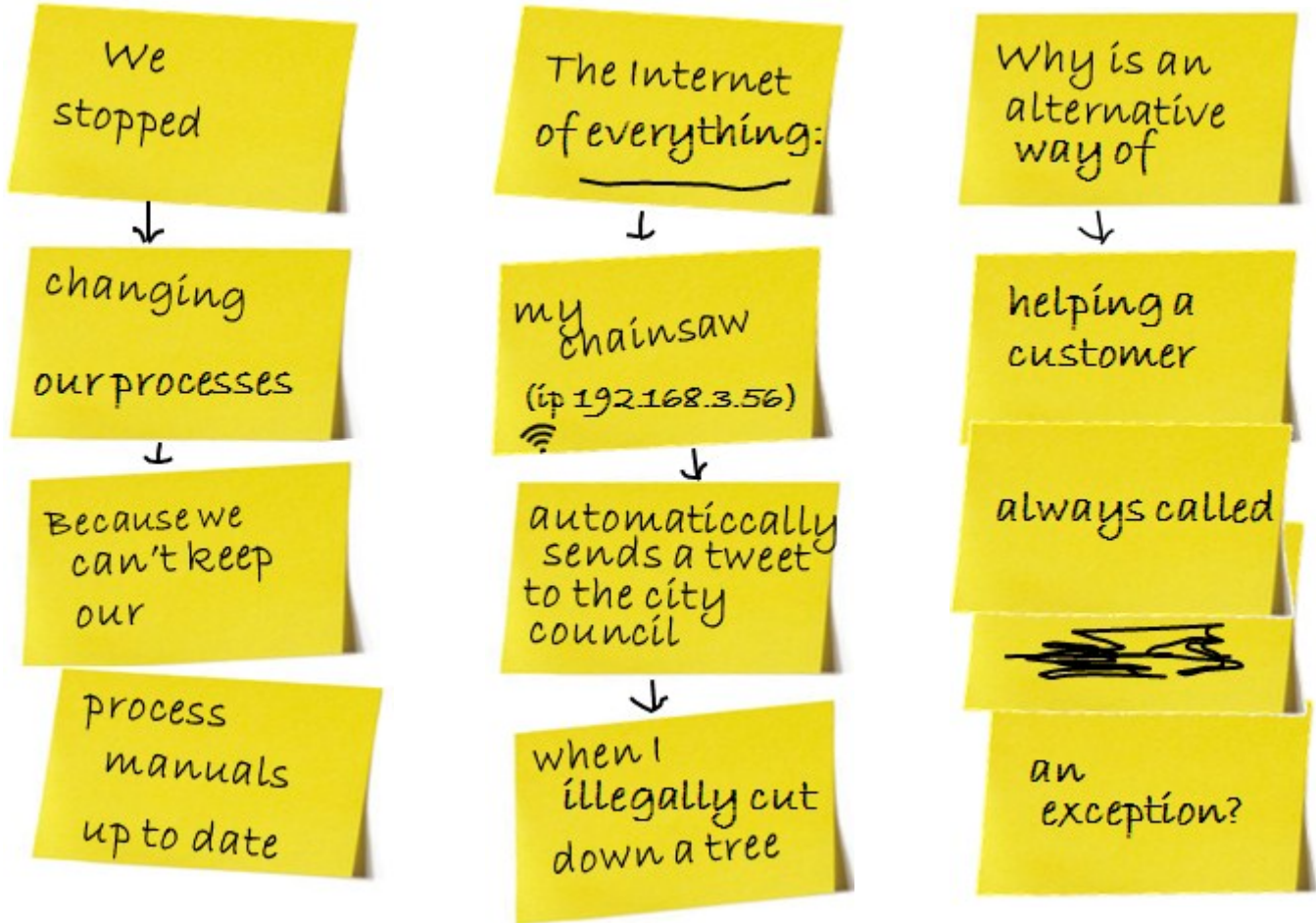Lecture Notes in Computer Science
LNCS · LNAI · LNBI

PROCESJE: ANOTHER PLAYFUL VIEW ON BPM

Inspired by the "daily astonishment in the BPM world", an anonymous Dutch BPM practitioner started to make 'procesjes' (little processes) to reflect on BPM trends in a playful manner. This page shows again some example 'procesjes'. If you want to see more funny BPM posts, please visit **Procesje.nl** or follow **@Procesje** (occasionally also in English) on twitter.

"Procesje" reports on the irrational behavior of organizations and people thus putting BPM technology in perspective.

We stopped
↓
changing
our processes
↓
Because we can't keep our
process manuals up to date

The Internet of everything:
↓
my chainsaw
(ip 192.168.3.56)
↓
automaticcally sends a tweet to the city council
↓
when I illegally cut down a tree

Why is an alternative way of
↓
helping a customer
always called
an exception?

UPCOMING MOOC "FUNDAMENTALS OF BPM"

Marlon Dumas and Marcello La Rosa have started recording a **Massive Open Online Course (MOOC)** based on the textbook "**Fundamentals of Business Process Management**", co-authored with Jan Mendling and Hajo Reijers. The MOOC is expected to go live during the second half of the year via QUT's MOOC platform:

http://moocs.qut.edu.au/

BEST PROCESS MINING DISSERTATION AWARD

The **Best Process Mining Dissertation Award** is awarded by the IEEE Task Force on Process Mining to an outstanding PhD thesis focused on the area of business process intelligence. The award is dedicated to works contributing to research in the area of business process intelligence and/or the innovative use of process mining techniques for solving practically relevant problems.

PhD theses on Business Process Intelligence that have been defended (and the PhD title been awarded) between 1 Jan 2013 and 31 Dec 2014 can be nominated until 1st May 2015. See http://tinyurl.com/pm-phd-award for details.

The 2015 award will be conferred during the meeting of the IEEE Task Force on Process Mining, which will take place on 31 August 2015 in Innsbruck, Austria, as part of BPM 2015. In 2014, the award was conferred to Andrea Burattin, for his thesis titled "Applicability of Process Mining Techniques in Business Environments".

Marlon Dumas and Marcello La Rosa while recording their BPM MOOC.

Over 41.500 people participated in the MOOC Process Mining: Data Science in Action

Process Mining
Data Science in Action
https://www.coursera.org/course/procmin

TREND: MORE MOOCS IN BPM

A new trend in teaching BPM is emerging: the creation of **Massive Open Online Courses (MOOCs)** that can be followed via the internet.

The MOOC by Mathias Weske and his team at HPI Potsdam developed the **first MOOC on BPM** in 2013. From about 8600 participants more than 2600

passed the exam and were awarded an openHPI certificate.

The MOOC **Process Mining: Data Science in Action** followed in 2014 and attracted **41.778 participants**! The course is based on Wil van der Aalst's process mining book and used the Coursera platform. It will run again in

April 2015 (see Coursera platform).

A MOOC based on the textbook "**Fundamentals of Business Process Management**" will run later in 2015 using QUT's platform.

Each of the three MOOC's mentioned is supported by a corresponding Springer book.

SPECIAL ISSUE OF BISE ON BPM USE CASES

The deadline for the special issue of the BISE (Business & Information Systems Engineering) journal on **"BPM Use Cases: Structuring the Business Process Management discipline"** is **March 1st**.

The special issue of the BISE aims to attract original contributions that can be seen as complementary or that pro-

vide alternative or more specific sets of BPM Use Cases. Authors should not feel restricted by the initial set of 20 BPM Use Cases. Rather, it is important that the contributions are innovative and rigorous. For example, empirical studies analyzing BPM approaches, literature or tools in a systematic way are welcomed.

Any ideas on structuring the BPM discipline? Submit you paper before March 1st!
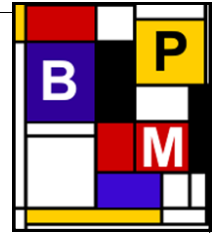
See the call for papers for more details:

http://www.bise-journal.com/?p=957

Visit
bpm-conference.org

The goal of this newsletter is to further strengthen the BPM community that has been formed over the last decade. The newsletter appears twice per year. Input for the next newsletter is welcome (e.g. activities related to the BPM conference, interviews, contests, new datasets, tools, etc.).

EVENTS AND ACTIVITIES OF THE COMMUNITY

The **International Conference on Software and Systems Processes (ICSSP'2015)** will be held in Tallinn, Estonia the week before BPM. The conference welcomes submissions related to BPM, particularly submissions that bridge across systems, software and business processes. Conference web page: http://www.icsp-conferences.org/icssp2015/.

The workshop **Algorithms & Theories for the Analysis of Event Data (ATAED'2015)** is a satellite event of both Petri nets 2015 and ACSD 2015. The workshop aims to attract papers related to Process Mining, Region Theory and other synthesis techniques. The deadline for papers is **May 10th, 2015**. The workshop is supported by the IEEE Task Force on Process Mining.

The 14th **International Conference on Business Informatics Research (BIR)** will be held in Tartu, Estonia, immediately before BPM'2015. The conference is an established forum for business informatics researchers in Northern and Eastern Europe. Cross-disciplinary submissions bridging across management and engineering aspects of business informatics are particularly welcome. Conference web site: http://bir2015.cs.ut.ee/.

The Fifth **International Business Process Intelligence Challenge (BPIC'15)**, co-located with BPM 2015, will start soon. In this challenge, participants are provided with a real-life event log, and are asked to analyze these data using whatever techniques available, focusing on one or more of the process owner's questions or proving other unique insights into the process captured in the event log. **Participants are encouraged to use any tools, techniques, methods at their disposal.** There is no need to restrict to open-source tools, and propriatary tools as well as techniques developed or implemented specifically for this challenge are welcome. The winner will be announced at the BPI Workshop on August 31st 2015. See http://www.win.tue.nl/bpi/2015/challenge for details.

To encourage and support researchers from communities related to BPM, this year, there is a presubmission **shepherding program** for first-time submitters to BPM (none of prospectus authors may have ever published at BPM). The goal is that **first-time submitters get the opportunity to receive feedback on the draft of the paper before the actual BPM submission deadline**. This process is intended to be lightweight up to two rounds of reviews. See http://bpm2015.q-e.at for more information. The deadline is February 6th.

This year's **Asia-Pacific Conference on Business Process Management** 2015 (APBPM'15) will take place in Busan, Korea. See www.ap-bpm.org.