

IT-enabled business process management

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The growth of Internet technology is changing the face of business process management. This special issue includes three papers from the Workshop on Business Process and Services (BPS12). The purpose of this workshop is to provide a venue for business process management and business service automation discussions. The first paper, authored by Ilia Bider and Amin Jalali, presents an agile approach useful in the development of business process. By utilizing a range of insights drawn from the field of software development, the agile approach combines processes associated with manufacturing and the supporting IT-system design. The article also discusses the tools that can be used to facilitate the agile approach in the context of agile business process development (ABPD). The article concludes by identifying the areas of applicability of ABPD.

The second paper, by Amit V. Deokar and Surendra Sarnikar, describes a content analysis conducted on previous successful health project reports to identify factors pertinent to changing the process of electronic health record (EHR) implementation. The study presents relevant coding schemes and uncovers several key factors that could provide guidance to future EHR implementations.

The third paper, authored by Yuecheng Yu, Alexander Pelaez, and Karl R. Lang, presents an experimental approach for evaluating the performance outcomes from a variety of business process designs. Using the design of an online platform as an example, it demonstrates how design science principles and the experimental

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economics approach can be combined in business process design. The aim is to provide a cost-effective approach to gauge potential “real world” outcomes from business process design.