# Decision and Process Intelligence for Services

Jan Vanthienen

**Abstract** To meet the needs of customers in services, intelligent decision procedures need to be installed and service processes need to be monitored closely. Research in these areas offers some very promising opportunities.

This keynote shows how decision services can be modeled in a straightforward way and flexibly implemented in the service process while maintaining its agility. Moreover, analyzing the processes using process intelligence enables to check and improve the processes and the decisions, such as to advance their effectiveness and efficiency for services.

**Keywords** Intelligent decision • Service processes • Process intelligence

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