

# **Communication and Coordination in Business Processes**

## **An International Workshop**

<http://www.vits.org/ccbp2005>

### **Background**

Even if some management fads, like business process reengineering, may be seen as outdated in the year of 2004, process orientation seems to be here to stay. Almost every organisation describes its activities nowadays in terms of business processes. The industrial view of business processes as a refinement of raw material into finished products has been challenged as the only possible perspective on business processes. The significance of communication and coordination in business processes has been emphasised in many theoretical and practical approaches. In order to develop information systems for business process it is necessary to describe and evaluate coordination and communication. This research workshop is devoted to issues of communication and coordination in business processes: How to coordinate work between and within organisations. The role of information technology in coordination of business processes. How to model, evaluate and (re)design business processes. What infrastructures are needed for communication and coordination in business processes?

Besides these evident practical issues there are other issues of more conceptual and theoretical character which must be addressed like: How is the concepts of communication and coordination related to each other? What is coordinated in business processes? What is the role of human beings vs information technology in business processes?

### **Scope and related activity**

This is a one-day international research workshop. It is co-located with the 10th LAP Conference (The Language-Action Perspective on Communication Modelling). Confer <http://www.vits.org/lap2005> for details. This workshop touches upon issues also treated at the LAP conference. In relation to the LAP conference, this workshop is broader in theoretical orientation, but narrower in scope. The workshop accepts a great variety of theoretical orientations to communication and coordination in business processes, not only LAP-based approaches. The workshop has a more limited scope than LAP. Issues of business processes are to be addressed at the workshop.

### **Topics**

This is a list of possible topics that may be addressed at the workshop. Other related topics are also welcome.

- Inter-organisational coordination in business processes
- Intra-organisational coordination in business processes
- IT as a communication instrument in business processes
- Different coordination mechanisms in business processes

- Modelling of business processes
- Business process evaluation
- Evolution vs design of business processes
- Generic models of business processes
- Infrastructures for communication and coordination in business processes
- Roles of human agents vs software agents in business processes
- Collaboration vs conflict in business process coordination
- Coordination of communication
- Communication in coordination
- Communication theories
- Coordination theories
- Business process theories
- How to research communication and coordination in business processes

## Location

The workshop will take place in Lapland in the north of Sweden on 22 June 2005. It will take place just before midsummer when it is constant daylight in this part of the world. The conference site will be Kiruna – a small city although the largest one in this part of northern Sweden. There are mountains around, not extremely high, but the wilderness landscape with mountains, lakes and rivers is extraordinary.

More information at [http://www.lapland.se/index\\_eng.html](http://www.lapland.se/index_eng.html), <http://kiruna.se/> and <http://www.abisko.nu/vinter/english/english.asp>.

The research workshop on *Coordination and Communication in Business Processes* will be preceded by the 10th LAP Conference (The Language-Action Perspective on Communication Modelling). The LAP conference will take place in Kiruna on 19-20 June 2005. On the 21<sup>st</sup> of June there will be a possibility for those interested to explore the lap landscape on an excursion.

## Submission

We invite you to submit a paper to the research workshop Communication and Coordination in Business Processes. Submissions are limited to 15 pages, single-spaced. We accept also shorter position papers. Submissions should be sent electronically in Word or PDF format to Karin Axelsson ([karax@ida.liu.se](mailto:karax@ida.liu.se)).

Enquiries can be addressed to Göran Goldkuhl ([ggo@ida.liu.se](mailto:ggo@ida.liu.se))

## Dates

Submission of papers	22 March 2005
Notification of acceptance	27 April 2005
Submission of final version	13 May 2005
The workshop	22 June 2005
LAP Conference	19-20 June 2005

## **Publication**

Papers for the workshop will be published in Workshop Proceedings. The papers will also be available at the workshop website. A selection of papers will also be published in the journal Systems, Signs & Actions ([www.sysisac.org](http://www.sysisac.org)).

## **Program Committee**

Program co-chairs:

Göran Goldkuhl, Linköping University, Sweden  
Rodney Clarke, University of Staffordshire, UK

PC members:

Mark Aakhus, St Rutgers University, USA  
Pär Ågerfalk, University of Limerick, Ireland  
Peter Bogh Andersen, Aarhus university, Denmark  
Karin Axelsson, Linköping University, Sweden  
Mikael Lind, University College of Borås, Sweden  
Kecheng Liu, University of Reading, UK  
Markku Nurminen, Turku university, Finland

More members of the program committee to be announced.

## **Organisation committee**

Organisation chair: Mikael Lind, University College of Borås, Sweden ([mikael.lind@hb.se](mailto:mikael.lind@hb.se))

Karin Axelsson, Linköping University, Sweden  
Göran Goldkuhl, Linköping University, Sweden  
Sandra Haraldson, University College of Borås, Sweden