
by Michael zur Muehlen

DESCRIPTION:
Workflow-based Process Controlling Systems provide companies with the ability to measure the operational performance of their business processes in a timely and accurate fashion. The combination of workflow audit trails with data warehouse technology and operational business data allows for complex analyses that can support managers in their assessment of an organization's performance. The increasing maturity of business process management and data warehouse systems enables the design and development of advanced process-oriented management information systems. Michael zur Muehlen discusses the integration of workflow audit trail data with existing data warehouse structures and develops a reference architecture for process-oriented management information systems. Starting with an organizational and technical analysis of process organizations, this book provides a comprehensive documentation of business process management, workflow technology, and existing standardization efforts. The proposed reference architecture is validated in an industry context. A prototypical implementation of the reference architecture and its integration with a commercial business process management system are demonstrated as well. This book is directed at both practitioners and academics in the fields of business process management, management accounting, and information systems research.