

Amy Van Looy Social Media Management Link Springer

Do video games cause violent, aggressive behavior? Can online games help us learn? When it comes to video games, these are often the types of questions raised by popular media, policy makers, scholars, and the general public. In this collection, international experts review the latest research findings in the field of digital game studies and weigh in on the actual physical, social, and psychological effects of video games. Taking a broad view of the industry from the moral panic of its early days up to recent controversies surrounding games like Grand Theft Auto, contributors explore the effects of games through a range of topics including health hazards/benefits, education, violence and aggression, addiction, cognitive performance, and gaming communities. Interdisciplinary and accessibly written, *The Video Game Debate* reveals that the arguments surrounding the game industry are far from black and white, and opens the door to richer conversation and debate amongst students, policy makers, and scholars alike.

The Asia SME Finance Monitor 2014 is the knowledge sharing product on small and medium-sized enterprises (SMEs) in Asia and the Pacific, specially focusing on SME access to finance. This publication reviews various country aspects of SME finance covering the banking sector, nonbank sector, and capital markets. It is expected to support evidence-based policy making and regulations on SME finance in the region.

From a leading figure in comparative literature, a major new survey of the field that points the way forward for a discipline undergoing rapid changes. Literary studies are being transformed today by the expansive and disruptive forces of globalization. More works than ever circulate worldwide in English and in translation, and even national traditions are increasingly seen in transnational terms. To encompass this expanding literary universe, scholars and teachers need to expand their linguistic and cultural resources, rethink their methods and training, and reconceive the place of literature and criticism in the world. In *Comparing the Literatures*, David Damrosch integrates comparative, postcolonial, and world-literary perspectives to offer a comprehensive overview of comparative studies and its prospects in a time of great upheaval and great opportunity. *Comparing the Literatures* looks both at institutional forces and at key episodes in the life and work of comparatists who have struggled to define and redefine the terms of literary analysis over the past two centuries, from Johann Gottfried Herder and Germaine de Staël to Edward Said, Gayatri Spivak, Franco Moretti, and Emily Apter. With literary examples ranging from Ovid and Kafka to James Joyce, Yoko Tawada, and the internet artists Young-Hae Chang Heavy Industries, Damrosch shows how the main strands of comparison—philology, literary theory, colonial and postcolonial studies, and the study of world literature—have long been intertwined. A deeper understanding of comparative literature's achievements, persistent contradictions, and even failures can help

comparatists in literature and other fields develop creative responses to today's most important questions and debates. Amid a multitude of challenges and new possibilities for comparative literature, *Comparing the Literatures* provides an important road map for the discipline's revitalization.

Organisations face many challenges, which induce them to perform better, and thus to establish mature (or excellent) business processes. As they now face globalisation, higher competitiveness, demanding customers, growing IT possibilities, compliancy rules etc., business process maturity models (BPMMs) have been introduced to help organisations gradually assess and improve their business processes (e.g. CMMI or OMG-BPMM). In fact, there are now so many BPMMs to choose from that organisations risk selecting one that does not fit their needs or one of substandard quality. This book presents a study that distinguishes process management from process orientation so as to arrive at a common understanding. It also includes a classification study to identify the capability areas and maturity types of 69 existing BPMMs, in order to strengthen the basis of available BPMMs. Lastly it presents a selection study to identify criteria for choosing one BPMM from the broad selection, which produced a free online selection tool, BPMM Smart-Selector.

This is a diverse collection on the role and function of community in the contemporary practice of electronic literature, with ten essays by thirteen leading authors, providing wide-ranging perspectives and approaches. The collection offers historical narratives of institutions in the field, examples of how particular platforms or genres can inspire community, and stories of how ad hoc communities can form around specific creative projects. These case studies are histories of creative affiliations in electronic literature--snapshots of consensus-based communities in their process of formation--and offer a starting point for broader theoretical analyses of network-based creative community.

The aim of this book is to collect and to cluster research areas in the field of serious games and entertainment computing. It provides an introduction and gives guidance for the next generation of researchers in this field. The 18 papers presented in this volume, together with an introduction, are the outcome of a GI-Dagstuhl seminar which was held at Schloß Dagstuhl in July 2015.

The World Report on Disability suggests more than a billion people totally experience disability. They generally have poorer health, lower education and fewer economic opportunities and higher rates of poverty than people without disabilities. This report provides the best available evidence about what works to overcome barriers to better care and services.

Becoming an Organizational Scholar: Navigating the Academic Odyssey covers reflective, personal stories of prolific, top scholars under the age of 45, with academic success gained across 17 different European and North and South American countries at 31 higher education institutions. The editors present the idea of a unique or authentic scholar, presenting an overview of academic success factors and common career development obstacles while offering

possible coping mechanisms.

This enzymology textbook for graduate and advanced undergraduate students covers the syllabi of most universities where this subject is regularly taught. It focuses on the synchrony between the two broad mechanistic facets of enzymology: the chemical and the kinetic, and also highlights the synergy between enzyme structure and mechanism. Designed for self-study, it explains how to plan enzyme experiments and subsequently analyze the data collected. The book is divided into five major sections: 1] Introduction to enzymes, 2] Practical aspects, 3] Kinetic Mechanisms, 4] Chemical Mechanisms, and 5] Enzymology Frontiers. Individual concepts are treated as stand-alone chapters; readers can explore any single concept with minimal cross-referencing to the rest of the book. Further, complex approaches requiring specialized techniques and involved experimentation (beyond the reach of an average laboratory) are covered in theory with suitable references to guide readers. The book provides students, researchers and academics in the broad area of biology with a sound theoretical and practical knowledge of enzymes. It also caters to those who do not have a practicing enzymologist to teach them the subject.

The aim of this edited book is to provide a comprehensive overview of the opportunities and challenges related to innovation for sustainability. Combining work from both emerging and established scholars in different academic fields, this book provides an integrated understanding of the topic from four perspectives. First, the big picture: frameworks, types, and drivers; second, strategy and leadership; third, measurement and assessment and fourth, tools, methods and technologies. Chapter 11 of this book is available open access under a CC BY 4.0 license at link.springer.com. The editors donate their remuneration for this book to conservation organisation the WWF.

This book explores the career experiences of Generation A, the half-million individuals with autism spectrum disorder (ASD) who will reach adulthood in the next decade. With Generation A eligible to enter the workforce in unprecedented numbers, research is needed to help individuals, organizations, and educational institutions to work together to create successful work experiences and career outcomes for individuals with ASD. Issues surrounding ASD in the workplace are discussed from individual, organizational, and societal perspectives. This book also examines the stigma of autism and how it may affect the employment and career experiences of individuals with ASD. This timely book provides researchers, practitioners, and employers with empirical data that examines the work and career experiences of individuals with ASD. It offers a framework for organizations committed to hiring individuals with ASD and enhancing their work experiences and career outcomes now and in the future.

This book constitutes the refereed proceedings of the 7th International Conference on Design Science Research in Information Systems and Technology, DERIST 2012, held in Las Vegas, NV, USA, in May 2012. The 24 revised full papers presented together with 7 revised short papers were carefully

reviewed and selected from 44 submissions. The papers are organized in topical sections on DSRIS in practice, DSRIS methodologies and techniques, social and environmental aspects of DSRIS, theory and theory building in DSRIS, and evaluation of DSRIS projects.

SHARE is an international survey designed to answer the societal challenges that face us due to rapid population ageing. How do we Europeans age? How will we do economically, socially and healthwise? How are these domains interrelated? The authors of this multidisciplinary book have taken a further big step towards answering these questions based on the recent SHARE data in order to support policies for an inclusive society.

Business Process Management (BPM) has become one of the most widely used approaches for the design of modern organizational and information systems. The conscious treatment of business processes as significant corporate assets has facilitated substantial improvements in organizational performance but is also used to ensure the conformance of corporate activities. This Handbook presents in two volumes the contemporary body of knowledge as articulated by the world's leading BPM thought leaders. This second volume focuses on the managerial and organizational challenges of BPM such as strategic and cultural alignment, governance and the education of BPM stakeholders. As such, this book provides concepts and methodologies for the integration of BPM. Each chapter has been contributed by leading international experts. Selected case studies complement their views and lead to a summary of BPM expertise that is unique in its coverage of the most critical success factors of BPM. The second edition of this handbook has been significantly revised and extended. Each chapter has been updated to reflect the most current developments. This includes in particular new technologies such as in-memory data and process management, social media and networks. A further focus of this revised and extended edition is on the actual deployment of the proposed theoretical concepts. This volume includes a number of entire new chapters from some of the world's leading experts in the domain of BPM.

This book constitutes revised papers from the International Workshops held at the 18th International Conference on Business Process Management, BPM 2020, during September 13-18, 2020. The conference was planned to take place in Seville, Spain, but changed to an online format due to the COVID-19 pandemic. Papers from the following workshops are included: Workshop on Security and Privacy-Enhanced Business Process Management (SPBP 2020) Workshop on Social and Human Aspects of Business Process Management (BPMS2 2020) Workshop on Business Processes Meet the Internet-of Things (BP-Meet-IoT 2020) Workshop on Artificial Intelligence for Business Process Management (AI4BPM 2020) Workshop BPM in the Era of Digital Innovation and Transformation (BPMInDIT 2020) Workshop on Business Process Intelligence (BPI 2020) Workshop on Declarative, Decision and Hybrid Approaches to Processes (DEC2H 2020) Each of the seven workshops focused on particular

aspects of business process management, either from a technical or from a domain perspective. Overall, after a thorough review process there were 28 full and 1 short paper selected from 53 submissions.

This textbook covers the entire Business Process Management (BPM) lifecycle, from process identification to process monitoring, covering along the way process modelling, analysis, redesign and automation. Concepts, methods and tools from business management, computer science and industrial engineering are blended into one comprehensive and inter-disciplinary approach. The presentation is illustrated using the BPMN industry standard defined by the Object Management Group and widely endorsed by practitioners and vendors worldwide. In addition to explaining the relevant conceptual background, the book provides dozens of examples, more than 230 exercises – many with solutions – and numerous suggestions for further reading. This second edition includes extended and completely revised chapters on process identification, process discovery, qualitative process analysis, process redesign, process automation and process monitoring. A new chapter on BPM as an enterprise capability has been added, which expands the scope of the book to encompass topics such as the strategic alignment and governance of BPM initiatives. The textbook is the result of many years of combined teaching experience of the authors, both at the undergraduate and graduate levels as well as in the context of professional training. Students and professionals from both business management and computer science will benefit from the step-by-step style of the textbook and its focus on fundamental concepts and proven methods. Lecturers will appreciate the class-tested format and the additional teaching material available on the accompanying website.

This volume constitutes the proceedings of the 19th International Conference on Business Process Management, BPM 2021, held in Rome, Italy, in September 2021. The 23 full papers, one keynote paper, and 4 tutorial papers presented in this volume were carefully reviewed and selected from 92 submissions. The papers are organized in topical sections named: foundations, engineering, and management.

Education is a necessary foundation for improving one's livelihood in today's society. However, traditional learning has often excluded or presented a challenge to students with visual, physical, or cognitive disabilities and can create learning gaps between students of various cultures. It is vital that learning opportunities are tailored to meet individual needs, regardless of individual disabilities, gender, race, or economic status in order to create more inclusive educational practices. *Accessibility and Diversity in Education: Breakthroughs in Research and Practice* examines emerging methods and trends for creating accessible and inclusive educational environments and examines the latest teaching strategies and methods for promoting learning for all students. It also addresses equal opportunity and diversity requirements in schools. Highlighting a range of topics such as open educational resources, student diversity, and inclusion barriers, this publication is an ideal reference source for educators, principals, administrators, provosts, deans, curriculum developers, instructional designers, school boards, higher education faculty, academicians, students, and researchers. This undergraduate textbook adopts the perspective of organizations - not individuals - and clarifies the impact of social media on their different departments or disciplines, while also exploring how organizations use social media to create business value. To do so, the book pursues a uniquely multi-disciplinary approach, embracing IT, marketing, HR and many other

fields. Readers will benefit from a comprehensive selection of current topics, including: tools, tactics and strategies for social media, internal and external communication, viral marketing campaigns, social CRM, employer branding, e-recruiting, search engine optimization, social mining, sentiment analysis, crowdfunding, and legal and ethical issues.

Scientists from management and strategy, information systems, engineering and telecommunications have discussed a novel concept: Smart Business Networks. They see the future as a developing web of people and organizations, bound together in a dynamic and unpredictable way, creating smart outcomes from quickly (re-)configuring links between actors. The question is: What should be done to make the outcomes of such a network 'smart', that is, just a little better than that of your competitor? More agile, with less pain, with more return to all the members of the network, now and over time? The technical answer is to create a 'business operating system' that should run business processes on different organisational platforms. Business processes would become portable: The end-to-end management of processes running across many different organizations in many different forms would become possible. This book presents you the outcomes of an energizing and new direction in management science.

This book is the first to present a rich selection of over 30 real-world cases of how leading organizations conduct Business Process Management (BPM). The cases stem from a diverse set of industry sectors and countries on different continents, reporting on best practices and lessons learned. The book showcases how BPM can contribute to both exploitation and exploration in a digital world. All cases are presented using a uniform structure in order to provide valuable insights and essential guidance for students and practitioners.

? Green Business Process Management – Towards the Sustainable Enterprise" consolidates the global state-of-the-art knowledge about how business processes can be managed and improved in light of sustainability objectives. Business organizations, a dominant part of our society, have always been a major contributor to the degradation of our natural environment, through the resource consumption, greenhouse emissions, and wastage production associated with their business processes. In order to lessen their impact on the natural environment, organizations must design and implement environmentally sustainable business processes. Finding solutions to this organizational design problem is the key challenge of Green Business Process Management. This book- discusses the emerging challenges of designing "green" business processes,- presents tools and methods that organizations can use in order to design and implement environmentally sustainable processes, and- provides insights from cases where organizations successfully engaged in more sustainable business practices. The book is of relevance to both practitioners and academics who are interested in understanding, designing, and implementing "green" business processes. It also constitutes a valuable resource for students and lecturers in the fields of information systems, management, and sustainable development. Preface by Richard T. Watson

The early days when digital games were new, harmless, and a niche are long gone. Today's games can simulate battlefields, predict disaster, and crash markets. We are faced with a diversity of play and the ubiquity of games, making them not only a popular medium, but the leading medium of our contemporary society. Based on the keynote lectures held at DiGRA2015, "Diversity of Play" provides a critical view on the current stage of digital games from a theoretic, artistic, and practical perspective by pointing towards the uncanny, the power of "unnatural" narratives, and the exceptions and uncertainties of digital ludic environments. With an interview with Karen Palmer and essays by Astrid Ensslin, Mathias Fuchs, Tanya Krzywinska, and Markus Rautzenberg. This work was published by Saint Philip Street Press pursuant to a Creative Commons license permitting commercial use. All rights not granted by the work's license are retained by the author or authors.

This book discusses blockchain technology and its potential applications in digital government

and the public sector. With its robust infrastructure and append-only record system, blockchain technology is being increasingly employed in the public sector, specifically where trustworthiness and security are of importance. Written by leading scholars and practitioners, this edited volume presents challenges, benefits, regulations, frameworks, taxonomies, and applications of blockchain technology in the public domain. Specifically, the book analyzes the implementation of blockchain technologies in the public sector and the potential reforms it would bring. It discusses emerging technologies and their role in the implementation of blockchain technologies in the public sector. The book details the role of blockchain in the creation of public value in the delivery of public sector services. The book analyzes effects, impacts, and outcomes from the implementation of blockchain technologies in the public sector in select case studies. Providing up-to-date information on important developments regarding blockchain in government around the world, this volume will appeal to academics, researchers, policy-makers, public managers, international organizations, and technical experts looking to understand how blockchain can enhance public service delivery.

The study of what is collectively labeled “New Media”—the cultural and artistic practices made possible by digital technology—has become one of the most vibrant areas of scholarly activity and is rapidly turning into an established academic field, with many universities now offering it as a major. The Johns Hopkins Guide to Digital Media is the first comprehensive reference work to which teachers, students, and the curious can quickly turn for reliable information on the key terms and concepts of the field. The contributors present entries on nearly 150 ideas, genres, and theoretical concepts that have allowed digital media to produce some of the most innovative intellectual, artistic, and social practices of our time. The result is an easy-to-consult reference for digital media scholars or anyone wishing to become familiar with this fast-developing field.

Social Media Management Technologies and Strategies for Creating Business Value Springer
The primary purpose of this book is to capture the state-of-the-art in Cloud Computing technologies and applications. The book will also aim to identify potential research directions and technologies that will facilitate creation a global market-place of cloud computing services supporting scientific, industrial, business, and consumer applications. We expect the book to serve as a reference for larger audience such as systems architects, practitioners, developers, new researchers and graduate level students. This area of research is relatively recent, and as such has no existing reference book that addresses it. This book will be a timely contribution to a field that is gaining considerable research interest, momentum, and is expected to be of increasing interest to commercial developers. The book is targeted for professional computer science developers and graduate students especially at Masters level. As Cloud Computing is recognized as one of the top five emerging technologies that will have a major impact on the quality of science and society over the next 20 years, its knowledge will help position our readers at the forefront of the field.

Now, more than ever, the field of rehabilitation psychology is growing. This book--one of the few that focuses solely on rehabilitation psychology research--provides the reader with the most up-to-date look at research and practice within the field of rehabilitation psychology. It offers recommendations for future research programs, policy changes, and clinical interventions from the various perspectives within rehabilitation psychology research and practice, and seeks to demonstrate how much the field can evolve with the implementation of these changes. Topics covered include: Assistive technology Health policy Cultural diversity Employment Future of rehabilitation research Community integration Health disparities
This book constitutes revised papers from the eleven International Workshops held at the 15th International Conference on Business Process Management, BPM 2017, in Barcelona, Spain, in September 2017: BPAI 2017 – 1st International Workshop on Business Process Innovation with Artificial Intelligence; BPI 2017 – 13th International Workshop on Business Process

Intelligence; BP-Meet-IoT 2017 – 1st International Workshop on Ubiquitous Business Processes Meeting Internet-of-Things; BPMS2 2017 – 10th Workshop on Social and Human Aspects of Business Process Management; ? CBPM 2017 – 1st International Workshop on Cognitive Business Process Management; CCABPM 2017 – 1st International Workshop on Cross-cutting Aspects of Business Process Modeling; DeHMiMoP 2017 – 5th International Workshop on Declarative/Decision/Hybrid Mining & Modeling for Business Processes; QD-PA 2017 – 1st International Workshop on Quality Data for Process Analytics; REBPM 2017 – 3rd International Workshop on Interrelations between Requirements Engineering and Business Process Management; SPBP 2017 – 1st Workshop on Security and Privacy-enhanced Business Process Management; TAProViz-PQ-IWPE 2017 – Joint International BPM 2017 Workshops on Theory and Application of Visualizations and Human-centric Aspects in Processes (TAProViz'17), Process Querying (PQ'17) and Process Engineering (IWPE17). The 44 full and 11 short papers presented in this volume were carefully reviewed and selected from 99 submissions.

Emerging in the 1940s, the first cybernetics—the study of communication and control systems—was mainstreamed under the names artificial intelligence and computer science and taken up by the social sciences, the humanities, and the creative arts. In *Emergence and Embodiment*, Bruce Clarke and Mark B. N. Hansen focus on cybernetic developments that stem from the second-order turn in the 1970s, when the cyberneticist Heinz von Foerster catalyzed new thinking about the cognitive implications of self-referential systems. The crucial shift he inspired was from first-order cybernetics' attention to homeostasis as a mode of autonomous self-regulation in mechanical and informatic systems, to second-order concepts of self-organization and autopoiesis in embodied and metabiotic systems. The collection opens with an interview with von Foerster and then traces the lines of neocybernetic thought that have followed from his work. In response to the apparent dissolution of boundaries at work in the contemporary technosciences of emergence, neocybernetics observes that cognitive systems are operationally bounded, semi-autonomous entities coupled with their environments and other systems. Second-order systems theory stresses the recursive complexities of observation, mediation, and communication. Focused on the neocybernetic contributions of von Foerster, Francisco Varela, and Niklas Luhmann, this collection advances theoretical debates about the cultural, philosophical, and literary uses of their ideas. In addition to the interview with von Foerster, *Emergence and Embodiment* includes essays by Varela and Luhmann. It engages with Humberto Maturana's and Varela's creation of the concept of autopoiesis, Varela's later work on neurophenomenology, and Luhmann's adaptations of autopoiesis to social systems theory. Taken together, these essays illuminate the shared commitments uniting the broader discourse of neocybernetics. Contributors. Linda Brigham, Bruce Clarke, Mark B. N. Hansen, Edgar Landgraf, Ira Livingston, Niklas Luhmann, Hans-Georg Moeller, John Protevi, Michael Schiltz, Evan Thompson, Francisco J. Varela, Cary Wolfe

This book constitutes the proceedings of the 18th International Conference on Business Process Management, BPM 2020, held in Seville, Spain, in September 2020. The conference was held virtually due to the COVID-19 pandemic. The 27 full papers included in this volume were carefully reviewed and selected from 125 submissions. Two full keynote papers are also included. The papers are organized in topical sections named: foundations; engineering; and management.

This book constitutes the proceedings of the BPM Forum from the International Conference on Business Process Management, BPM 2017, held in Barcelona, Spain, September 2017. The BPM Forum hosts innovative research which has a high potential of stimulating discussions. The papers selected for the forum are expected to showcase fresh ideas from exciting and emerging topics in BPM, even if they are not yet as mature as the regular papers at the

conference. The volume contains 11 full papers carefully reviewed and selected from 97 submissions. Each paper was reviewed by a team comprising of a senior PC and four regular PC members who engage in a discussion phase after the initial reviews were prepared. The authors eventually receive four review reports, and a meta-review that summarizes the reviews and the discussion. The selected papers cover topics related to process models and metrics, mining and compliance, and to other innovative ideas such as gamification, smart devices and digital innovation as far as they pertain to BPM.

This book examines new forms of communication that have emerged through the interactive capabilities of the Internet, in particular online advertising and web advertisements. It develops a new model of online communication, incorporating mass communication and interpersonal communication. Interactive mass communication redefines the roles of online communication partners who are confronted with a higher degree of complexity in terms of hypertextual information units. In web advertising, this new aspect of interactivity is linguistically reflected in different types of personal address forms, directives, and "trigger words". This study also analyzes the different strategies of persuasion with which web ads try to initiate their activation. Web Advertising provides essential information on the language of web advertisements for academics, researchers and students in the fields of hypertext-linguistics, advertising, communication and media studies.

This book constitutes revised papers from the twelve International Workshops held at the 17th International Conference on Business Process Management, BPM 2019, in Vienna, Austria, in September 2019: The third International Workshop on Artificial Intelligence for Business Process Management (AI4BPM) The third International Workshop on Business Processes Meet Internet-of-Things (BP-Meet-IoT) The 15th International Workshop on Business Process Intelligence (BPI) The first International Workshop on Business Process Management in the era of Digital Innovation and Transformation (BPMInDIT) The 12th International Workshop on Social and Human Aspects of Business Process Management (BPMS2) The 7th International Workshop on Declarative, Decision and Hybrid approaches to processes (DEC2H) The second International Workshop on Methods for Interpretation of Industrial Event Logs (MIEL) The first International Workshop on Process Management in Digital Production (PM-DiPro) The second International Workshop on Process-Oriented Data Science for Healthcare (PODS4H) The fourth International Workshop on Process Querying (PQ) The second International Workshop on Security and Privacy-enhanced Business Process Management (SPBP) The first International Workshop on the Value and Quality of Enterprise Modelling (VEnMo) Each of the workshops discussed research still in progress and focused on aspects of business process management, either a particular technical aspect or a particular application domain. These proceedings present the work that was discussed during the workshops.

This book constitutes the proceedings of the 15th International Conference on Business Process Management, BPM 2017, held in Barcelona, Spain, in

September 2017. The 19 revised full papers presented were carefully reviewed and selected from 116 initial submissions. The topics selected by the authors demonstrate an increasing interest of the research community in the area of process mining, resonated by an equally fast-growing uptake by different industry sectors. The papers are organized in topical sections on process modeling; process mining; assorted BPM topics; decisions and understanding; and process knowledge.

Ca. 200 words; this text will present the book in all promotional forms (e.g. flyers). Please describe the book in straightforward and consumer-friendly terms.

Social-Media-Management enthält alles Wissenswerte für den richtigen Umgang mit Social Media im Unternehmen. Mit zahlreichen Praxisbeispielen, konkreten Tipps und Empfehlungen liefert dieses Buch das notwendige Rüstzeug für die Entwicklung einer eigenen Social Media Guideline mit dem Ziel, die Potenziale des Web 2.0 für das Unternehmen besser nutzbar zu machen und dabei Risiken für die eigene Reputation zu vermeiden

This book shows how business process management (BPM), as a management discipline at the intersection of IT and Business, can help organizations to master digital innovations and transformations. At the same time, it discusses how BPM needs to be further developed to successfully act as a driver for innovation in a digital world. In recent decades, BPM has proven extremely successful in managing both continuous and radical improvements in many sectors and business areas. While the digital age brings tremendous new opportunities, it also brings the specific challenge of correctly positioning and scoping BPM in organizations. This book shows how to leverage BPM to drive business innovation in the digital age. It brings together the views of the world's leading experts on BPM and also presents a number of practical cases. It addresses managers as well as academics who share an interest in digital innovation and business process management. The book covers topics such as BPM and big data, BPM and the Internet of Things, and BPM and social media. While these technological and methodological aspects are key to BPM, process experts are also aware that further nontechnical organizational capabilities are required for successful innovation. The ideas presented in this book have helped us a lot while implementing process innovations in our global Logistics Service Center. Joachim Gantner, Director IT Services, Swarovski AG Managing Processes – everyone talks about it, very few really know how to make it work in today's agile and competitive world. It is good to see so many leading experts taking on the challenge in this book. Cornelius Clauser, Chief Process Officer, SAP SE This book provides worthwhile readings on new developments in advanced process analytics and process modelling including practical applications – food for thought how to succeed in the digital age. Ralf Diekmann, Head of Business Excellence, Hilti AG This book is as an important step towards process innovation systems. I very much like to congratulate the editors and authors for presenting such an impressive scope of ideas for how to address the challenging, but very rewarding

marriage of BPM and innovation. Professor Michael Rosemann, Queensland University of Technology

<The Handbook of Lifespan Communication is the foundational scholarly text that offers readers a state of the art view of the varied and rich areas of lifespan communication research. The fundamental assumptions of lifespan communication are that the very nature of human communication is developmental, and, to truly understand communication, change across time must be incorporated into existing theory and research. Beginning with chapters on lifespan communication theory and methodologies, chapters are then organized into the various phases of life: early childhood, adolescence, emerging adulthood, middle adulthood, and older adulthood. Top scholars across several disciplines have contributed to chapters within their domains of expertise, highlighting significant horizons that will guide researchers for years to come. This volume constitutes the refereed proceedings of 11 international workshops held as part of OTM 2010 in Hersonissos, Greece in October 2010. The 68 revised full papers presented were carefully reviewed and selected from a total of 127 submissions to the workshops. The volume starts with 14 poster papers of the OTM 2010 main conferences COOPIS 2010, DOA 2010 and OSBASE 2010. Topics of the workshop papers are adaption in service-oriented architectures, ambient intelligence and reasoning, data integration approaches, modeling in ADI, web and enterprise data visualization, enterprise integration and semantics, industrial enterprise interoperability and networking, process management in distributed information system development, improving social networking, ontology engineering, master data management and metamodeling, extensions to fact-oriented modeling, logic and derivation, patterns in input data models.

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