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Autore	Heinrich Robert
Titolo	Aligning Business Processes and Information Systems : New Approaches to Continuous Quality Engineering / / by Robert Heinrich
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Nota di contenuto	Introduction -- Business Process Quality -- Terms and Denitions -- Business Process Quality -- Quality Modeling within Business Process Models -- Aligning Business Process Design and Information System Design -- Foundations and Denitions -- The Order Picking Process and Involved Information System -- Mutual Performance Impact between Business Processes and Information Systems -- Predicting the Mutual Performance Impact between Business Processes and Information Systems -- Extending Palladio by Business Process Simulation Concepts to Enable an Integrated Simulation -- Validation -- Conclusion -- Summary and Future Work.
Sommario/riassunto	Business processes and information systems mutually affect each other

in non-trivial ways. Frequently, processes are designed without taking the systems' impact into account, and vice versa. Missing alignment at design-time results in quality problems at run-time. Robert Heinrich gives examples from research and practice for an integrated design of process and system quality. A quality reference-model characterizes process quality and a process notation is extended to operationalize the model. Simulation is a powerful means to predict the mutual quality impact, to compare design alternatives, and to verify them against requirements. The author describes two simulation approaches and discusses interesting insights on their application in practice. Contents Integration of business processes and information systems Quality model and notation Model-based quality prediction Target Groups Researchers, lecturers, and students from the disciplines of software engineering, business process management, and business informatics Practitioners from medium-size and large companies interested in requirements management, business analysis, software architecture, process management, and administration About the Author Robert Heinrich is head of the Continuous Quality Engineering research group at Karlsruhe Institute of Technology. He is interested in quality modeling, analysis, and evolution of processes and systems, with a focus on industrial application. This was also the topic of his doctoral thesis created at University of Heidelberg.