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Nota di contenuto	AKTB Workshop -- A Practical Grafting Model Based Explainable AI for Predicting Corporate Financial Distress -- Data Analytics in the Electronic Games -- Evaluating the interdependent effect for Likert scale items -- Knowledge-Based UML Use Case Model Transformation Algorithm -- Design of a Social-Based Recommendation Mechanism for Peer-to-Peer Insurance -- Mining Personal Service Processes: Towards a Conceptualization for the Time Perspective -- Company Investment Recommendation based on Data Mining Techniques -- BITA Workshop -- An Exploration of Enterprise Architecture Research in Hospitals -- In Search for a Viable Smart Product Model -- Strategic IT Alignment and Business Performance in SMEs: An Empirical Investigation -- Enterprise Computing: A Case Study on Current Practices in SAP Operation -- Integration of Enterprise Modeling and Ontology Engineering as Support for Business/IT-Alignment -- Towards Aligning IT and Daily Routines of Older Adults -- Organizational challenges of digitalization initiatives in tourism network management organizations -- A Configurational Approach to Task-Technology Fit in the Healthcare Sector -- Ontology-Based Fragmented Company Knowledge Integration: Multi-Aspect Ontology Building -- BSCT Workshop -- Comparing market phase features for cryptocurrency and benchmark stock index using HMM and HSMM filtering -- Contagion in Bitcoin networks -- Towards Blockchain and Semantic Web -- Detecting brute-

force attacks on cryptocurrency wallets -- Analyzing Transaction Fees with Probabilistic Logic Programming -- An On-Chain Method for Automatic Entitlement Management Using Blockchain Smart Contracts -- Study of factors related to Grin cryptocurrency mining efficiency with GPUs -- Towards Blockchain-Based E-Voting Systems -- Internet of Things and Blockchain Integration: Use Cases and Implementation Challenges -- Wikipedia as an information source on cryptocurrency technology -- DigEX Workshop -- Towards Analyzing High Street Customer Trajectories - A Data-Driven Case Study -- How are Negative Customer Experiences Formed? A Qualitative Study of Customers' Online Shopping Journeys -- A model to assess customer alignment through customer experience concepts -- Understanding Users' Preferences for Privacy & Security Features - A Conjoint Analysis of Cloud Storage Services -- The Role of Location Dependent Services for the Success of Local Shopping Platforms -- iCRM Workshop -- Social CRM Services in Digital Marketing Agencies: A Preliminary Study on Service Offerings in Germany -- Social Network Advertising Classification Based on Content Categories -- iDEATE Workshop -- Developing an Artificial Intelligence Capability: A Theoretical Framework for Business Value -- Measuring Qualitative Performance Criteria with Fuzzy Sets -- SmartM: A Non-intrusive Load Monitoring Platform -- Towards a Digitized Understanding of the Skilled Crafts Domain -- Competing for Amazon's Buy Box: A machine-learning approach -- ISAMD Workshop -- Spatial Query Processing on AIS Data Streams in Data Stream Management Systems -- A Study of Vessel Trajectory Compression Based on Vector Data Compression Algorithms -- OCULUS SeaTM Forensics: An Anomaly Detection toolbox for Maritime Surveillance -- Correcting the Destination Information in Automatic Identification System Messages -- QOD Workshop -- A New Tool for Automated Quality Control of Environmental Time Series (AutoQC4Env) in Open Web Services -- Approach to Improving the Quality of Open Data in the Universe of Small Molecules -- Evaluating the Quantity of Incident-Related Information in an Open Cyber Security Dataset -- Semantic Data integration and quality assurance of thematic maps in the German Federal Agency for Cartography and Geodesy -- Technical usability of Wikidata's linked data Evaluation of machine interoperability and data interpretability -- SciBOWater Workshop -- Telemetry system for Smart Agriculture -- Increasing collaboration and participation through serious gaming for improving the quality of service in urban water infrastructure -- Information Technology For Ethical Use Of Water -- Doctoral Consortium -- Towards a system for data transparency to support data subjects -- Towards a Record Linkage Layer to Support Big Data Integration -- Incremental modeling of supply chain to improve performance measures -- Use of Data Science for Promotion Optimization in Convenience Chain -- Towards a cross-company data and model platform for SMEs -- Touchscreen behavioural biometrics authentication in self-contained mobile applications design -- Data-Based User's Personality in Personalizing Smart Services.

Sommario/riassunto

This book constitutes revised papers from the five workshops which were held during June 2020 at the 23rd International Conference on Business Information Systems, BIS 2020. The conference was planned to take place in Colorado Springs, CO, USA. Due to the COVID-19 pandemic it changed to a virtual format. There was a total of 54 submissions to all workshops of which 26 papers were accepted for publication. The workshops included in this volume are: BITA 2020: 11th Workshop on Business and IT Alignment BSCT 2020: 3rd Workshop on Blockchain and Smart Contract Technologies DigEX 2020:

2nd International Workshop on transforming the Digital Customer Experience iCRM 2020: 5th International Workshop on Intelligent Data Analysis in Integrated Social CRM QOD 2020: 3rd Workshop on Quality of Open Data .