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Autore	Schal Thomas <1962->
Titolo	Workflow management systems for process organisations / / Thomas Schal
Pubbl/distr/stampa	Berlin ; ; Heidelberg : , : Springer, , 1996
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Collana	Lecture Notes in Computer Science ; ; 1096
Disciplina	658.51
Soggetti	Workflow - Management Reengineering (Management)
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Nota di bibliografia	Includes bibliographical references and index.
Sommario/riassunto	As the business environment has become more and more turbulent over the past decade, information technology has begun to run into the danger of becoming an impediment rather than a motor of progress. In order to deal with the need for rapid, continuous change, computer science is challenged to develop novel interrelated information and communication technologies, and to align them with the social needs of co-operating user groups, as well as the management requirements of formal organisations. Workflow systems are among the most advertised technologies addressing this trend, but they mean different things to different people. Computer scientists understand workflows as a way to extract control from application programs, thus making them more flexible. Bureaucratic organisations (and most commercial products) perceive them as supporting a linear or branching flow of documents from one workplace to another - the next try after the failure of office automation. This book takes another perspective, that of the modern customer-driven and groupwork-oriented process organisation. Extending the language-action perspective from the CSCW field, its customer-oriented view of workflows enables novel kinds of business process analysis, and leads to interesting new combinations of information and co-operation technologies. Schal's empirical studies show some of the pitfalls resulting from a naive use

of these technologies, and exemplify ways to get around these pitfalls.

2. Record Nr.	UNINA9910891230203321
Titolo	Indicators of industry and services = : Indicateurs de l'industrie et des services
Pubbl/distr/stampa	Paris, : Organisation for Economic Co-operation and Development, ©2001-©2002
ISSN	1609-6932
Descrizione fisica	1 online resource
Collana	Statistics = Statistiques
Disciplina	338/.002/12
Soggetti	Industrial statistics Service industries Statistiques industrielles Services (Industrie) Economische ontwikkeling Industriekonjunktur OECD-Staaten G-7-Staaten Nordamerika Europa EU-Staaten Periodicals. Statistics.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Periodico