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Sommario/riassunto	This textbook bridges the gap between business-administrative and organizational methods and their digital implementation, since process management increasingly means shaping operational tasks. In addition to methodological fundamentals, the book offers many practical examples and exercises. Prof. Gadatsch's book is now considered the "current classic", the authoritative standard work for IT-supported design of business processes. The eleventh edition has been improved and adapted to the requirements of digital transformation. Another

related trend is the increased use of data science methods for process management. Of particular importance are recent research findings published under the term “exploratory process management.” These show that the first main phase of process management was more focused on optimizing existing processes and business models. New practical examples have been added throughout the book, such as migration strategies for the ERP system SAP S/4 HANA, which serves as the basis for many industrial and service processes. The chapter on process modeling has been updated and newer methods, such as the Business Model Canvas, have been included. Dr. Andreas Gadatsch holds the professorship for Business Administration, especially Business Informatics, and is the head of the Master’s program in Innovation and Information Management at Bonn-Rhein-Sieg University of Applied Sciences in Sankt Augustin. He has extensive experience as a consultant, project manager, IT manager, and lecturer. The translation was done with the help of artificial intelligence. A subsequent human revision was done primarily in terms of content. This book is a translation of an original German edition. The translation was done with the help of artificial intelligence (machine translation by the service DeepL.com). A subsequent human revision was done primarily in terms of content, so that the book will read stylistically differently from a conventional translation.
