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Sommario/riassunto

This book constitutes the refereed proceedings of the 7th International Conference on Business Process Management, BPM 2009, held in Ulm, Germany, in September 2009. The volume contains 19 revised full research papers carefully reviewed and selected from 116 submissions, as well as 3 invited talks. The conference has a record of attracting innovative research of the highest quality related to all aspects of BPM, including theory, frameworks, methods, techniques, architectures, standards, and empirical findings.