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Workshop Proceedings

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Preface

Since the advent of business process reengineering in the 1990s, modeling and optimization of business processes has become a critical factor in business as well as in non-profit and government organizations. Today, with many forms of interorganizational cooperation in the form of e-business, outsourcing, and other kinds of value webs, business process management and coordination process management are crucial for the survival of organizations. As a result, information systems are required to manipulate not only data but also processes. *Process-oriented information systems* (POIS) are systems that can provide data support as well as process support to organizations. Examples are workflow management systems, ERP systems, and systems for cross-organizational coordination management. Some of the challenges facing POIS include requirements management, performance monitoring, service level agreements and governance. The *1st International Workshop on Empirical Research in Process-Oriented Information Systems* (ER-POIS 2010) aims to provide a platform for exchanging empirical research results about POIS problems and solutions.

April 2010

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Table of Contents

Preface	I
<i>B. Mutschler, J. Recker, and R. Wieringa</i>	
Process Owners in the Wild: Findings from a Multi-method Descriptive Study	1
<i>H. A. Reijers and L. J. L. Peeters</i>	
Investigating the Process of Process Modeling with Cheetah Experimental Platform	13
<i>J. Pinggera, S. Zugal and B. Weber</i>	
Handling Events During Business Process Execution: An Empirical Test	19
<i>B. Weber, J. Pinggera, S. Zugal and W. Wild</i>	
On Business Process Model Reviews	31
<i>A. Grosskopf and M. Weske</i>	
The Impact of Sequential and Circumstantial Changes on Process Models	43
<i>M. Weidlich, S. Zugal, J. Pinggera, D. Fahland, B. Weber, H. A. Reijers and J. Mendling</i>	

