

Preface

The process-based view on the firm is now an established paradigm for the design of organizations and their supportive systems. Business Process Management is the discipline that comprises the set of methodologies, tools and techniques which facilitate the enterprise-wide establishment of process capabilities and project-specific process lifecycle management support. Over the last decade, the field of Business Process Management has matured substantially in terms of its practical uptake and impact as well as in terms of the corresponding academic body of knowledge. The Information Systems discipline has become a main intellectual home for BPM-related research and BPM as a topic has inspired fruitful new research directions.

However, an increasingly globalized world leads to new demands, and the domain of Business Process Management is no exception. The design of processes needs to be tailored to the regional circumstances while headquarters of multinational organizations are aiming towards global process standards.

The first conference on Global Information Systems Processes is dedicated to the development of a better understanding of the differences in which organizations adopt the process-centered approach. This covers both the detailed analysis of the adoption in a specific region with an individual cultural and legislative setting as well as the rollout of business processes in multi-national corporations.

Jointly organized with the E-Government and E-Services conference, GISP 2010 attracted 13 submissions that were all reviewed by 2-3 carefully selected expert reviewers. As part of a competitive process, we selected six papers (46% acceptance rate) for inclusion in the inaugural GISP program. These papers cover both of the facets of global process design. First, we have four papers covering global case studies on process design issues. These cases cover the contextual settings of Singapore, Kuwait, Finland and South Africa. Second, two papers are dealing with the challenge of globalized process design, i.e. the demands of large scale process models as they emerge in global projects and an investigation of a process design project covering two continents. A panel discussion on Process Design in an Increasingly Globalized Society completed the program.

We are grateful to all authors of submitted papers. The quality of submissions in such a young field was of high standards making the paper selection a difficult task. We are grateful to the careful revisions that have been conducted by the authors of successful papers. In particular, we like to thank all of our reviewers. Their critical feedback and constructive inspirations were a key success factor for this conference.

The challenges of process design in a globalized world will remain of high significance in the coming years. We hope that the contents presented and discussed at this conference will provide guidance for the involved practitioners and academics.

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