Preface

The expectation for the future of the 21st century enterprise is complexity and agility. In this digital age, business processes are scattered not only throughout the labyrinth of their own enterprises, but also across different enterprises, and even beyond the national boundaries. An evidence of this is the growing phenomenon of business process outsourcing. Increasing competition, higher customer demands, and emerging technologies require swift adaptation to the changes.

To understand, design, and engineer a modern enterprise (or an enterprise network) and its interwoven business processes, an engineering and systematic approach based on sound and rigorous theories and methodologies is necessary. Along with that, a paradigm shift seems to be needed for addressing these issues adequately. An appealing candidate is to look at an enterprise and its business processes as a social system. In its social setting, an enterprise and its business processes represent actors with certain authorities and assigned roles, who assume certain responsibilities in order to provide a service to its environment.

The need for this paradigm shift along with the complexity and agility of modern enterprises, gives inspiration for the emerging discipline of . For the study of this socio-technical phenomenon, the prominent tools of and play a significant role. Both (conceptual) modeling and simulation are widely used for understanding, analyzing, and engineering an enterprise (its organization and business processes).

In addressing the current challenges and laying down some principles for enterprise engineering, this book includes a collection of papers presented and discussed at the joint meeting of CIAO! 2008 and EOMAS 2008, organized in conjunction with the 20th CAiSE conference. The scopes of these two workshops are to a large extent complementary, with CIAO! being more focused on the theory and application of enterprise engineering and EOMAS on the methods and tools for modeling and simulation.

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