In conjunction with BPSC 2009

(2nd International Conference on Business Process and Services Computing 2009)

The First Workshop on Concepts and Methods for Service oriented Enterprise Architecture

CMSoEA'09

23-24 March 2009, Leipzig, Germany

Deadline for workshop paper submissions: 22 December 2008

Services have become an impressive factor for growth and the creation of jobs. 93% of the new jobs created in the U.S. between 1970 and 2000 are jobs in services. Leading enterprises in the U.S. derive more than 50% of their revenues from services. This applies not only to pure services, such as transportation. but also to material products that are augmented by services such as maintenance, consulting and training. Through these services, enterprises stabilize their revenues. Therefore it is no surprise that the scientific interest in services has grown rapidly and has led to the creation of a services science[1]. Furthermore, service-oriented practice collections such as ITILV3 or standards such as ISO/IEC 20000 have gained much influence in industry.

At the same time, services have become popular as modules for enterprise architecture. An enterprise architecture defines the interaction between business and information technology. It describes the elements of this interaction and their possible aggregations. Thus, a service-oriented enterprise architecture uses service to describe the interaction of business and information technology. A service is defined as "the application of specialized competences (knowledge and skills) for the benefit of another entity, rather than the production of units of output" [2]. It is important to note, that services are much more than just "rpc with a longer wire" as found in some interpretations of so-called Service-Oriented Architectures (SOA)[3].

Whereas services are the basic abstraction of service-oriented enterprise architecture, service systems consider the context necessary to deliver a service. A service system is defined[4] "as a value co-production configuration of people, technology, other internal and external service systems, and shared information (such as language, processes, metrics, prices, policies, and laws)". Wikipedia defines a service system as "a configuration of technology and organizational networks designed to deliver services that satisfy the needs, wants, or aspirations of customers"[5]. Another approach in the context of service-oriented enterprise architecture is Business Service Management. It is an approach for aligning services provided by information technology with the business strategy.

A service oriented enterprise architecture also requires a new class of support systems – service management systems. Comparable to a business process management system, they have to support the creation, administration and execution of services. Thus, they must be able to store the service definitions and make them available for stakeholder in a service catalogue. The same applies to the so-called service-level agreements that define the quality of service agreed upon with customers. Upon a service request from a customer, the process which produces this service has to be instantiated according to the service level agreements and provided to the customer. During process execution, the service support system has to monitor the fulfilment of the service-level agreements; remediation procedures contain so-called escalation mechanisms. Based on the monitoring, improvement procedures shall be established.

Goal and Objectives

The goal of the workshop is to clarify the relationship between business process management and service provisioning. The objective of this workshop is twofold:

(i) To characterise the strong relationship existing between Business Process Management and Service oriented Enterprise Architecture[6]

(ii) To study and to develop concepts, methods and architectures in order to manage the life cycle of services and of their support system

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[1] H. Chesbrough, J. Spohrer, "A research manifesto for services science", *Communications of ACM*, vol. 49, 2006, pp. 35-40.

[2] R. F. Lusch, S. L. Vargo, G. Wessels, "Toward a conceptual foundation for service science: Contributions from service-dominant logic" *IBM Systems Journal*, 2008, vol. 47, 1, page 5,

[3] A service in the context of SOA is a special kind of interface for an encapsulated unit of software and thus something completely different.

[4] J. Spohrer, P. P. Maglio, J. Bailey, D. Gruhl, "Steps Toward a Science of Service Systems", *IEEE Computer*, Vol. 40, Issue 1, Jan. 2007; pp. 71-77

5 http://en.wikipedia.org/wiki/Service_system

[6] J.W. Ross, P. Weill, und D. Robertson, Enterprise Architecture as Strategy: Creating a Foundation for Business Execution, Harvard Business School Press, 2006

Topics for Discussion

During the workshop we will discuss the following topics:

1. **Design**
   - Which interdependencies exist between services and business strategy?
   - Which concepts and methods are necessary to align services with the business strategy?
   - Which new potentials to reengineer business processes are created by services?
   - How are services aligned with compliance requirements?
   - How are compliance and governance requirements enforced?
   - Do we need new paradigms to cope with services?
   - How is the lifecycle of service processes and their support systems organized?
2. **Deployment**
   - Which test methods exist for services?
   - How is a service-system rolled out?
   - Which methods exist to transfer a service system to production?
   - Which change management procedures have to be applied?
3. **Performance and QoS**
   - How are services monitored in operation?
   - Which data should be collected for further analysis?
   - Which benchmarks and key performance indicators should be applied to services?
   - Which information system architectures are adequate for services?
   - Which triggers exist and what mechanisms should be applied for escalation?
   - How are service levels enforced during escalation?
   - Which approaches exist for the continual improvement of services?

Submission

Position papers of up to 3000 words are sought. Position papers that raise relevant questions, or describe successful or unsuccessful practice, or describe experience will all be welcome. Position papers will be assigned a 20 minute presentation. Short papers of up to 1000 words can also be submitted, and will be assigned a 10 minutes presentation. The paper selection will be based upon the relevance of a paper to the main topics, as well as upon its quality and potential to generate relevant discussion.

Authors should use the BPSC/SABRE submission system (http://www.sabre-conference.com/) for paper submissions to the workshop.

Expected results

All papers will be published in the workshop wiki (https://pandora.informatik.htw-aalen.de/twiki/bin/view/CMSoEA/WebHome) before the workshop, so that everybody can learn about the problems that are important for other participants. The workshop will consist of long and short paper presentations, brainstorming sessions and discussions. A workshop report will be created collaboratively using the workshop wiki.

Workshop papers will be published in the LNI volume for SABRE workshops (the targeted acceptance rate for the workshop papers is below 50%).

Important dates

Paper submissions deadline: December 22, 2008
Notification of Acceptance: January 19, 2009
Camera-ready papers deadline: January 27, 2009
Workshop: March 23-24, 2009

Organizers

Selmin Nurcan – University Paris 1 Panthéon Sorbonne, France
Rainer Schmidt – Aalen University, Germany

Workshop Program Committee

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