

CONTENTS

CONTENTS	5
LIST OF TABLES AND FIGURES	7
LIST OF SYMBOLS AND ABBREVIATIONS.....	9
1 Introduction.....	11
2 Research Background	13
3 Research Method.....	15
3.1 Research Goals	15
3.2 Materials	16
3.3 Procedure.....	16
3.4 Participants	16
4 Results of the World-Wide Survey	19
4.1 Reporting of the Results	19
4.2 Characteristics of Business Processes.....	19
4.3 Software in Business Process Management.....	29
4.4 Describing Business Processes	35
5 Interpretation of the Empirical Results	47
5.1 Discussion of the Findings.....	47
5.2 Current BPM Maturity from the IT Perspective	50
5.2.1 Measuring BPM Maturity	50
5.2.2 IT-related BPM Maturity implied by the Survey	54
5.3 Evaluation of Common Process Modelling Languages	55
5.3.1 Widespread Process Modelling Languages.....	55
5.3.2 Survey-based Assessment of Evaluation Frameworks.....	60
5.3.3 Survey-based Comparison of Process Modelling Languages	62
6 Limitations of the Investigation	67
7 Conclusions.....	69
APPENDIX A: QUESTIONNAIRE	71
APPENDIX B: COVER LETTERS FOR THE QUESTIONNAIRE.....	79
REFERENCES	83