# Contents

**Business Processes and Enterprise Modeling**

A Conceptual View of Enterprise Resource Planning Systems as Services . . . 3
*Nicklas Holmberg and Björn Johansson*

Supporting Social Network Analysis Using Chord Diagram in Process Mining . . . . . 16
*Amin Jalali*

Crowdsourcing in Business Process Outsourcing: An Exploratory Study on Factors Influencing Decision Making . . . . . 33
*Kurt Sandkuhl, Alexander Smirnov, and Andrew Ponomarev*

On the Role of Enterprise Modelling in Engineering Cyber-Physical Systems . . . . . 50
*Kurt Sandkuhl*

Working with Process Abstraction Levels. . . . . 65
*Oleg Svatoš and Václav Řepa*

A Coarse-Grained Comparison of Modelling Languages for Business Motivation and Intentional Distribution . . . . . 80
*Rando Tõnisson and Raimundas Matulevičius*

**Information Systems Development**

The Novel Approach to Organization and Navigation by Using All Organization Schemes Simultaneously . . . . . 99
*Aneta Bartuskova and Ivan Soukal*

When Do Projects End? – The Role of Continuous Software Engineering . . . 107
*Peter Forbrig*

Business-Driven Open Source Software Development: Motivational Aspects of Collective Design . . . . . 122
*Birgit Großer and Ulrike Baumöl*

Attributes of User Engagement for Website Development . . . . . 130
*Jurgis Senbergs and Marite Kirikova*

What Is a Framework? - A Systematic Literature Review in the Field of Information Systems . . . . . 145
*Dirk Stamer, Ole Zimmermann, and Kurt Sandkuhl*

Combination of DSL and DCSP for Decision Support in Dynamic Contexts . . . . . 159
*Boris Ulitin, Eduard Babkin, and Tatiana Babkina*

**Information Systems Management**

A Change Management Review: Extracting Concepts to Preserve Business and IT Alignment . . . . . 177
*Oscar Avila, Kelly Garces, and Sebastian Sastoque*

Cloud Computing Governance Reference Model . . . . . 193
*Soňa Karkošková and George Feuerlicht*

Auditing Security of Information Flows . . . . . 204
*Dmitrijs Kozlovs and Marite Kirikova*

Information Security Governance: Valuation of Dependencies Between IT Solution Architectures . . . . . 220
*Oscar González-Rojas, Lina Ochoa-Venegas, and Guillermo Molina-León*

**Learning and Capability**

Intelligent Tutoring System for Learning Graphics in CAD/CAM . . . . . 239
*Jānis Dāboliņš and Jānis Grundspeņķis*

Using Alliances to Cut the Learning Curve of ICT . . . . . 247
*Paul Pierce and Bo Andersson*

Supporting Perspectives of Business Capabilities by Enterprise Modeling, Context, and Patterns . . . . . 262
*Janis Stirna and Jelena Zdravkovic*

A Method for Situating Capability Viewpoints . . . . . 278
*Anders W. Tell, Martin Henkel, and Erik Perjons*

**Data Analysis**

What Role Do Emotions Play for Brands in Online Customer Reviews? . . . . 297
*Armin Felbermayr and Alexandros Nanopoulos*

Associations Rules Between Sector Indices on the Warsaw Stock Exchange . . . 312
*Krzysztof Karpio, Piotr Łukasiewicz, and Arkadiusz Orłowski*

Algorithms for Database Keys Discovery Assistance . . . . . 322
*Christian Mancas*

A Classifier to Determine Whether a Document is Professionally or Machine Translated . . . . . 339
*Michael Luckert, Mortiz Schaefer-Kehnert, Welf Löwe, Morgan Ericsson, and Anna Wingkvist*

**Author Index** . . . . . 355