## **Contents**

Part I Visions	
Knowledge-Action Structures	3
The Power of Structuring the Unknown-A Unique Human Capability	13
Digital Technology and StructureStefan Seideł	23
The Challenge of Structuring Business Informatics as an Academic Discipline	31
Part II Models	
Linguistic Structures in the Light of the Digital Transformation: Addressing the Conflict Between Reference and Change	41
Structuring of an Evaluation Model for Projects	55
The Goat Criteria—A Structured Assessment Approach for Reference Models	63
Metamodels as a Conceptual Structure: Some Semantical and Syntactical Operations	75

Tool Support for Designing Innovative Sustainable Business  Models	87
Ralf Knackstedt, Sebastian Bräuer and Thorsten Schoormann	
How a Global Customer Service Leader is Using a Reference Model to Structure Its Transformation While Remaining Fast and Agile Karsten Kraume, Klaus Voormanns and Jiaqing Zhong	101
All Dynamic Decision Problems Are Created with Equal Structure Stephan Meisel	113
Reference Models for Standard Software—Scientific Myth Instead of Practical Reality?	125
On the Evolution of Methods for Conceptual Information  Systems Modeling	137
The Need for a Maturity Model for Maturity Modeling  Jos van Hillegersberg	145
Blackboxing Data—Conceptualizing Data-Driven Exploration from a Business Perspective	153
Part III Processes	
Structuring Quality Management with the icebricks Business Process  Management Approach	167
Predictive Analytics of Winter Sports Processes Using Probabilistic Finite Automata	179
"Strukturieren, Strukturieren, Strukturieren" in the Era of Robotic Process Automation	191
Structuring Business Process Management	203
The Development Lines of Process Automation	213
Structuring Behavior or Not, That is the Question	221

Contents xxiii

Structuring What You Are Doing: 20 Years of Business Process Modelling	227
Part IV Data	
Structuring Judicial Communication	241
Structuring and Securing Data with Holography—A Holistic Interdisciplinary Approach	251
Data Structures in Medicine—On the Road to Data Standards Martin Dugas	263
Big Data Research—How to Structure the Changes of the Past Decade?	271
Applications of Artificial Intelligence in Supply Chain Management and Logistics: Focusing Onto Recognition for Supply Chain Execution	283
(Re)Structuring Data Law: Approaches to Data Property	297
Structuring Unstructured Data—Or: How Machine Learning Can Make You a Wine Sommelier	307
Mining for the Evil—Or But Poking in Shades of Grey?	317
Social Media Data—A Glorious Mess	325
Part V Organizations	
The Paradigm Shift in Customer Analysis: Marketing or IT-Driven?	337
Information Systems as the Genetic Material of Organizations: The Contributions of Jörg Becker	351

Structure, Structure? Designing and Managing Smart Service Systems as Socio-Technical Structures	361
A Multiple Case Study Investigating Factors Negatively Influencing IT Value	373
Management in View of Digital Transformation	385
Augmenting Internet of Things (IoT) Architectures with Semantic Capabilities	397
Structuring Governments' Success Factors in Social Media Sara Hofmann	409
A Structure for New Voting Technologies: What They Are, How They Are Used and Why	421
Structural Features of Digital Strategies for Municipalities Björn Niehaves, Kristina Röding and Frederike Marie Oschinsky	427
Banking Regulation and Banking Supervision: Current Structure and Challenges	439
The Attention Pattern Emerging from Information Technology: A Structural Perspective	451
Hybrid Project Management in Digitalization Projects at the University of Applied Sciences Münster	459
Structuring in the Digital Age	469
Managing a Network	481
Structuring the Boundaries of the Firm	489

Contents xxv

Bringing Structure to Research Data Management Through a Pervasive, Scalable and Sustainable Research Data	
Infrastructure	501
Raimund Vogl, Dominik Rudolph and Anne Thoring	
Part VI Technologies	
Send-Receive Considered Harmful: Toward Structured Parallel Programming	515
Parallel Programming with Algorithmic Skeletons	527