

# Preface

The present book includes extended and revised versions of a set of selected papers from the 14th International Conference on Enterprise Information Systems (ICEIS 2013), held in Wroclaw, Poland, during June 28–July 1, 2012 and co-organized by the Wroclaw University of Economics. The conference was sponsored by the Institute for Systems and Technologies of Information, Control and Communication (INSTICC), held in cooperation with the Association for Advancement of Artificial Intelligence (AAAI), the Institute of Electronics Information and Communication Engineers (IEICE), the IEICE Special Interest Group on Software Enterprise Modelling (SWIM), the Association for Computation Machinery (ACM), the ACM Special Interest Group on Management Information Systems (SIGMIS), and the ACM Special Interest Group on Computer Human Interaction.

The conference was organized in six simultaneous tracks: “Databases and Information Systems Integration, Artificial Intelligence and Decision Support Systems, Information Systems Analysis and Specification, Software Agents and Internet Computing, Human–Computer Interaction, and Enterprise Architecture”. The book is based on the same structure.

ICEIS 2012 received 299 paper submissions, from 49 countries and districts on all continents. From these, after a blind review process, only 28 were accepted as full papers, of which 25 were selected for inclusion in this book, based on the classifications provided by the Program Committee. The selected papers reflect state-of-the-art research work that is often oriented towards real world applications and highlights the benefits of Information Systems and Technology for industry and services, thus making a bridge between the academia and the enterprise worlds. These high quality standards will be maintained and reinforced at ICEIS 2013, to be held in Angers, France, and in future conferences.

Furthermore, ICEIS 2012 included 5 plenary keynote lectures given by Schahram Dustdar (Vienna University of Technology, Austria), Dimitris Karagiannis (University of Vienna, Austria), Steffen Staab (University of Koblenz-Landau, Germany), Pericles Loucopoulos (Loughborough University, UK), and Yannis Manolopoulos (Aristotle University, Greece). We would like to express our appreciation to all of them and in particular, to those who took the time to contribute a paper to this book.

On behalf of the conference Organizing Committee, we would like to thank all participants. First of all the authors, whose quality work is the essence of the conference and the members of the Program Committee, who helped us with their

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expertise and diligence in reviewing the papers. Also we all know, producing a conference requires the effort of many individuals. We also wish to thank all the members of our Organizing Committee, whose work and commitment were invaluable.

March 2012

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<http://www.springer.com/978-3-642-40653-9>

Enterprise Information Systems

14th International Conference, ICEIS 2012, Wroclaw,  
Poland, June 28 - July 1, 2012, Revised Selected Papers

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2013, XX, 490 p. 171 illus., Softcover

ISBN: 978-3-642-40653-9