

J.J. Alfaro, R. Rodriguez- Rodriguez, M.J.Verdecho, A. Ortiz: Business process interoperability and collaborative performance measurements.

Resulting from an extensive literature review 8 core characteristics of a performance measurement system (PMS) are identified that should be fulfilled to cover interoperability requirements. These characteristics are: 1) business process representation, 2) business process measurement, 3) business process lifecycle measurement, 4) intra- and inter-organisational level measurements 5) process decomposition approach, 6) inter- and inter-process-process connection measurement, 7) inter-organisational coordination measurement and 8) common inter-organisational strategy.

The authors have identified 14 publications on PMS that deal with business process interoperability and analysed their coverage of the 8 characteristics identified above.

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Intern. Journal of CIM, Vol. 22, Nr. 9, pp 877-889 (2009)

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