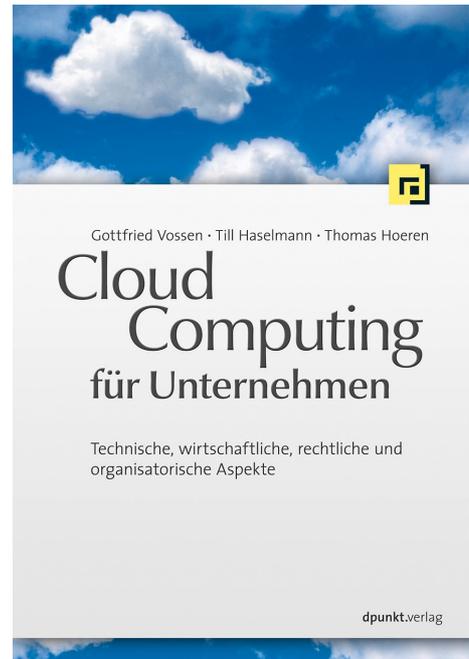


Gottfried Vossen, Till Haselmann,
Thomas Hoeren

Cloud-Computing für Unternehmen

Technische, wirtschaftliche, rechtliche und
organisatorische Aspekte

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Das geplante Buch behandelt die Möglichkeiten und Grenzen von Cloud-Computing und weiteren Cloud-Services im Unternehmen. Nach einer kurzen Präsentation der prinzipiellen Potentiale werden die technischen Grundlagen der Cloud erläutert. Die Beschreibung bleibt praxisorientiert-prägnant, ohne jedoch fachliche Genauigkeit zu opfern. Auf dieser Basis werden wirtschaftliche und organisatorische Faktoren dargestellt, die für Unternehmen bei der Entscheidung für oder wider den Einsatz von Cloud-Services eine Rolle spielen sollten. Dabei wird auch auf die Entwicklung einer Cloud-Strategie eingegangen.

Neben den betriebswirtschaftlichen Aspekten werden die rechtliche Fragestellungen rund um ein Cloud-Sourcing ausführlich beleuchtet. Ein eigenes Kapitel widmet sich Fragen der Sicherheit in der Cloud. Schließlich rundet eine Auswahl an kompakten Entscheidungshilfen, die wichtige Aspekte praxisgerecht zusammenfassen, den Inhalt ab.

Das Buch bietet damit eine Orientierung insbesondere für kleine und mittlere Unternehmen (KMU), die Interesse an Cloud-Computing haben, für die jedoch zentrale Fragen (wie Provider-Auswahl oder Sicherheit) offen sind.

Dr. Gottfried Vossen ist seit 1993 Professor für Informatik, am Institut für Wirtschaftsinformatik der Universität Münster und leitet dort die Arbeitsgruppe für Datenbanken und Informationssysteme.

Till Haselmann arbeitet seit 2008 als wissenschaftlicher Mitarbeiter am Lehrstuhl für Informatik am Institut für Wirtschaftsinformatik der Universität Münster. Inhaltlicher Schwerpunkt seiner Forschungstätigkeit sind Cloud-Services.

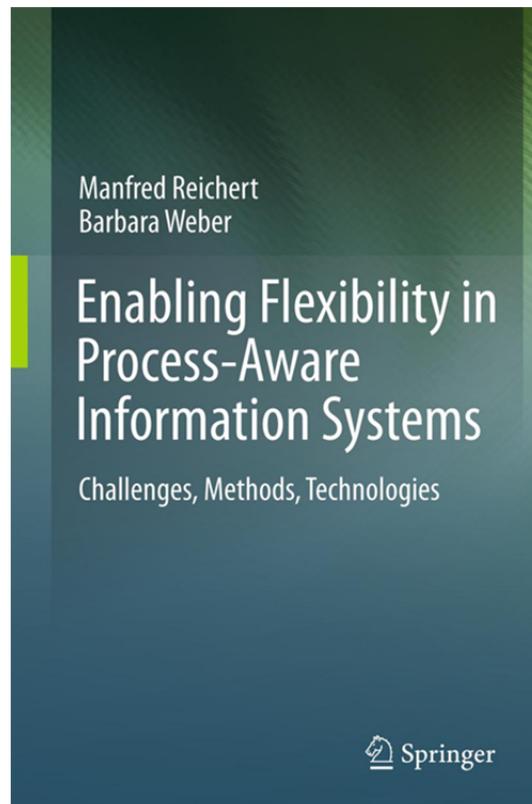
Dr. Thomas Hoeren ist seit April 1997 Universitätsprofessor an der Juristischen Fakultät der Westfälischen Wilhelms-Universität Münster sowie geschäftsführender Direktor des Instituts für Informations-, Telekommunikations- und Medienrechts (ITM).

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Buchrezension



“Not a company exists whose management doesn’t say, at least for public consumption, that it wants an organization flexible enough to adjust quickly to changing market conditions.” This is how Michael Hammer and James Champy opened their bestselling book “Reengineering the Corporation”, which was first published in 1993. It was a remarkable book in many respects. For one, it was groundbreaking in its emphasis on *business processes* as primary organizational assets. Secondly, Hammer and Champy were among the first to identify *information technology* as the enabler to reengineer such business processes towards higher levels of organizational performance.

When you consider the two concepts these management guru’s talked about, business process and information technology, you will immediately understand what this other remarkable book by Manfred Reichert and Barbara Weber is about. It is about *process-aware information systems*. Such information systems are aware - let’s credit the technology with a certain level of consciousness - of the business processes that companies execute to a considerable level of detail. A process-aware information system gives companies ultimate control over the way they do their business; it helps them to manage the activities, people,

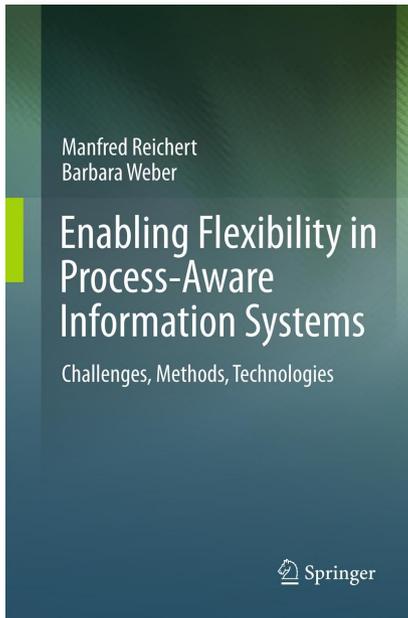
policies, data, and other technologies that are needed to produce and deliver the products and services their clients want from them.

A legitimate question now is whether process-aware systems have helped organizations to become more flexible in the way that Hammer and Champy envisioned that they all prefer to be. For quite some time, the answer seemed to be a plain 'no'. I am old enough to recall the terrifying first case studies on the industrial use of workflow management systems, the earliest types of process-aware information systems. These studies painted grim pictures of people forced to dance to the tunes of Orwellian conductors (automated or otherwise). Even while the workers knew what was good for their customers, the workflow management system simply wouldn't let them do it. O my! Still, that was also the time I started implementing such systems myself. In the projects I was involved in, I certainly noted the need to allow workers to occasionally deviate from perfectly good yet standardized procedure. However, when you would think a little about it, exploit all the features of the system - both the documented and the non-documented ones - you would be able to find a way to create those much-needed workarounds. Also, the workflow management system really helped to carry out a business process more efficiently. The story, therefore, did not seem so grim after all.

The book by Reichert and Weber is about lightening up the picture entirely. Its main subject is how the flexibility of process-aware information systems has evolved over the past two decades towards a very high level of sophistication. The book deals with the whole spectrum of mechanisms that we are aware of now in the Business Process Management research field. The authors of this book, Manfred Reichert and Barbara Weber, have played an instrumental role in the development of many of these mechanisms and can oversee the area as no one else can. It may seem old-fashioned to write books in a time when researchers are credited for their papers in top journals and the funding they acquire, but I am truly grateful to them for investing their time in this project. I think that students, researchers, and practitioners will agree with me after they have completed reading this book. And my message to managers that are fond of reading books like "Reengineering the corporation" is: Use a process-aware information system and your business processes will be as flexible as you like them to be.

Dr.ir. Hajo Reijers

TU Eindhoven, Niederlande, 2012



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M. Reichert, Ulm University, Germany; B. Weber, University of Innsbruck, Austria
Enabling Flexibility in Process-Aware Information Systems

Challenges, Methods, Technologies

- ▶ **Comprehensively describes all relevant state-of-the-art concepts, methods and technologies enabling process flexibility, e.g., process configuration, exception handling, ad-hoc process changes, process schema evolution, and many more**
- ▶ **Includes presentations of both open source and commercial process management systems**
- ▶ **Enhanced by a website with ready-to-use slides, exercises and solutions, and further teaching material**
- ▶ **Written by two of the most prominent researchers in the BPM area**

In today's dynamic business world, the success of a company increasingly depends on its ability to react to changes in its environment in a quick and flexible way. Companies have therefore identified process agility as a competitive advantage to address business trends like increasing product and service variability or faster time to market, and to ensure business IT alignment. Along this trend, a new generation of information systems has emerged—so-called process-aware information systems (PAIS), like workflow management systems, case handling tools, and service orchestration engines. With this book, Reichert and Weber address these flexibility needs and provide an overview of PAIS with a strong focus on methods and technologies fostering flexibility for all phases of the process lifecycle (i.e., modeling, configuration, execution and evolution). Their presentation is divided into six parts. Part I starts with an introduction of fundamental PAIS concepts and establishes the context of process flexibility in the light of practical scenarios. Part II focuses on flexibility support for pre-specified processes, the currently predominant paradigm in the field of business process management (BPM). Part III details flexibility support for loosely specified processes, which only partially specify the process model at build-time, while decisions regarding the exact specification of certain model parts are deferred to the run-time. Part IV deals with user- and data-driven processes, which aim at a tight integration of processes and data, and hence enable an increased flexibility compared to traditional PAIS. Part V introduces existing technologies and systems for the realization of a flexible PAIS. Finally, Part VI summarizes the main ideas of this book and gives an outlook on advanced flexibility issues.



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