

# Organizational Change: Enabling Technologies & Business Process Design

Information and Communication Technologies (ICT) play a crucial role in enabling organizational change, driving new forms of organizations, and supporting innovative business models in both the public and private sectors [1–5], as well as the non-profit one [6]. These technologies help organizations implement and run new processes, innovate products and services, achieve higher responsiveness, and transform their internal structures to improve their performance. Often, these changes are driven by the ability to develop a process-oriented vision and capability to innovate organizations [7]. The interplay between enabling technologies and business process management (BPM) is therefore critical to tackling the challenges and opportunities of digitalization related to processes.

Effective implementation of digital processes is one of the most complex challenges faced by managers [8]. Potential opportunities and risks emerging from the increasing integration of new technologies, such as generative artificial intelligence, have broader societal impacts, including effects on productivity, labor demand and requirements, among others [9]. A holistic understanding of different aspects, including strategic alignment, governance, methods, IT, people, and culture, is required for success [10]. Dynamic capabilities are becoming increasingly important in identifying, implementing, and fully exploiting ICT-enabled organizational changes in the face of digital disruption [11]. Despite the many change strategies and tactics that have been applied, it remains difficult to develop a comprehensive theory of ICT-enabled change management and implementation [4].

Empirical investigations must be conducted hand-in-hand with theory building if we want to better interpret today's corporate environments and be able to change them for the better. This track invites contributions from a variety of perspectives and approaches, encouraging the interplay of theoretical and empirical research with practical and professional views and experiences. Different types of contributions ranging, for example, from full research papers to research-in-progress papers or from experience-in-the-field reports to case reports, are welcome.

## Track main topics

- Digitalization and sustainable digital transformation
- Change management: successes and failures
- Enabling technologies and organizational drivers of resilient change
- Business Process Management practices as enablers and inhibitors of resilient change
- Analysis of the relationship between emerging technologies (blockchain, AI, big data, digital platforms) and organizational change
- Organizational challenges from a process-oriented perspective
- BPM and change management theories, methodologies, techniques, and tools
- Analysis of the interaction between actors (individuals, groups, organizations, and networks) and information technology during change processes
- Bottom-up and top-down change processes
- ICT-enabled change processes and diversity management in multicultural environments
- Theories and tools for interpreting ICT-related changes
- ICT-enabled new business models: emergence and implementation
- Relationships between ICT, business models, and strategy
- Co-opetition in ICT: standardization as an enabler of organizational change
- Standardization as a trigger or consequence of organizational change?

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