itAIS 2011

VIII Conference of the Italian Chapter of AIS

Information Systems: a crossroads for organization, management, accounting and engineering

LUISS Guido Carli - Roma- Italy, October 7 th – 8 th, 2011

www.itais2011.org

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Important Dates

Deadline for encouraged abstract submission	May 16th , 2011
Deadline for full paper submission	~~June 20th , 2011~~ June 27th, 2011
Notification of acceptance	July 18th, 2011
Full paper or poster submission	August 22th, 2011
Conference	October 7 th - 8 th, 2011

Submission guidelines

Submissions will be evaluated through a standard **double-blind review** process. Track chairs will select reviewers and ensure anonymity of the double-blind process.

Authors are highly encouraged to seek guidance from Track Chairs prior to submission of the paper. We highly encourage authors to formalize this process by sending an abstract to the Track Chairs (by April 18th) to receive feedback and guidance.

Formal submissions must specify the tracks that they are intended for. The page limit for contributions submitted in English is equal to 8 pages (maximum). Formatting rules will be available on conference website (*www.itais2011.org*).

Accepted papers will need to show both relevance and methodological rigor. The best contributions in English will be published in a book with ISBN by Springer. Other papers will be published in the conference proceedings (CD-ROM). At least one author for each accepted paper must attend the conference and present the work.

The online submission system will be available at *www.itais2011.org*

Journals

The Programme and the Track Chairs will select a short list of best papers to be submitted to the following peer reviewed journals:

- Electronic Government, an International Journal (EG),
- Information Systems and e-Business Management,
- International Journal of Accounting Information System,
- International Journal of Digital Accounting Research,
- International Journal of E-Services and Mobile Applications,
- Journal of Information, Communication & Ethics in Society Information,
- Knowledge Management Research & Practice

For questions please send an e-mail to: info@itais2011.org

CONFERENCE TRACKS

E-Services in Public and Private Sectors

Co-Chairs: V. Albano (LUISS Guido Carli), S. Chong (Curtin University of Technology), A. Zanfei (U. Urbino)

E-service is defined as the provision of services (information, interaction, transaction, etc.) via electronic networks and is a promising reference model for businesses and public service organizations. The study of e-services overlaps several disciplines including computer science and engineering which are concerned with the development and provision of these services. It also extends to economics and organization science with regard to service quality and value research. Such converging (or diverging) elements are relevant, for example, when considering the pros and cons of addressing public sector e-services with a private sector perspective. Defining an integrated framework for the study of e-services in both the public and the private sectors underscores the need for new business models, as well as increases the value of e-services integration via the enhanced collaboration between service providers and users / customers / citizens. Technical issues of infrastructure integration, service-oriented architectures and Enterprise Application Integration (EAI) overlap with new revenue generating models, in addition to expanding opportunities for service improvement and building better customer/citizen relationships. Other than producing meaningful information flow between the government and the citizens, it is vital to understand how digitized information highway could improve service process and reduce erroneous data in the public system. With persistent demand for transparency and accountability of government and its instrumentalities, electronic facilitation of services could also aid the process of governance at the grass root levels. The Track encourages contributions from multiple perspectives. Theoretical issues and empirical evidence developed in specific service areas (e.g. health care, tourism, government, banking), in processes (e.g. procurement, invoicing, payments), and in public or private environments constitute an ample research background to draw upon and to investigate. Topics include (but are not limited to):

- e-service adoption
- Private and public e-service approaches
- Integration of different organizations, stakeholders, and actors in e-services design and implementation
- E-services case studies
- Security and privacy issues
- Interoperability standards and frameworks
- E-service evaluation models
- Building e-services for e-government
- E-government and the digital divide
- Electronic invoicing in B2G and B2B contexts
- User trust and e-services
- Web services and Service-Oriented Architecture for public and private sector e-services.
- Business Process Management (BPM) and e-services
- BPM and Governance

Organizational change and Impact of ICT in Public and Private Sector

Co-Chairs: E. Erkul (Hacettepe University), F. Pennarola (U. Bocconi), M. Sorrentino (U. Statale Milano)

ICTs are part of corporate transformations in today competitive environments. The vast majority of change projects imply redesign and adaptation of ICT solutions, and in many cases they are entirely centered around these technologies. Organizations expect to use the new ICT to run new processes, innovate products and services, gain higher responsiveness, and implement new corporate environments aimed at transforming their internal structures into better achieving organizations. To date, both practice and literature have widely shown that the effective implementation of new ICT is one of the most challenging tasks faced by managers, since it requires people to understand, absorb and adapt to the new requirements. The capacity to absorb and to fully implement the adoption of new ICTs is a key factor to gain extra competitive abilities, because the ultimate impact of ICT is mediated by a number of factors many of which require an in-depth understanding of the organizational context and human behavior. Despite the many change strategies and tactics applied so far and the fact that many research findings have associated successful tactics with organizational contexts, it is proving difficult to develop a comprehensive theory of change management and change implementation. Empirical investigation must be conducted hand-in-hand with theory building if we want to better interpret today's corporate environments.

The Track encourages the interplay of theory and empirical research and is open to contributions from any perspective. Topics include (but are not limited to): Change management successes or failures; Enablers of and/or inhibitors of ICT-related change success; Relationships between ICT and business strategy; Applied change management theories and methodologies; Analysis of change management tools and techniques also from an interorganizational viewpoint; Analysis of the interaction of individual, group, and information technology during change processes; Bottom-up and top-down change processes; Change processes in technology development, adoption, deployment in multi-cultural environments; Theories and tools to interpret ICT-related changes.

Information and Knowledge Management

Co-Chairs: P. Bednar (U. of Portsmouth), V. De Antonellis (U. Brescia), D. Saccà (U. Calabria)

In modern organizations, in the era of Internet and Web-based scenarios, people have started to experience networked collaboration. Through information and knowledge sharing practices, people in organizations can achieve a number of aims: to improve business processes; to extend business knowledge; to collaborate with potential partners; and to develop, share and access huge quantities of available resources. New requirements for Information and Knowledge Management Systems must be considered in the context of such distributed collaboration scenarios. Two distinctive sets of core requirements can be identified: one software-centred and the other human-centred. The first engages particularly

with advanced methods and tools for semantic interoperability, where there is a strong need for integration support and dynamic collaboration. The human centred core is particularly engaged with advanced systemic methods and tools for communication, interactive learning, and human problem-solving and sense-making practices, where the analysis and development of human activity systems are of key concerns.
This track aims to present the latest research on information and knowledge management and collaboration in modern organizations. The track serves as a forum for researchers, practitioners, and organizational stakeholders to exchange ideas and experiences on ways in which new technologies and systemic tools and techniques etc. may contribute to "extract", represent and organize "knowledge" and provide effective support for collaboration, communication and sharing of information and knowledge. Relevant tools and technologies might include the semantic Web, semantic Web services, service oriented architectures, P2P networks, OLAP systems, tools for data and service integration, "information" wrapping and extraction, data mining and process mining. Papers discussing the relationship between software centred and human centred issues are also of interest for the call.

IS Quality, Metrics and Impact

Co-Chairs: C. Francalanci (Politecnico Milano), A. Ravarini (LIUC)

The objective of the track is to seek original research contributions on measurable impacts of information systems within organizations. While it is widely recognized that information technology impacts on companies along multiple organizational dimensions, the assessment of the actual costs and benefits of information systems raises a number of research questions that are still largely unanswered. What are the real costs of key IS projects? For example, is IT a green technology? What are the tangible benefits delivered by ITs and what evidence exists on the measurable impacts of these benefits, both at an organizational and at an industry level? The track welcomes research that can provide a systematic view of the state of the art on these questions and provide insights on the methodologies and techniques that can be applied to assess the quality of modern information systems.
Keywords: IT costs, IT benefits, IS quality, IT assessment, IS performance management

IS Development and Design Methodologies

Co-Chairs: A. Carugati (Aarhus School of Business), P. L. Guida (RFI Trenitalia), B. Pernici (Politecnico Milano)

The track aim at presenting research in the wide area of information systems development and design methodology, with a special focus on designing information systems in complex organizations, virtual enterprises and interconnected organizations. Model based design methods and tools and empirical work on design experiences are both interesting in the track. In addition, papers discussing the relationship between technological and organizational points of view and constraints during the design are also of interest for the call.

Human-computer interaction

Co-Chairs: L. Tarantino (U. Aquila), G. Tortora (U. Salerno), G. Vitiello (U. Salerno)

Human-computer interaction (HCI) is an interdisciplinary research and practice field that deals with the design, evaluation, and use of interactive technologies. The field has gained increasing attention in the last decades due to the pervasiveness of Information Technology in our lives. Traditional HCI topics, such as user-centred system design, usability engineering, accessibility, and information visualization are important to Management Information Systems (MIS) as they influence technology usage in business, managerial, organizational, and cultural contexts. As the user base of business interactive systems is expanding from IT experts to consumers of different types, including elderly, young and special needs people, who access services and information via Web, new and exciting HCI research topics have emerged dealing with broader aspects of the interaction, such as designing for improving the overall user experience, favouring social connections and supporting collaboration. Moreover, the introduction of advanced interactive devices and technology is dragging researchers? attention towards innovative methods and processes for interaction design, modeling and evaluation, which take fully into account the potential of modern multimodal user interfaces. The Track builds on the success of similar tracks of last two years conference programs; it welcomes researchers and practitioners of HCI and related disciplines to discuss theories, practices, methodologies, techniques and applications about the interaction among humans, information and technology. Submissions of research papers, experience reports, as well as research in progress articles are encouraged. Authors may contact track's co-chairs to check whether or not the nature of their submission is appropriate for this track.

Information Systems, Innovation Transfer, and new Business Models

Co-Chairs: D. Baglieri (U. Messina), F. Cesaroni (U. Carlo III, Madrid), G. Visaggio (U. Bari)

This track invites papers that examine how new ICT tools may support firms rejuvenating activities by providing support on reorganization, and promote new business models by rethinking firms' R&D strategies .
Consistent with open innovation approach, firms can profit of their R&D activity by transferring the results of their innovation processes to external organizations aiming at further adopting and applying that knowledge. In ICT fields, a great opportunity is given by co-operative projects focused on research and development technologies and innovation transfer, provided that technology-based innovation processes be adapted to deep changes in organisational contexts. Advanced ICT tools offer a set of new possibilities to facilitate the use of open cooperative and decentralised models where different entities asynchronously cooperate by adapting transfer/diffusion processes and roles to specific cases, situations, countries and cultures. The objectives of the track are to disseminate findings and exchange experiences on how information systems enable and facilitate the leverage of technological knowledge supporting (open) innovation by handling ICT based innovation and to address new theories and tools and best practices in cooperative and network-based ICT transfer and diffusion. Theoretical, empirical, case studies, and policy-oriented contributions are very welcome. Topics include, but are not limited to:

- The role of IT/IS in firms strategies
- Web Intelligence and firms capabilities
- Cooperative IT transfer and innovation theory and practice;
- Public-private partnerships for ICT transfer and diffusion
- Profiting from IS management: actors and business models
- Public procurement of IT services and other demand-side policies as catalysts or open innovation;
- IT tools to support cooperative technology transfer and diffusion in the context of Web 2.0 and future 3.0;
- Case studies and best practices for specific technologies, geographical contexts, or organizations related to ICT or ICT-supported fields.
- Best practices and experiences of innovations transfer of ICT research projects
- IS and user involvement in product development

Keywords: innovation transfer, web intelligence, IS business models.

Accounting Information Systems

Co-Chairs: P. Dameri (U. Genova), L. Marchi (U. Pisa), E. Vaassen (U. Tilburg)

The goal of this track is to collect original and innovative research contribution about Accounting Information Systems (AISs). AISs are often considered a standard instrument for accounting automation; however, they have a strong impact on business strategic activities, such as:

- operational activities and process management, because AISs are crucial drivers in business process improvement ad reengineering;
- internal reporting, as AISs are the basic instruments to collect and analyse business data and support decisions along with all the organization levels;
- external reporting, because AISs realize all the accounting activity in business and are the data repository, functional for the balance sheet and all the financial disclosure; therefore, they should be efficient, effective and compliant, to assure the best quality of financial information.

The research questions are: how AISs should be organized, to better support operational processes and activities? How AISs should be used, to better support managerial accounting and decisions? How AISs should be audited, to assure the best quality and reliability of financial information for the financial market?

The track will provide a comprehensive vision of AISs, considered like a strategic weapon to produce value from accounting activity in business.

Keywords: Accounting Information System (AIS), Management Information System (MIS), Business Intelligence (BI), Business Process Reengineering (BPR), data workflow.

Business Intelligence Systems their strategic role and organizational impacts

Co-Chairs: R. Bonazzi (HEC Lausanne), J. vom Brocke (U. Liechtenstein), C. Rossignoli (U. Verona)

Over the last three decades, the systems that support decision-making have been discussed extensively in the literature on information systems. These discussions began with a class of systems called Decision Support Systems, and, over the years, research has yielded a common definition of Decision Support System (DSS) and the components that constitute it. Some of these systems, however, are quite close to the original DSS concept, although they expand it to incorporate a broader set of users and a wider variety of decision-making .

Nowadays Business Intelligence Systems are included in DSS: they provide significant access to data, information or knowledge that can be specific to the needs of individuals or groups and also the ability to combine these elements to support broader organizational decision making needs. BIS, as decision support systems, play a strategic role for the enterprises, where the concept of decision-making process is considered a critical success factor as it is by strategic management field studies. The theoretical approach of this study concerns the Knowledge Based View, according to which enterprises are a repository of capabilities and knowledge that organizations can transform in value to create competitive advantages. More recently the literature on Strategic Information Systems has begun to explore the role of capabilities and agility, and therefore the way in which competitive advantage is continuously developed and renewed through the development of IT dynamic capabilities as well as the capacity to streamline and quicken the reaction time to competitive changes.

In this way companies create value and adapt themselves to changes across the development and the management of knowledge based assets and routines. A correlation can be found between the Content LifeCycle present within the tools of ECM (Enterprise Content Management) and the Capability LifeCycle associated with dynamic capability.

The emphasis is on the incorporation of IT and Business Intelligence Systems into organizations' strategic thinking, strategy alignment, management of change issues, exploration/exploitation of organizational resources and competencies. The focus of this track is dedicated to the exchange of the latest ideas and research on all aspects of practicing and managing Business Intelligence and in particular their strategic role in organizations. This track includes original research, case studies and critical analysis by academics and practitioners on strategies, practices and technologies that help in the understanding and practice of Business Intelligence and their strategic role also in terms of the development of IT dynamic capability.

Topics include, but are not limited to:

- innovative Business Intelligence Systems (BIS) strategies
- how to assess the application of theoretical concepts to the real word situation
- innovative knowledge discovery and knowledge management research for BIS applications
- business process and workflow management research and practice for BIS
- web intelligence and web 2.0 research and practice for BIS
- business performance management
- BIS and outsourcing

- capability development and dynamic IT capability;
- Strategic Information System (SIS) as an enabler of competitive advantage
- organizational implications of BIS
- the use of SIS to manage change
- SIS to coordinate and manage distributed resources and competencies (both IT/IS and non IT/IS
- ECM and dynamic capability
- Applications of SIS in functional management areas.

Keywords: Business Intelligence Systems; Strategic Information Systems; IT organizational impacts; organizational change; IT dynamic capability.

New ways to work and interact via Internet

Co-Chairs: C. Metallo (U. Parthenope), M. Missikoff (IASI-CNR)

Internet has created new ways of working and interacting, reduced the geographic, temporal, and organizational distance between individuals. Internet facilitates dispersed interaction across time and/or space, allowing at individuals, groups or organizations, to communicate and collaborate sharing knowledge and information. In particular, new Internet applications, such as Web 2.0 applications, allow a strong level of interaction among users and provide new work arrangements supporting both work activities and social relationships such as: remote work, telecommuting, telework, telecommunity, global and virtual teams, mobile offices, web community, social network, microblogging, etc.

Recently, social networks have been growing significantly in the private and leisure sphere of people, while a similar diffusion has not been achieved in the business world. However, there is a great expectation that this will happen in the near future. The expected benefits will be very relevant, starting from the improved cooperation opportunity to the possibility of unleashing new forms of collective intelligence and open innovation. In this direction, there is the emerging idea of Enteprise 2.0, where new forms of collaboration and knowledge sharing will be achieved. In general, scholars have mainly focused on the role of technology in supporting communication and coordination processes among employees, investigating some constructs such as autonomy, job performance, motivation, worklife balance, conflict, socialization processes, quality communication, etc. The aim of this Track is to encourage the ongoing debate on the role of Internet facilitating new ways to work and interact and its social and behavioral consequences on individual employees. Theoretical and empirical research, and other contributions from any perspective are welcome.

IS, IT and Security

Co-Chairs: R. Di Pietro (U. Roma Tre), M. Sadok (U. Tunisi), P. Spagnoletti (LUISS Guido Carli)

Dependence on networked information systems means enterprises are more vulnerable to security attacks which can disable temporarily their activities and induce losses in business profits and client trust. Despite the external sources of these attacks, internal abuse and malicious activity may generate unexpected damages. Effective information security management is fast gaining recognition as a major enabler of success in a dynamic business and technological environment. For instance, compliance with legal requirements (e.g. privacy) and the adoption of IT governance frameworks (e.g. COBIT, ITIL) make information security an essential element of internal control. Furthermore, information security choices have an impact on the behavior of e-service customers in both public and private sectors and this makes the analysis of non functional requirements a critical phase in the lifecycle of new platforms and solutions.

Consequently, information system security is a many-sided concept. It involves technical, organisational, managerial, and behavioral considerations. For this reason, there is a real need to build an integrated approach for more efficient management of information security. This track will consider topics associated with both the management of security in networked information systems and the design of security mechanisms. Submissions may span a broad range of topics, e.g.:

- IS security governance and management
- Corporate governance of security and privacy
- Social, legal and ethical aspects of IS security
- Security and privacy implications of new IT applications
- The economics of information security and privacy
- Digital forensics
- Trust in security and privacy enhancing systems
- Evaluation of system security and privacy risks
- Individual and corporate disclosure strategies, impacts, and the related social implications
- Identity Management for Governance, Compliance, and Risk management
- Data mining to enforce business security

Enterprise systems adoption

Co-Chairs: G. M. Campagnolo (U. Trento), N. Pollock (U. Edinburgh), P. Rippa (U. Federico II)

During the last decades enterprise systems have played a crucial role for many organizations and its importance is significant. For that reason, the majority of enterprises have turned to ERP applications to automate their business processes and gain competitive advantages. Like other technologies, ERP systems have their pros and cons with their disadvantages and problems need to be studied and understood. Various issues associated with the adoption, implementation, customization and integration of ERP systems require further investigation. Especially the implementation of ERP applications is of high importance for modern enterprises as through integration companies gain competitive advantage and achieve economies of scale. The major issues for consideration in this track include but are not restricted to investigations on adoption, implementation, customization and integration of ERP systems in

organizational settings together with proposals of organizational strategies to deal with implementation issues. Especially welcome are case studies ERP projects in public and private sector organizational contexts.

Blending Design and Behavioural Research in Information Systems

Co-Chairs: P. Depaoli (U. Urbino), A. Resca (LUISS Guido Carli), R. Winter (U. St. Gallen)

There seems to be a conundrum in information systems (IS) design research. On the one hand, an 'incremental' attitude can be adopted whereby empirical evidence on the characteristics of information systems is sought; in this instance, of course, the investigated IS have to be well established and diffused in order to provide such evidence, and knowledge on existing systems is constantly improved. On the other hand, an 'exploratory' attitude can be considered if the focus of the investigation is on emerging IS which are being implemented in businesses or in the public administration; in such cases extensive evidence is harder to get (by definition) and generalizations are riskier even though quite useful in orienting practitioners and users.
Possibly, researchers are not facing a real dilemma since there exist generally accepted methods which can support both approaches. The current discussion is however often focused on 'design only' and 'descriptive, positivist research only' so that the complementary nature of both paradigms and the potential of 'blended' approaches are sometimes neglected.
The track, therefore, aims at reviewing approaches and methods in IS design research which are both scientifically sound and contribute to organizations and society, especially in emerging IS. Contributions are thus sought concerning, for example:

- ways to consider needs (and therefore benefits) for the many groups of stakeholders (e.g.: companies, public administrations, managers, employees, students)
- means to handle the interplay of the three main research objects in design research: people, artefacts, and organizational issues
- examples of successful results in design research (e.g.: models, methods, frameworks, guidelines)
- examples of design-oriented research processes which are most likely to succeed in different contexts

Professional skills, certification of curricula, on-line education and communities

Co-Chairs: N. Casalino (U. Marconi), M. Draoli (Digit-PA), D. Muzio (U. Leeds)

The stream on IS professional skills includes issues pertaining to education and training in as well as with and through Information System technologies. The education and development of Information Systems professionals in the emerging technological and economic world of the 21st century will require innovative methods and approaches.
Both formal education programmes and assessment/certification frameworks are affected by continuous developments in digital technologies whilst the new possibilities and challenges of IS and IT have implications for both IT specialists and non-specialists within organizations. The cognitive ICT chain could use the independent standards of process and governance (like ITIL, COBIT, etc.) and the competence and profile standard like EUCIP and eCF as habilitation technologies to enhance the value of learning outcomes.
Furthermore, IT has led to the enhancement of the educational experience across disciplines and to the proliferation of online groups and communities both within and across organizations. Many, originally off-line activities (such as quality circles, task forces, and communities of practice) now take place online whilst IT enables knowledge creation and diffusion, co-production, mentoring, networking, and learning processes within organizational contexts. These groups, communities and activities can be highly heterogeneous in their structural configurations and span temporal and spatial boundaries; something which requires a diverse range of technological and organizational support systems and solutions. However, the necessary management competencies and support structures are often lacking whilst conflict and negative dynamics may also surface and undermine group outcomes. Furthermore, there is limited understanding of how group success is achieved in different work practices and industry contexts. Companies also
find it challenging to design business models to leverage the potential of these communities. Submissions to this track may include both theoretical and empirical contributions related to professional skills, the certification of curricula, on-line education and communities.
Keywords: Professional Skills Enhancement and New Curricula, Evaluation and Certification, E-learning and Knowledge Sharing, Organizational Design and Outcomes of Online Communities.

Organizational, Technological and Social aspects of IS Compliance and Business Resiliency

Co-Chairs: M. Cavallari (U. Cattolica), S. Guerses (K.U. Leuven), S. Za (LUISS Guido Carli)

Increasing regulatory oversight in the wake of corporate scandals and privacy breaches has led organizations to define clear constraints under which they can operate.
This track seeks submissions that explore social and organizational aspects and impacts of Compliance and Business Resiliency (B.R.) with respect to Information Systems. The track includes business, organizational, ethical, social and technical issues. Submissions that continue and extend the existing debates and theorization are welcomed.
Organizations of today's business environment can no longer rely on technology alone to protect information and information infrastructure, and requires a business-aligned approach to information risk management and compliance to be successful.
The growth in global regulatory and compliance requirements, lack of available resources and funding, the complexity of implementing privacy solutions and constant need to balance protection with the business needs of the organization is a major issue, on one hand. On the other hand, B.R. is the maturation and amalgamation of the individual processes of Crisis Management, Incident Response and Business Continuance into one succinct set of processes and capabilities that work collectively instead of independently.

This combination allows organizations to have minimal disruption in the event of a business-impacting incident that affects the entire organization instead of one that involves specific information infrastructure areas.
Compliance and B.R. plays an ambiguous role on the organizational structure: they are determined by the latter, and alongside determine influences on the organization and its technical infrastructure.
The track encourages contributions to better understand the unclear role that Compliance and B.R. play on an organization and its technical infrastructure, whether they constrain the organizational structure or they are constrained by a certain rigidity of the organization itself.
The Compliance and Business Resiliency track will also focus on providing insights and guidance on key social and organizational issues faced today by organizations as they mature their capabilities to transform a reactive and technologically focused approach into a proactive approach to B.R..
This track encourages conceptual, theoretical, and empirical papers that further our understanding of these issues.

ICT4LAW: Information and communication technologies to help firms, public administrations, legislators and citizens to operate in a highly regulated world.

Co-Chairs: G. Ajani (U. Torino), G. Boella (U. Torino), R. Candiotto (U. Piemonte Orientale)

Commercial forms and other private and public entities operate in a world which is increasingly subject to regulations of different nature and sources, like statutes, regulations and also self-regulations. At the same time, it is more and more difficult to manage the combined effect of legislative sources regulating socio-economical activities, coming from different levels like the European, national and regional ones. Production processes, in particular in the service sector, are changing continuously, due to international competition. Every change requires, however, to verify that processes are compliant with up to date norms in all the operative sectors. These complexities hold also for the public administrations, and even legislators themselves are feeling the necessity to simplify norms, make them accessible and evaluate the impact of norms.
These requirements can be met nowadays by a new generation of information and communication technologies. For example, it is possible to process legal texts to semantically connect them to the relevant processes of an enterprise or public administration, so to quickly understand the relevance of a new norm. Moreover, enterprise simulation processes can be used to forecast the effect of normative change so to adapt industrial strategies.
This track encourages conceptual, theoretical, and empirical papers that further our understanding of these issues. Contributions are, thus, sought concerning, for example:

- Ontologies for legal systems.
- Semantic technologies for legal texts.
- Information systems to support regulatory compliance.
- Simulation models for enterprises taking into account regulations.
- Software for regulation inventories.
- Business process management systems.
- Automatic monitoring of intellectual property right and copyright infringement.
- Opinion monitoring technologies.
- Business intelligence in highly regulated sectors.
- Systems for regulatory impact assessment

Keywords: Regulatory compliance, law, business process management systems, ontologies, semantic technologies, simulation, business intelligence