Abstract  Current approaches to Business Process Management (BPM) and Operational Business Intelligence (BI) integration have been very limited and simply reduced to the problem of technical integration between BPM and BI systems. This research aims to demonstrate that further opportunities for business value creation could be discovered through systematic analysis of the non-technical aspects of BI and BPM integration, especially in terms of strategy alignment, human-centered knowledge management and ongoing improvement of BI supported processes. This seminar will offer a brief overview of operational BI, before introducing an evolving theoretical framework, founded in the related research in BPM, BI and Knowledge Management (KM) fields. This integrated framework has been used to guide our empirical case study research in numerous service organisations, in the context of their BI-supported customer-facing business processes. Even though this research is truly multidisciplinary, the main focus of this seminar will be on BPM-related research challenges and opportunities.

Speaker  Dr. Olivera Marjanovic is a Senior Lecturer at The University of Sydney with more than 20 years of IT and business-related professional experience, gained in industry and academia. Olivera’s research and teaching interests lie at the intersect of Business Process Management, human-centered Knowledge Management and Business Intelligence, all explored in the context of knowledge-intensive BPs. She is co-founder and co-leader of the Business Process Management Research Group (BPMRG), University of Sydney. Olivera is also the Australia-Pacific editor for Teradata University Network - the leading world-wide community of industry practitioners, thought leaders and university academics in the area of Business Intelligence (BI) (http://academicprograms.teradata.com/tun/). Since 2003, Olivera has served as an Australian OzReader assessing the ARC applications in the areas of BPM, KM, BI and Education for the Australian Research Council. Through her ongoing involvement in the professional BPM and BI communities, Olivera has developed a keen interest in, and commitment to building bridges between industry and academia as well as across disciplinary boundaries of BPM, KM and BI communities.