www.flexible-processes.com. Professionals specializing in business process management (BPM) who want to obtain a good understanding of flexibility challenges in BPM and state-of-the-art solutions will also benefit from the presentations of open source as well as commercial process management systems and related practical scenarios.

J2EE Platform Web Services-Ray Lai 2004 Build robust, scalable, end-to-end business solutions with J2EE(TM) Web Services. This is the definitive practitioner's guide to building enterprise-class J2EE Web Services that integrate with any R2B application and interoperate with any legacy system. Sun senior architect Ray Lai introduces 25 vendor-independent architectural patterns and best practices for designing Web Services that deliver outstanding performance, scalability, and reliability. Lai takes you to the frontiers of emerging Web Services technologies, showing how to make the most of today's leading-edge tools, from Java Web Services Developer Pack to Apache Axis. Coverage includes: Web Services: making the business case, and overcoming the technical and business challenges Real-life examples and scenarios, and a start-to-finish application case study Expert guidance on reducing risk and avoiding implementation pitfalls Building complete business solutions with rich messaging and workflow collaboration Mainframe interoperability and B2B integration within and beyond the enterprise Framework and methodology to develop your Web Services patterns and best practices Up-to-the-minute coverage of Web Services security New applications: service consolidation, wireless, and more An extensive library of links to Web resources, reference material, and vendors Whether you're an architect, designer, project leader, or developer, these are the best practices, patterns, and techniques you need to succeed with Web services in your enterprise environment. Enterprises seeking to leverage Web Services to revolutionize the ways they deliver services to customers, partners, and employees will find the answers they need in this book. "Ray Lai's J2EETM Platform Web Services is a comprehensive look at J2EE platform architecture and should be a must-read for any serious Web Services developer." -- Larry Taibi, Senior Strategic Advisor, Tower Group "This is a book for true practitioners. It's for those interested in designing and implementing Web Services now and preparing for new opportunities on the horizon." --Jonathan Schwartz, Executive Vice President, Sun Microsystems

Best Practices and New Perspectives in Service Science and Management-Ordóñez de Pablo, Patricia 2013-04-30 Within global commerce, services and management play a vital role in the economy. Service systems are necessary for organizations, and a multi-disciplinary approach is ideal to establish full understanding of these systems. Best Practices and New Perspectives in Service Science and Management provides original research on all aspects of service science, service management, service engineering, and its supporting technology in order to administer cutting-edge knowledge to encourage the improvement of services. This book is essential for researchers and practitioners in the fields of computer science, software management, and engineering.