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of the 2nd International Business and
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Preface

2nd International Business and System Conference (BSC 2013) was held in November 2013 in Riga, Latvia in conjunction with the 6th IFIP WG 8.1 working conference on the Practice of Enterprise Modeling (PoEM 2013). BSC 2013 is a continuation of the international conference organized in 2010 under the title „Hand in Hand with Business Analysis”.

The conference addressed Business Analysis from the Systems Thinking perspective. Business analysts appear in different roles working in both business and technology areas. They are known as business analysts, system analysts, consultants as well as project managers. Business analysis helps to understand real business needs and develops successful solutions. All these roles are involved in business analysis processes of different types of systems. Therefore this conference was dedicated for making ground for experience exchange among researchers and practitioners involved in various roles concerning business analysis. It aimed at assembling local and world experience on systems approaches for business support and improvement.

The conference included 18 presentations, as well as two keynotes, enterprise modeling tool vendor presentations, and panel discussion on effective use of enterprise modeling tools in agile projects. Additionally participants attended enterprise modeling tool exhibition and two sessions of PoEM 2013, namely, the practice master class: “Enterprise Architecture Capabilities – What is it and how to assess?”, and the keynote “A New Contract between Business and Business Analysts” given by Baiba Apine. Keynote speakers of the BSC 2013 conference were the business analysis professionals and enthusiasts from the United Kingdom: Adrian Reed and Paul Turner. Eight abovementioned presentations were of the selected peer reviewed scientific/practitioner papers which were included in these BSC 2013 Proceedings. The authors of the papers represent five countries: Germany, Ireland, Latvia, Lithuania, and Poland. The papers concern issues of business and systems analysis in service systems, business process modeling, information systems development and practice-oriented research.

The organization of BSC2013 owes special thanks to the members of the International Program Committee for providing valuable reviews for the submitted papers. Furthermore, we are grateful to all authors

who submitted papers and speech proposals to the conference. We acknowledge tool vendors and organizers of the PoEM 2013 for possibility to participate in engaging events and sessions. Special thanks go to IIBA Latvia Chapter and Riga Technical University for organization of the BSC 2013 conference.

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