**Conference Theme: Information Services**

The special theme of the 24th edition of CAiSE is Information Services. The notion of service plays a more and more extensive role in the enterprise development. Indeed, most of the enterprise management and manufacture is based on the exchange of services: services to the customers and/or citizens, services to support the inter-organisational collaboration as well as services to accomplish intra-organisational activities. Many organizations and companies are sharing services with others, interfacing services from others, or outsourcing their ICT resources to various locations worldwide aided by the internet. For all of them, the concept of service becomes a cornerstone of their processes of collaboration, innovation and value creation.

In this context, the information systems (IS) engineering is moving towards the adoption of service-driven architectures where intra- and inter-organisational business activities are carried out with the help of information services. Information services are considered as a new means to deal with the complexity, modularity and interoperability of the constantly growing IS. Design and development of information services and information service-driven architectures become key to the success of organisations and their business.

Therefore, the service-driven IS domain becomes a new complex domain, which requires new interdisciplinary approaches and new transdisciplinary ways of thinking.

CAiSE’12 aims to bring together researchers and practitioners in the field of information systems engineering and invites papers that address all these challenges. The topics of interests include, but are not restricted to:

**Methodologies and approaches for IS engineering**
- Enterprise architecture and enterprise modelling
- Service science
- Requirements engineering
- Business process modelling and management
- Model, component, and software reuse
- IS reengineering
- Adaptive IS engineering approaches
- Knowledge patterns and ontologies for IS engineering
- IS engineering approaches for adaptive and flexible information systems
- IS in networked & virtual organizations
- Method engineering
- Knowledge, information, and data quality
- Quality of models and of modelling languages

**Innovative platforms, architectures and technologies for IS engineering**
- Service-oriented architecture
- Model-driven architecture
- Component based development
- Agent architecture
- Distributed, mobile, and open architecture
- Innovative database technology
- Semantic web
- IS and ubiquitous technologies
- Adaptive and context-aware IS

**Engineering of specific kinds of IS:**
- eGovernment
- Enterprise applications (ERP, CRM)
- Data warehousing and business intelligence
- Workflow systems
- Knowledge management systems
- Content management systems
- Sustainability-aware IS

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**Important Dates**

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<tr>
<th>Date</th>
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<tr>
<td>20 October 2011:</td>
<td>Workshop submission deadline</td>
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<tr>
<td>30 November 2011:</td>
<td>Paper submission deadline</td>
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<tr>
<td>16 December 2011:</td>
<td>Tutorial submission deadline</td>
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<td>17 February 2012:</td>
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<tr>
<td>25-29 June 2012:</td>
<td>Conference, Workshops &amp; Related Events</td>
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demonstrate and explore technical properties and because empirical studies, experiments, case studies, simulations, formal analyses, mathematical proofs, etc. Scientific reflection on problems and practices in industry also falls into this category. The topic of the evaluation presented in the paper as well as its causal or logical properties must be clearly stated. The research method must be sound and appropriate.

Experience papers present problems or challenges encountered in practice, relate success and failure stories, or report on industrial practice. The focus is on ‘what’ and on lessons learned, not on an in-depth analysis of ‘why’. The practice must be clearly described and its context must be given. Readers should be able to draw conclusions for their own practice.

Exploratory Papers can describe completely new research positions or approaches, in order to face a generic situation arising because of new ICT tools or new kinds of activities or new IS challenges. They must describe precisely the situation and demonstrate how current methods, tools, ways of reasoning, or meta-models are inadequate. They must rigorously present their approach and demonstrate its pertinence and correctness to addressing the identified situation.

Submission Conditions. Papers should be submitted in PDF format. The results described must be unpublished and must not be under review elsewhere. Submissions must conform to Springer’s LNCS format and should not exceed 15 pages, including all text, figures, references and appendices. Submissions not conforming to the LNCS format, exceeding 15 pages, or being obviously out of the scope of the conference, will be rejected without review. Information about the Springer LNCS format can be found at http://www.springer.de/comp/lncs/authors.html. Three to five keywords characterizing the paper should be indicated at the end of the abstract. The type of paper (technical/empirical evaluation/exploratory paper) should be indicated in the submission.

Publication. Accepted papers will be presented at CAiSE’12 and published in the conference proceedings, which is published in the Springer Lecture Notes in Computer Science (LNCS).

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