Title

Subtitle

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**Abstract**

1. **Situation faced**: text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text (max 100 words)
2. **Action taken**: text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text (max 100 words)
3. **Results achieved**: text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text (max 100 words)
4. **Lessons learned**: text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text (max 100 words)

1. Introduction

Please describe: What is the story of your business process modeling case. Please give a brief and motivating narrative what you think is worth mentioning most; (approx. 500 – 1500 words ≈ 1– 2 pages)

2. Situation faced

What was the initial problem that led to the action taken? The context of the case is specified concerning needs, constraints, incidents, and objectives (1500 – 2000 words ≈ 2 – 3 pages).

## 2.1. Heading2

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## 2.3. Heading2

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3. Action taken

What was done? What measures were undertaken, such as in regard to process redesign or process innovation? What methods and approaches were used? (2000 – 3000 words ≈ 3 – 4 pages)

## 3.1. Heading2

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# 4. Results achieved

What effects resulted from the actions taken? Results could take the form of changes in performance measures and/or qualitative statements from employees, customers, and other business partners. To what degree were expectations met or not met? (2000 – 3000 words ≈ 3 – 4 pages)

## 4.1. Heading2

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5. Lessons learned

What did the organization learn from the case? What can others learn? Lessons learned are grounded in the case and serve as example for others (1500 – 2000 words ≈ 2 – 3 pages).

## 5.1. Heading2

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References

In the following you can find some sample references illustrating different types of publications.

Mendling, J., Reijers, H.A. & van der Aalst, W.M.P., 2010. Seven process modeling guidelines (7PMG). *Information and Software Technology*, 52(2), pp.127–136.

Mendling, J., Reijers, H.A. & Recker, J., 2010. Activity labeling in process modeling: Empirical insights and recommendations. *Information Systems*, 35(4), pp.467–482.

Rosemann, M., 1996. Komplexitätsmanagement in Prozessmodellen: methodenspezifische Gestaltungsempfehlungen für die Informationsmodellierung. , p.297.