General Description
- Dramatic increase of paradigms and tools for realizing process-aware information systems (e.g., workflow management systems, enterprise application integration suites, etc.)
- No knowledge about economic impact of these „process-oriented software technologies“

Challenges
- To derive requirements for an economic-driven evaluation framework
- To identify relevant value drivers (determining costs, benefits, and risks)
- To describe value drivers and their dependencies
- To derive qualitative and quantitative conclusions and suitable metrics

Solution
- Development of an evaluation framework (including model design rules)
- Validation by case studies, experiments, and simulation runs

Three Evaluation Perspectives:

Evaluation Methodology:
1. Research Question
2. Formalism for Evaluation Models = System Dynamics
3. Design of Evaluation Models (Modeling System Structure & Behavior)
4. Interpretation of the Evaluation Model(s) through Simulation

Further information: http://is.ewi.utwente.nl/research