



Bibliography

- Ackoff, R. L. (1959). "Games, Decisions, and Organisations", in von Bertalanffy, L., Rapoport, A. (eds.) *General Systems*, Vol. 4, pp. 145-150
- Adzhiev, V. D., Beynon, W. M., Cartwright, A. J., Yung, Y. P. (1994). "A Computational Model for Multi-agent Interaction in Concurrent Engineering", in *Proceedings of the Second International Conference on Concurrent Engineering and Electronic Design Automation (CEEDA'94)*, Bournemouth University, United Kingdom, 7-8 April 1994, pp. 227-232
- Arnott, D. R., O'Donnell, P. A. (1994). "Business Process Re-engineering and Decision Support Systems: A Cautionary Tale", in (Glasson et al., 1994), pp. 127-135
- Baets, W. R. J. (1998). *Organisational Learning and Knowledge Technologies in a Dynamic Environment*. Boston: Kluwer Academic Publishers
- Beynon, W. M. (1994). "Agent-oriented Modelling and the Explanation of Behaviour", Invited Paper in *Proceedings of the International Workshop – Shape Modelling Parallelism, Interactivity and Applications*, Technical Report TR-94-1-040, Department of Computer Software, University of Aizu, Japan, September 1994, pp. 54-63
- Beynon, W. M. (1997). "Empirical Modelling for Educational Technology", in *IEEE Proceedings of the Second International Conference on Cognitive Technology (CT'97)*, University of Aizu, Japan, 25-28 August 1997, pp. 54-68
- Beynon, W. M. (1998). "Empirical Modelling and the Foundation of Artificial Intelligence", in Nehaniv, C. L. (ed.) *Proceedings of the International Workshop on Computation for Metaphors, Analogy and Agents*, University of Aizu, Japan, April 1998 (also in *Lecture Notes in Artificial Intelligence*, 1562, pp. 322-364)
- Beynon, W. M., Cartwright, R. I. (1995). "Empirical Modelling Principles for Cognitive Artefacts", in *Proceedings of the IEE Colloquium: Design Systems with Users in Mind: The Role of Cognitive Artefacts*, December 1995, Digest No. 95/231, pp. 8/1-8/8



- Beynon, W. M., Cartwright, R. I., Cartwright, A., Yung, Y. P. (1996). "Abstract Geometry for Design in an Empirical Modelling Context", Research Report CS-RR-319, Department of Computer Science, University of Warwick
- Beynon, W. M., Cartwright, R. I., Rungrattanaubol, J., Sun, P. H. (1998). "Interactive Situation Models for Systems Development", Research Report CS-RR-353, Department of Computer Science, University of Warwick
- Beynon, W. M., Cartwright, R. I., Sun, P. H., Ward, A. (1999). "Interactive Situation Models for Information Systems Development", in *Proceedings of the 3rd World Multiconference on Systemics, Cybernetics and Informatics (SCI'99) and the 5th International Conference on Information Systems, Analysis and Synthesis (ISAS'99)*, Orlando, USA, 31 July – 4 August 1999, Volume 2, pp. 9-16
- Beynon, W. M., Chen, Y. C., Hseu, H. W., Maad, S., Rasmequan, S., Roe, C., Rungrattanaubol, J., Russ, S. B., Ward, A., Wong, A. (2001). "The Computer as Instrument", in Beynon, W. M., Nehaniv, C. L., Dautenhahn, K. (eds.) *Cognitive Technology: Instruments of Mind – Proceedings of the Fourth International Conference on Cognitive Technology (CT-2001)*, LNAI 2117, University of Warwick, United Kingdom, 6-9 August 2001. Berlin: Springer-Verlag, pp. 476-489
- Beynon, W. M., Joy, M. S. (1994). "Computer Programming for Noughts-and-Crosses: New Frontiers", in the *6th Annual Workshop Programme of Psychology of Programming Interest Group (PPIG'94)*, Open University, United Kingdom, 6-8 January 1994
- Beynon, W. M., Rasmequan, S., Russ, S. B. (2000a). "The Use of Interactive Situation Models for the Development of Business Solutions", in *Conference Proceedings of the Workshop on Perspectives in Business Informatics Research (BIR-2000)*, Rostock, Germany, 31 March – 1 April 2000
- Beynon, W. M., Rasmequan, S., Russ, S. B. (2000b). "An Experience-Based Approach to Decision Support Systems", Position Paper for *IFIP TC8 / Working Group 8.3, International Conference on Decision Support Through Knowledge Management*, Stockholm, Sweden, 9-11 July 2000
- Beynon, W. M., Rasmequan, S., Russ, S. B. (2002). "A New Paradigm for Computer-Based Decision Support", to appear in a special issue of *Decision Support Systems: the International Journal*, Vol. 33, Issue 2, pp. 127-142
- Beynon, W. M., Russ, S. B. (1994). "Empirical Modelling of Requirements", Research Report CS-RR-227, Department of Computer Science, University of Warwick



- Beynon, W. M., Slade, M., Yung, Y. P. (1990). "Protocol Specification in Concurrent Systems Software Development", Research Report CS-RR-163, Department of Computer Science, University of Warwick
- Beynon, W. M., Sun, P. H. (1998). "Interactive Situation Models for Program Comprehension", Research Report CS-RR-352, Department of Computer Science, University of Warwick
- Beynon, W. M., Ward, A., Maad, S., Wong, A., Rasmeyuan, S., Russ, S. B. (2000c). "The Temposcope: a Computer Instrument for the Idealist Timetabler", in *Proceedings of the Third International Conference on the Practice and Theory of Automated Timetabling*, Constance, Germany, 16-18 August 2000
- Boehm, B. W. (1976). "Software Engineering", in *IEEE Transactions on Computers*, Vol. C-25, No. 12, pp. 1226-1241
- Boehm, B. W. (1981). *Software Engineering Economics*. Englewood Cliffs, NJ: Prentice-Hall
- Boulding, K. E. (1956). "General Systems Theory – The Skeleton of Science", in *Management Science*, Vol. 2, No. 3, pp. 197-208
- Brödner, P. (1995). "The Two Cultures in Engineering", in Göranson, B. (ed.) *Skill, Technology and Enlightenment: On Practical Philosophy*. London: Springer-Verlag, pp. 249-260
- Brooks, F. P., Jr. (1987). "No Silver Bullet: Essence and Accidents of Software Engineering", in *IEEE Computer*, Vol. 20, No. 4, pp. 10-19; also in (Brooks, 1995), pp. 177-203
- Brooks, F. P., Jr. (1995). *The Mythical Man-Month: Essays on Software Engineering*. Reading, Massachusetts: Addison-Wesley
- Buschmann, F., Meunier, R., Rohnert, H., Sommerlad, P., Stal, M. (1996). *Pattern-Oriented Software Architecture: A System of Patterns*. Chichester, England: John Wiley & Sons
- Butler, C. (1994). "The Role of I/T in Facilitating BPR: Observations from the Literature", in (Glasson et al., 1994), pp. 147-160
- Campbell-Kelly, M., Aspray, W. (1996). *Computer: A History of the Information Machine*. New York: BasicBooks
- Capra, F. (1996). *The Web of Life: A New Synthesis of Mind and Matter*. London: HarperCollins Publishers



- Carroll, J. M. (ed.) (1995). *Scenario-Based Design: Envisioning Work and Technology in System Development*. New York: John Wiley & Sons
- Cartwright, R. I. (1998). *Geometric Aspects of Empirical Modelling: Issues in Design and Implementation*, PhD Thesis, Department of Computer Science, University of Warwick
- Checkland, P. (1993). *System Thinking, System Practice*. Chichester, England: John Wiley & Sons Ltd.
- Checkland, P. (1999). *Soft Systems Methodology: A 30-Year Retrospective*. Chichester, England: John Wiley & Sons Ltd.
- Checkland, P., Scholes, J. (1990). *Soft Systems Methodology in Action*. Chichester, England: John Wiley & Sons Ltd.
- Chen, Y. C. (1996). *The Use, Abuse and Security of Internet Payment Systems*, MSc Dissertation, Department of Information Systems, The London School of Economics and Political Science, University of London
- Chen, Y. C., Russ, S. B., Beynon, W. M. (2000a). "Empirical Modelling for Business Process Reengineering: An Experience-Based Approach", in *Conference Proceedings of the Workshop on Perspectives in Business Informatics Research (BIR-2000)*, Rostock, Germany, 31 March – 1 April 2000
- Chen, Y. C., Russ, S. B., Beynon, W. M. (2000b). "Participative Process Modelling", in *Proceedings of the IEEE International Conference on Systems, Man and Cybernetics (SMC-2000)*, Sheraton Music City Hotel, Nashville, Tennessee, USA, 8-11 October 2000, WP-1.6-5
- Codd, E. F. (1970). "A Relational Model of Data for Large Shared Data Banks", in *Communication of the ACM*, Vol. 13, No. 6, June 1970, pp. 377-387
- Codd, E. F. (1979). "Extending the Database Relational Model to Capture More Meaning", in *ACM Transactions on Database Systems*, Vol. 4, No. 4, December 1979, pp. 397-434
- Codd, E. F. (1982). "Relational Database: A Practical Foundation for Productivity", in *Communications of the ACM*, Vol. 25, No. 2, pp. 109-117
- Cockburn, A., Fowler, M. (1998). "Question Time! About Use Cases", in *Proceedings of the 1998 ACM SIGPLAN Conference on Object-Oriented Programming, Systems, Languages and Applications (OOPSLA '98)*, 18-22 October 1998, Vancouver, Canada, pp. 226-229



- Cook, S. (1994). "Analysis, Design, Programming: What's the Difference?", in O'Callaghan, A. J., Leigh, M. (eds.) *Object Technology Transfer: Meeting the Training Needs of Software Development*. Henley on Thames. England: Alfred Waller Limited, pp. 55-63
- Cook, S., Daniels, J. (1994). *Designing Object Systems: Object-Oriented Modelling with Syntropy*. Englewood Cliffs, NJ: Prentice Hall
- Corrigan, S. (1996). "Human and Organisational Aspects of Business Process Reengineering", Research Report, Institute of Work Psychology, University of Sheffield
- Coulson-Thomas, C. (ed.) (1994). *Business Process Re-engineering: Myth & Reality*. London: Kogan Page Limited
- Crowe, M., Beeby, R., Gammack, J. (1996). *Constructing Systems and Information: A Process View*. London: The McGraw-Hill Companies
- Dano, B., Briand, H., Barbier, F. (1996). "Progressing Towards Object-Oriented Requirements Specifications by Using the Use Case Concept", in *Proceedings of the IEEE Symposium and Workshop on Engineering of Computer-Based Systems*, 11-15 March 1996, Friedrichshafen, Germany, pp. 450-456
- Davenport, T. H. (1993). *Process Innovation: Re-engineering Work through Information Technology*. Boston: Harvard Business School Press
- Davenport, T. H. (1996). "Why Re-engineering Failed: The Fad that Forgot People", in *Fast Company*, Premier Issue, pp. 70-74
- Davenport, T. H., Short, J. E. (1990). "The New Industrial Engineering: Information Technology and Business Process Redesign", *Sloan Management Review*, Vol. 31, No. 4, Summer 1990, pp. 11-27
- Davis, A. M., Hsia, P. (1994). "Giving Voice to Requirements Engineering", in *IEEE Software*, Vol. 9, No. 5, pp. 70-79
- Evans, M., Beynon, W. M., Fischer, C. M. (2001). "Empirical Modelling for the Logistics of Rework in the Manufacturing Process", in *Proceeding of the 16th Brazilian Congress of Mechanical Engineering (COBEM)*, Uberlandia, Brazil, 26-30 November 2001, pp. 226-234
- Farkas, M., Beynon, W. M., Yung, Y. P. (1993). "Agent-oriented Modelling for a Billiards Simulation", Research Report CS-RR-260, Department of Computer Science, University of Warwick



- Fernandes, K., Raja, V., Keast, J., Beynon, W. M., Chan, P. S., Joy, M. (2000). "Business and IT Perspectives on AMORE: a Methodology using Object-Orientation in Re-engineering Enterprises", in Henderson, P. (ed.) *Systems Engineering for Business Process Change: New Directions*, Springer-Verlag, December 2001
- Ferrie, J. (1995). "Business Processes – A Natural Approach", in *Proceedings of Forum 1 in ESRC Business Processes Resource Centre*, University of Warwick, 19 September 1995
- Fichman, R. G., Kemerer, C. F. (1997). "Object Technology and Reuse: Lessons from Early Adapters", in *IEEE Computer*, Vol. 30, No. 10, October 1997, pp. 47-59
- Financial Times (1994). "Giant with Feet of Clay: Tom Lloyd Offers a Contrasting View of Business Process Reengineering", in *The Financial Times*, 5 December 1994, page 8
- Firesmith, D. G. (1998). "Use Cases: the Pros and Cons", Research Report, Knowledge Systems Corporation, Cary, North Carolina, USA
- Fischer, C. N., Beynon, W. M. (2001). "Empirical Modelling of Products", in *Proceedings of the International Conference on Simulation and Multimedia in Engineering Education*, Phoenix, Arizona, USA, January 2001, pp. 20-26
- Galliers, R. D. (1991). "A Scenario-Based Approach to Strategic Information Systems Planning", in Blackham, R. B., Flood, R. L., Jackson, M. C., Mansell, G. J., Probert, S. V. E. (eds.) *Systems Thinking in Europe*. New York: Kluwer Academic/Plenum Publishers, pp. 73-87
- Galliers, R. D. (1992). "Soft Systems, Scenarios and the Planning and Development of Information Systems", in *Systemist*, Vol. 14, No. 3, August 1992, pp. 146-159; also in *Journal of Information Systems*, Vol. 3, No. 3, July 1993, pp. 199-213
- Galliers, R. D. (1993). "Information Systems and Business Re-engineering", Warwick Business School Research Paper No. 89, May 1993, University of Warwick
- Galliers, R. D. (1995). "Re-Orienting Information Systems Strategy: Integrating Information Systems into the Business", in (Stowell, 1995a), pp. 51-74
- Galliers, R. D. (1998). "Reflections on BPR, IT and Organisational Change", in (Galliers and Baets, 1998), pp. 225-243
- Galliers, R. D., Baets, W. R. J. (eds.) (1998). *Information Technology and Organisational Transformation*. Chichester, England: John Wiley and Sons Ltd.



- Gammack, J. (1995). "Modelling Subjective Requirements Objectively", in (Stowell, 1995a), pp. 159-185
- Gattorna, J. (ed.) (1990). *The Gower Handbook of Logistics and Distribution Management*, Fourth Edition. Aldershot, England: Gower Publishing
- Gerrits, H. (1994). "Business Modelling Based on Logistics to Support Business Process Re-engineering", in (Glasson et al., 1994), pp. 279-288
- Glasson, B. C., Hawryskiewicz, I. T., Underwood, B. A., Weber, R. A. (eds.) (1994). *Business Process Re-engineering: Information Systems Opportunities and Challenges (Proceedings of the IFIP TC8 Open Conference on Business Process Re-Engineering: Information Systems Opportunities and Challenges, Queensland Gold Coast, Australia, 8-11 May 1994)*. Amsterdam: Elsevier Science
- Goguen, J. A. (1994). "Requirements Engineering as the Reconciliation of Technical and Social Issues", in Jirotko, M., Goguen, J. A. (eds.) *Requirements Engineering: Social and Technical Issues*, London: Academic Press, pp. 165-199
- Goguen, J. A. (1996). "Formality and Informality in Requirements Engineering", in *Proceedings of the Second International Conference on Requirements Engineering (ICRE '96)*, Colorado Springs, Colorado, USA, 15-18 April 1996, pp. 102-108
- Graham, I. (1994). *Object Oriented Methods*. Harlow, England: Addison-Wesley
- Graham, I. (1996a). "Task Scripts, Use Cases and Scenarios in Object Oriented Analysis", in *Object Oriented Systems*, Vol. 3, No. 3, pp. 123-142
- Graham, I. (1996b). "Some Problems with Use Cases... and How to Avoid Them", in Patel, D., Sun, Y., Patel, S. (eds.) *Proceedings of OOIS'96 – Object-Oriented Information Systems, Third International Conference*, December 1996, London, pp. 18-27
- Hammer, M (1990). "Re-engineering Work: Don't Automate, Obliterate", *Harvard Business Review*, July-August 1990, pp.104-111
- Hammer, M., Champy, J. (1993). *Reengineering the Corporation: A Manifesto for Business Revolution*. New York: Harper Business
- Harel, D. (1992). "Biting the Silver Bullet: Toward a Brighter Future for System Development", in *IEEE Computer*, Vol. 25, No. 1, January 1992, pp. 8-20
- Harrington, J. (1991). *Organisational Structure and Information Technology*. New York: Prentice-Hall



- Holtham, C. (1994). "Business Process Re-engineering – Contrasting What It Is with What It Is Not", in (Coulson-Thomas, 1994), pp. 60-81
- Humphries, M. W., Dy, M. C. (1996). "Bridging the Reengineering and IT Gap: Integrating BPR and System Development Methodologies", White Paper, Intranet Business Systems, Inc., Pasig City, The Philippines
- Hutchins, E. (1995). *Cognition in the Wild*. Cambridge, Massachusetts: The MIT Press
- Hutchison, A. (1994). "CSCW as Opportunity for Business Process Re-engineering", in (Glasson et al., 1994), pp. 309-318
- Jackson, M. (1995). *Software Requirements & Specifications – a Lexicon of Practice, Principles and Prejudices*. Wokingham, England: Addison-Wesley Publishing Company
- Jacobson, I. (1994). "Basic Use-Case Modelling (Continued)", in *Report on Object-Oriented Analysis and Design (ROAD)*, Vol. 1, No. 3, September/October 1994, p. 7
- Jacobson, I., Christerson, M., Jonsson, P., Overgaard, G. (1992). *Object-Oriented Software Engineering: A Use Case Driven Approach*. Harlow, England: Addison-Wesley
- Jacobson, I., Ericsson, M., Jacobson, A. (1995). *The Object Advantage: Business Process Reengineering with Object Technology*. Wokingham, England: Addison-Wesley
- Jacobson, I., Griss, M., Jonsson, P. (1997). *Software Reuse: Architecture Process and Organisation for Business Success*. Harlow, England: Addison-Wesley
- Johnson, P., Johnson, H., Wilson, S. (1995). "Rapid Prototyping of User Interfaces Driven by Task Models", in (Carroll, 1995), pp. 209-246
- Johnson, J. C., Wood, D. F. (1996). *Contemporary Logistics*. Upper Saddle River, New Jersey: Prentice-Hall, Inc.
- Jordan, N. (1968). "Some Thinking about 'System'", Chapter 5 in *Themes in Speculative Psychology*. London: Tavistock Publishing
- Kahen, G., Lehman, M. M. (2000). "A Brief Review of Feedback Dimensions in the Global Software Process", Position Paper in the *International Workshop on Feedback and Evolution in Software and Business Processes (FEAST 2000)*, 10-12 July 2000; also Technical Report 2000/15, Department of Computing, Imperial College, University of London



- Kaindl, H. (1999). "Difficulties in the Transition from OO Analysis to Design", in *IEEE Software*, Vol. 16, No. 5, September/October 1999, pp. 94-102
- Kawalek, P., Leonard, J. (1996). "Evolutionary Software Development to Support Organisational and Business Process Change: A Case Study Account", in *Journal of Information Technology*, Vol. 11, No. 3, pp. 185-198
- Kutschker, M. (1995). "Re-engineering of Business Processes in Multinational Corporations", Working Paper No. 95-4, Katholische Universitat Eichstatt, Germany
- Lehman, M. M. (1989). "Uncertainty in Computer Application and its Minimisation through the Engineering of Software", in *Software Maintenance Research and Practice*, Vol. 1, No. 1, pp. 3-27
- Lehman, M. M. (1991). "Software Engineering, the Software Process and their Support", in *Software Engineering Journal*, Vol. 6, No. 5, pp. 243-258
- Lehman, M. M. (1992). "Evolution of Processes and Process Models", in *IOPener, the Newsletter of the IOPT Club*. Bath: Praxis Systems Ltd., Vol. 1, No. 4, p. 4
- Lehman, M. M. (1997). "Feedback in the Software Process", Position Paper in the *UK Software Engineering Association (SEA) Workshop: Research Directions in Software Engineering*, Imperial College, University of London, 14-15 April 1997
- Lehman, M. M. (1998). "Feedback, Evolution and Software Technology – The Human Dimension", in *ICSE 20 Workshop on Human Dimension in Successful Software Development*, Kyoto, Japan, 20 April 1998
- Lehman, M. M. (2000). "Rules and Tools for Software Evolution Planning and Management", Position Paper in the *International Workshop on Feedback and Evolution in Software and Business Processes (FEAST 2000)*, Imperial College, University of London, 10-12 July 2000
- Lewis, P. J. (1993). "Towards an Interpretative Form of Data Analysis for the Soft Systems Methodology", in Stowell, F. A., West, D., Howell, J. G. (eds.) *Systems Science: Addressing Global Issue*. New York: Plenum, pp. 391-396
- Lewis, P. J. (1995). "New Challenges and Directions for Data Analysis and Modelling", in (Stowell, 1995a), pp. 186-205
- Loomes, M.J., Jones, S. (1998). "Requirements Engineering: A Perspective Through Theory-Building", in *Third IEEE International Conference on Requirements Engineering (ICRE'98)*, Colorado Springs, Colorado, USA, 6-10 April 1998, pp. 100-107



- Loomes, M. J., Nehaniv, C. L. (2001). "Fact and Artifact: Reification and Drift in the History and Growth of Interactive Software Systems", in Beynon, W. M., Nehaniv, C. L., Dautenhahn, K. (eds.) *Cognitive Technology: Instruments of Mind – Proceedings of the Fourth International Conference on Cognitive Technology (CT-2001)*, LNAI 2117, University of Warwick, United Kingdom, 6-9 August 2001. Berlin: Springer-Verlag, pp. 25-39
- Lundeberg, M. (1994). "Widening Our Views of Information Systems Development", in (Glasson et al., 1994), pp. 7-15
- MacIntosh, R., Francis, A. (1997). "The Market, Technological and Industry Contexts of Business Process Re-Engineering in UK Businesses", Research Report, Department of Management Studies, Glasgow Business School
- Magad, E. L., Amos, J. M. (1995). *Total Materials Management: Achieving Maximum Profits Through Materials/Logistics Operations*, Second Edition. New York: Chapman & Hall
- McBreen, P. (1998). "Using Use Cases for Requirements Capture", Research Report, McBreen Consulting, New York
- McGinnes, S. (1992). "How Objective is Object-Oriented Analysis?", Paper presented at CAiSE '92 – *The Fourth Conference on Advanced Information Systems*, Manchester, United Kingdom, May 1992
- Meester, P. C., Post, J. (1998). "LUCIA Accelerates Service Delivery: A Case Study of Business Process Re-engineering", in (Galliers and Baets, 1998), pp. 261-268
- Meyer, B. (1990). "The New Culture of Software Development", in *Journal of Object-Oriented Programming (JOOP)*, Vol. 3, Issue 4, pp. 76-81
- Mingers, J. (1995). "Using Soft Systems Methodology in the Design of Information Systems", in (Stowell, 1995a), pp. 18-50
- Morris, D., Evans, G., Green, P., Theaker, C. (1996). *Object Oriented Computer Systems Engineering*. London: Springer-Verlag
- Neo, B. S. (1994). "IT-enabled Business Re-engineering: A Study of Singapore's Trade Clearance Process", in (Glasson et al., 1994), pp. 433-442
- Ness, P. E. (1997). *Creative Software Development: An Empirical Modelling Framework*, PhD Thesis, Department of Computer Science, University of Warwick



- Norman, D. A. (1991). "Cognitive Artefacts", in Carroll, J. M. (ed.) *Designing Interaction: Psychology at the Human-Computer Interface*. Cambridge University Press
- Objective Systems SF AB (1994). "Objectory", in Hutt, A. (ed.) *Object Analysis and Design: Description of Methods*. New York: Wiley-QED, pp. 107-117
- O'Callaghan, A. J. (1994). "Object Technology Skills: Why, What and How", in O'Callaghan, A. J., Leigh, M. (eds.) *Object Technology Transfer: Meeting the Training Needs of Software Development*. Henley on Thames, England: Alfred Waller Limited, pp. 3-30
- Odell, J. J. (1992). "Dynamic and Multiple Classification", in *Journal of Object Oriented Programming (JOOP)*, Vol. 4, Issue 8, pp. 45-48
- Parets, J., Torres, J. C. (1996). "Software Maintenance versus Software Evolution: An Approach to Software Systems Evolution", in *Proceedings of the IEEE Symposium and Workshop on Engineering of Software-Based Systems*, 11-15 March 1996, Friedrichshafen, Germany, pp. 134-141
- Parnas, D. L. (1996). "On the Criteria to Be Used in Decomposing Systems into Modules", in Laplante, P. (ed.) *Great Papers in Computer Science*. St. Paul, MN: West Publishing Company, pp. 433-441
- Paul, R. J. (1993). "Dead Paradigms for Living Systems", in Whitley, E. A. (ed.) *First European Conference on Information Systems*, 29-30 March 1993. Henley, England: Operational Research Society, pp. 250-255
- Peltu, M., Clegg, C., Sell, R. (1996). "Business Process Re-engineering: The Human Issues", in *Proceedings of Forum 4 in ESRC Business Processes Resource Centre*, University of Warwick, 30 April 1996
- Pettigrew, A. M. (1985). *The Awakening Giant: Continuity and Change in ICI*. Oxford: Basil Blackwell
- Pettigrew, A. M. (1998). "Success and Failure in Corporate Transformation Initiatives", in (Galliers and Baets, 1998), pp. 271-289
- Pressman, R. S. (2000). *Software Engineering: a Practitioner's Approach*, Fifth Edition. London: McGraw-Hill
- Quaddus, M. A. (1994). "An MCDM Based Interactive Support System with Application to Business Process Redesign", in (Glasson et al., 1994), pp. 493-502
- Rasmequan, S., Roe, C., Russ, S. B. (2000). "Strategic Decision Support Systems: An Experience-Based Approach", in *Proceedings of the 18th International Association of Science and Technology*



- for Development (IASTED) Conference on Applied Informatics, Innsbruck, Austria, 14-17 February 2000
- Rasmequan, S., Russ, S. B. (2000). "Cognitive Artefacts for Decision Support", in *Proceedings of the IEEE International Conference on Systems, Man and Cybernetics (SMC-2000)*, Sheraton Music City Hotel, Nashville, Tennessee, USA, 8-11 October 2000
- Rawles, S. (1997). "A Comparative Analysis of Object-Oriented and Empirically-Modelled Development", Third-Year Project Report, Department of Computer Science, University of Warwick
- Regnell, B. (1999). *Requirements Engineering with Use Cases – A Basis for Software Development*, PhD Thesis, Department of Communication Systems, Lund Institute of Technology, Lund University, Sweden
- Riemer, K. (1998). "A Process-Driven, Event-Based Business Object Model", in *Proceedings of Second International Workshop in Enterprise Distributed Object Computing (EDOC'98)*, 3-5 November 1998, La Jolla, California, USA, pp. 68-74
- Robinson, S. (1994). "Implications of Business Process Re-engineering for the Management of Telework", in (Coulson-Thomas, 1994), pp. 127-141
- Roe, C., Beynon, W. M., Fischer, C. N. (2001). "Empirical Modelling for the Conceptual Design and Use of Engineering Products", in *Proceedings of the International Conference on Simulation and Multimedia in Engineering Education*, Phoenix, Arizona, USA, January 2001, pp. 27-32
- Rushton, A., Oxley, J., Croucher, P. (1989). *The Handbook of Logistics and Distribution Management*, Second Edition. London: Kogan Page Limited
- Russ, S. B. (1997). "Empirical Modelling: The Computer as a Modelling Medium", in *BCS Computer Bulletin*, April 1997, pp. 20-22
- Scarborough, H., (1996). "The Relevance of Socio-Technical Theory to Business Process Re-design", Report of the Focus Group Meeting, Warwick Business School, 11 December 1996
- Schader, M., Korhaus, A. (1998). "Modelling Business Processes as Part of the BOOSTER Approach to Business Object-Oriented System Development Based on UML", in *Proceedings of the Second International Enterprise Distributed Object Computing (EDOC'98) Workshop*, 3-5 November 1998, La Jolla, California, USA, pp. 56-67
- Sherlock, J. (1994). *Principles of International Physical Distribution*. Oxford: Blackwell Publishers Ltd.



- Sherwood-Smith, M. (1994). "People Centred Process Re-engineering: An Evaluation Perspective to Office System Re-design", in (Glasson et al., 1994), pp. 535-544
- Simon, H. A. (1996). *The Sciences of the Artificial*, Third Edition. London: MIT Press
- Simons, A. J. H. (1999). "Use Cases Considered Harmful", in Mitchell, R., Wills, A. C., Bosch, J., Meyer, B. (eds.) *Proceedings of the 29th Conference in Technology of Object-Oriented Languages and Systems (TOOLS/Europe-29 '99)*, Nancy, France, 7-10 June, 1999, pp. 194-203
- Simsion, G. C. (1994). "A Methodology for Business Process Re-engineering", in (Glasson et al., 1994), pp. 61-69
- Stewart, T. A. (1993). "Reengineering – The Hot New Managing Tool", in *Fortune*, 23 August 1993, pp. 33-37
- Stowell, F. A. (ed.) (1995a). *Information Systems Provision – The Contribution of Soft Systems Methodology*. London: McFraw-Hill Book Company
- Stowell, F. A. (1995b). "Empowering the Client: The Relevance of SSM and Interpretivism to Client-Led Design", in (Stowell, 1995a), pp. 118-139
- Suchman, L. A. (1987). *Plans and Situated Actions: The Problem of Human-Machine Communication*. Cambridge: Cambridge University Press
- Sully, P. (1993). *Modelling the World with Objects*. Englewood Cliffs, NJ: Prentice Hall
- Sun, P. H. (1999). *Distributed Empirical Modelling and its Application to Software System Development*, PhD Thesis, Department of Computer Science, University of Warwick
- Sun, P. H., Russ, S. B., Chen, Y. C., Beynon, W. M. (1999). "Cultivating Requirements in a Situated Requirements Engineering Process", Research Report CS-RR-357, Department of Computer Science, University of Warwick
- Todd, S. J. P. (1976). "The Peterlee Relational Test Vehicle", in *IBM System Journal*, Vol. 15, No. 4, pp. 285-308
- Turner, J. A. (1998). "The Role of Information Technology in Organisational Transformation", in (Galliers and Baets, 1998), pp. 245-260
- Ulrich, W. M. (1995). "Business Process Redesign and the Legacy Systems Challenge", in *CrossTalk (The Journal of Defense Software Engineering)*, Vol. 8, No. 1, January 1995



- van Meel, J. W., Bots, P. W. G., Sol, H. G. (1994). "Towards a Research Framework for Business Engineering", in (Glasson et al., 1994), pp. 581-592
- Varela, F. J. (1979). *Principles of Biological Autonomy*. New York: North-Holland
- Varela, F. J., Thompson, E., Rosch, E. (1991). *The Embodied Mind: Cognitive Science and Human Experience*. Cambridge, MA: MIT Press
- Vidgen, R., Rose, J., Wood, B., Wood-Harper, T. (1994). "Business Process Reengineering: The Need for a Methodology to Revision the Organisation", in (Glasson et al., 1994), pp. 603-612
- Vogel, D. (1994). "Re-engineering Towards the Meeting of the Future", in (Glasson et al., 1994), pp. 35-45
- von Bertalanffy, L. (1968). *General System Theory: Foundations Development Applications*. New York: George Braziller
- Warboys, B. (1994). "Reflections on the Relationship between BPR and Software Process Modelling", in *Lecture Notes in Computer Science*, Vol. 881, pp. 1-9
- Warboys, B., Kawalek, P., Robertson, I., Greenwood, M. (1999). *Business Information Systems: A Process Approach*. Berkshire, England: McGraw-Hill Publishing
- Winograd, T. (1995). "From Programming Environments to Environments for Designing", in *Communications of the ACM*, Vol. 38, No. 6, pp. 65-74
- Winograd, T., Flores, F. (1987). *Understanding Computers and Cognition*. Reading, Massachusetts: Addison-Wesley Publishing Company
- Yu, E. S. K., Mylopoulos, J (1994). "From E-R to 'A-R' – Modelling Strategic Actor Relationships for Business Process Reengineering", in Loucopoulos, P. (ed.) *Proceedings of 13th International Conference on the Entity-Relationship Approach (ER'94) – Business Modelling and Re-Engineering*, LNCS 881, Manchester, United Kingdom, December 1994. Berlin: Springer-Verlag, pp. 548-565