# IFIP Advances in Information and Communication Technology

#### Editor-in-Chief

A. Joe Turner, Seneca, SC, USA

#### **Editorial Board**

Foundations of Computer Science Mike Hinchey, Lero, Limerick, Ireland Software: Theory and Practice Bertrand Meyer, ETH Zurich, Switzerland Education Arthur Tatnall, Victoria University, Melbourne, Australia Information Technology Applications Ronald Waxman, EDA Standards Consulting, Beachwood, OH, USA Communication Systems Guy Leduc, Université de Liège, Belgium System Modeling and Optimization Jacques Henry, Université de Bordeaux, France Information Systems Jan Pries-Heje, Roskilde University, Denmark Relationship between Computers and Society Jackie Phahlamohlaka, CSIR, Pretoria, South Africa Computer Systems Technology Paolo Prinetto, Politecnico di Torino, Italy Security and Privacy Protection in Information Processing Systems Kai Rannenberg, Goethe University Frankfurt, Germany Artificial Intelligence Tharam Dillon, Curtin University, Bentley, Australia Human-Computer Interaction Annelise Mark Pejtersen, Center of Cognitive Systems Engineering, Denmark Entertainment Computing Ryohei Nakatsu, National University of Singapore

### IFIP - The International Federation for Information Processing

IFIP was founded in 1960 under the auspices of UNESCO, following the First World Computer Congress held in Paris the previous year. An umbrella organization for societies working in information processing, IFIP's aim is two-fold: to support information processing within ist member countries and to encourage technology transfer to developing nations. As ist mission statement clearly states,

*IFIP's mission is to be the leading, truly international, apolitical organization which encourages and assists in the development, exploitation and application of information technology for the benefit of all people.* 

IFIP is a non-profitmaking organization, run almost solely by 2500 volunteers. It operates through a number of technical committees, which organize events and publications. IFIP's events range from an international congress to local seminars, but the most important are:

- The IFIP World Computer Congress, held every second year;
- Open conferences;
- Working conferences.

The flagship event is the IFIP World Computer Congress, at which both invited and contributed papers are presented. Contributed papers are rigorously refereed and the rejection rate is high.

As with the Congress, participation in the open conferences is open to all and papers may be invited or submitted. Again, submitted papers are stringently refereed.

The working conferences are structured differently. They are usually run by a working group and attendance is small and by invitation only. Their purpose is to create an atmosphere conducive to innovation and development. Refereeing is less rigorous and papers are subjected to extensive group discussion.

Publications arising from IFIP events vary. The papers presented at the IFIP World Computer Congress and at open conferences are published as conference proceedings, while the results of the working conferences are often published as collections of selected and edited papers.

Any national society whose primary activity is in information may apply to become a full member of IFIP, although full membership is restricted to one society per country. Full members are entitled to vote at the annual General Assembly, National societies preferring a less committed involvement may apply for associate or corresponding membership. Associate members enjoy the same benefits as full members, but without voting rights. Corresponding members are not represented in IFIP bodies. Affiliated membership is open to non-national societies, and individual and honorary membership schemes are also offered. Luis M. Camarinha-Matos Alexandra Pereira-Klen Hamideh Afsarmanesh (Eds.)

# Adaptation and Value Creating Collaborative Networks

12th IFIP WG 5.5 Working Conference on Virtual Enterprises, PRO-VE 2011 São Paulo, Brazil, October 17-19, 2011 Proceedings



Volume Editors

Luis M. Camarinha-Matos Universidade Nova de Lisboa Campus de Caparica, 2829-516 Monte Caparica, Portugal E-mail: cam@uninova.pt

Alexandra Pereira-Klen Axia Value Chain Av. Nações Unidas, 12551, 04578-903 São Paulo, SP, Brazil E-mail: alexandra.klen@axiavaluechain.com

Hamideh Afsarmanesh University of Amsterdam Science Park 904, 1098 XH Amsterdam, The Netherlands E-mail: h.afsarmanesh@uva.nl

ISSN 1868-4238 e-ISSN 186 ISBN 978-3-642-23329-6 e-ISBN 978 DOI 10.1007/978-3-642-23330-2 Springer Heidelberg Dordrecht London New York

e-ISSN 1868-422X e-ISBN 978-3-642-23330-2

Library of Congress Control Number: 2011936663

CR Subject Classification (1998): H.5.3, C.2, H.4, J.1, D.2, H.5

The use of general descriptive names, registered names, trademarks, etc. in this publication does not imply, even in the absence of a specific statement, that such names are exempt from the relevant protective laws and regulations and therefore free for general use.

Typesetting: Camera-ready by author, data conversion by Scientific Publishing Services, Chennai, India

Printed on acid-free paper

Springer is part of Springer Science+Business Media (www.springer.com)

<sup>©</sup> IFIP International Federation for Information Processing 2011

This work is subject to copyright. All rights are reserved, whether the whole or part of the material is concerned, specifically the rights of translation, reprinting, re-use of illustrations, recitation, broadcasting, reproduction on microfilms or in any other way, and storage in data banks. Duplication of this publication or parts thereof is permitted only under the provisions of the German Copyright Law of September 9, 1965, in ist current version, and permission for use must always be obtained from Springer. Violations are liable to prosecution under the German Copyright Law.

### Preface

Collaborative networks (CNs) emerged more than a decade ago as a key element of economic growth and a very active area of scientific production. Dynamic collaborative organizations properly respond to the increasing need of strong adaptability to the constantly changing economic context. Several collaborative forms such as virtual organizations, virtual enterprises, professional virtual communities, industry clusters and business ecosystems are now supported by large research and business practice communities. These new organizational forms require the development of a new theoretical base. In recent years, many international projects have contributed to these needed scientific advances. The accumulated body of empiric knowledge and the size of the involved research community has provided the basis for the foundation of what is now a wellestablished scientific discipline on "collaborative networks". This discipline is strongly multidisciplinary and thus the PRO-VE Working Conference is designed to offer a major opportunity to gather contributions from engineering, economics, management, and socio-human communities, among others.

Value creation is a major challenge for organizations in times of economic turbulence and rapid societal changes. CNs represent a determinant inductor of value creation, not only for business communities, but also for other entities in society. Understanding and modeling the process, assessing, and developing methods and tools to support value creation in CNs is an R&D challenge requiring a multidisciplinary approach. The capability of generating value in a networked society requires high self-adaptation capacity, both from the participating entities in order to adhere to a collaboration culture, as well as from the CN as a whole to dynamically adjust to the needs, constraints, and opportunities posed by a rapidly changing environment. The main focus of PRO-VE 2011 was thus on the crucial aspects that can empower CNs as a main actor of change in society.

PRO-VE 2011 held in São Paulo, Brazil, was the 12th event in a series of successful conferences, including PRO-VE 1999 (Porto, Portugal), PRO-VE 2000 (Florianopolis, Brazil), PRO-VE 2002 (Sesimbra, Portugal), PRO-VE 2003 (Lugano, Switzerland), PRO-VE 2004 (Toulouse, France), PRO-VE 2005 (Valencia, Spain), PRO-VE 2006 (Helsinki, Finland), PRO-VE 2007 (Guimarães, Portugal), PRO-VE 2008 (Poznan, Poland), PRO-VE 2009 (Thessaloniki, Greece), and PRO-VE 2010 (St. Etienne, France).

This book includes a number of selected papers from the PRO-VE 2011 Conference, providing a comprehensive overview of recent advances in various CN domains and their applications, with a particular focus on adaptation of the networks and their value creation. With this focus, this edition of the conference specifically emphasizes CN topics related to: evolution from social networking to CNs, social capital, value chains, co-creation of complex products, performance management, behavioral aspects in CNs, CNs planning and modeling, benefit analysis, sustainability issues etc., as well as including important technical and scientific challenges in applying CNs to areas such as advanced logistics networks, business processes modeling, service orientation, and other emerging application domains, for example, ageing, tourism, crisis, and emergency scenarios, among others.

Similar to previous editions of PRO-VE, this book itself is the result of cooperative and highly distributed work among the authors of its articles and the input from the International Program Committee members who contributed to paper evaluations. It therefore represents a valuable tool for those interested in research advances, emerging applications, and future challenges for R&D in CNs. We would like to thank all the authors both from academia/research and industry for their contributions. We also appreciate the dedication of the PRO-VE Program Committee members who helped with the selection of articles and contributed with their valuable comments to help authors improve the quality of their work.

July 2011

Luis M. Camarinha-Matos Alexandra Pereira-Klen Hamideh Afsarmanesh

# Organization



**PRO-VE 2011 - 12<sup>th</sup> IFIP Working Conference on** VIRTUAL ENTERPRISES São Paulo, Brazil, October, 17–19, 2011

### Program Committee Chair

Luis M. Camarinha-Matos (Portugal)

### **Organizing Committee Co-chairs**

Alexandra Pereira-Klen (Brazil) Ricardo J. Rabelo (Brazil)

### **Program Committee**

Antonio Abreu (Portugal) Hamideh Afsarmanesh (The Netherlands) Cesar Analide (Portugal) Samuil Angelov (The Netherlands) Dario Antonelli (Italy) Dimitris Assimakopoulos (France) Vincent Augusto (France) Américo Azevedo (Portugal) Panagiotis Bamidis (Greece) Ron Beckett (Australia) Frederick Benaben (France) Peter Bertok (Australia) Xavier Boucher (France) Jean Pierre Bourey (France) Carlos Bremer (Brazil) Jeremy Bryans (UK) Patrick Burlat (France) Luis M. Camarinha-Matos (Portugal) Aline Cauvin (France) Wojciech Cellary (Poland) Sophie D'Amours (Canada) Rob Dekkers (UK) Alexandre Dolgui (France) Schahram Dustdar (Austria) Jens Eschenbaecher (Germany) Elsa Estevez (Argentina) Erastos Filos (Belgium) John Fitzgerald (UK) Myrna Flores (Switzerland) Rosanna Fornasiero (Italy) Cesar Garita (Costa Rica) Ted Goranson (USA) Paul Grefen (The Netherlands) Jairo Gutierrez (Colombia) Tarek Hassan (UK) Tomasz Janowski (Macau) Toshiya Kaihara (Japan)

Eleni Kaldoudi (Greece) Iris Karvonen (Finland) Alexandra Pereira-Klen (Brazil) Bernhard Koelmel (Germany) Kurt Kosanke (Germany) Adamantios Koumpis (Greece) Andrew Kusiak (USA) István Mézgar (Hungary) Paulo E. Miyagi (Brazil) Arturo Molina (Mexico) Ovidiu Noran (Australia) Paulo Novais (Portugal) Adegboyega Ojo (Macau) Eugénio Oliveira (Portugal) Angel Ortiz (Spain) Luis Osório (Portugal) Hervé Panetto (France) Iraklis Paraklakis (Greece)

Adam Pawlak (Poland) Sophie Peillon (France) Keith Phalp (UK) Willy Picard (Poland) Ricardo Rabelo (Brazil) João Rosas (Portugal) Hans Schaffers (The Netherlands) Raimar Scherer (Germany) Jens Schütze (Germany) Weiming Shen (Canada) António L. Soares (Portugal) Jorge P. Sousa (Portugal) Chrysostomos Stylios (Greece) Klaus-Dieter Thoben (Germany) Lorna Uden (UK) Antonio Volpentesta (Italy) Lai Xu (UK) Peter Weiß (Germany)

# **TECHNICAL SPONSORS:**



IFIP WG 5.5 COVE Co-Operation infrastructure for Virtual Enterprises and electronic business



Society of Collaborative Networks



### **ORGANIZATIONAL CO-SPONSORS**











# Table of Contents

# Part I: From Social Networking to Collaborative Networks

Multi-level Social Networking to Enable and Foster Collaborative Organizations	3
Corporate Social Networking as an Intra-organizational Collaborative Networks Manifestation	11
Communication and Power in Collaborative Networks: The Hypothesis of Technology as Confidence Enhancer Ana Gomes and Maria Cristina Maneschy	19
Part II: Social Capital and Collaborative Networks	
An Approach to Measure Social Capital in Collaborative Networks António Abreu and Luis M. Camarinha-Matos	29
A Review on Intellectual Capital Concepts as a Base for Measuring Intangible Assets of Collaborative Networks	41
Social Capital and Knowledge Sharing – Lessons Learned Gunilla Widén	48
Establishing Knowledge Management as an Important Factor to Develop Social Capital for Collaborative Networks Rolando Vargas Vallejos, Janaina Macke, and Kadígia Faccin	58
Part III: Value Chain for Enhancing Collaborative Networks	
Customer-Oriented and Eco-friendly Networks for Health Fashionable Goods – The CoReNet Approach	69

Andrea Chiodi

Value Network of Amazon Non Timber Forest Products: A Mapping Tool to Support a Complex Network Strategic Planning Jeferson Straatmann, Mateus Cecílio Gerolamo, and Luiz Cesar Ribeiro Carpinetti	77
Flexible Integration of Service Suppliers in Collaborative Service Procurement Networks	85
Part IV: Co-creation of Complex Products	
Collaborative Networks in Support of Service-Enhanced Products Luis M. Camarinha-Matos, Hamideh Afsarmanesh, and Bernhard Koelmel	95
Collaborative Customization Strategy for Complex Products – Prospects for Engineer-to-Order and Customize-to-Order Production Scenarios Ahm Shamsuzzoha, Timo Kankaanpaa, Luis Carneiro, and Petri Helo	105
Integrating Co-development and Fit Coordination Edmilson Rampazzo Klen and Luiz Salomão Ribas Gomez	115

### Part V: Performance Management - I

Towards a More Effective Interoperable Solution through an A-Priori Performance Measurement System Matthieu Lauras, François Galasso, Carine Rongier, Didier Gourc, and Yves Ducq	125
Performance Management in Collaborative Networks: Difficulties and BarriersJuan-Jose Alfaro-Saiz, Raul Rodríguez-Rodríguez, and María-José Verdecho	133
An Approach to Performance Management in Collaborative Networks Based on Stakeholders' Key Success Factors Pedro S. Ferreira, Pedro F. Cunha, Luís Carneiro, and André Sá	140

### Part VI: Performance Management - II

A Structured Methodology to Implement Performance Measurement	
Systems in Collaborative Networks	151
María-José Verdecho, Raúl Rodríguez-Rodríguez, and	
Juan-José Alfaro-Saiz	

Using Key Alignment Indicators for Performance Evaluation in	
Collaborative Networks	159
Roberto da Piedade Francisco, Américo Azevedo, João Bastos, and	
António Almeida	
On the Management of Virtual Organizations' Dissolution (in Virtual	
Business Networks)	167
Nicolás Hormazábal and Josep Lluís de la Rosa	

### Part VII: Active Ageing and Tourism Networks

Collaborative Ecosystems in Ageing Support Luis M. Camarinha-Matos and Hamideh Afsarmanesh	177
Active Ageing: Using an ARCON Framework to Study U3A (University of the Third Age) in Australia Ronald C. Beckett and Michael Jones	189
Tourism Breeding Environment: Business Processes Applied to Collaborative Networks in Tourism and Entertainment Sector Leandro Loss and Servane Crave	197
Part VIII: Knowledge Transfer and Innovation Networks	
Prospecting of Opportunities in Innovation Networks for Technology Transfer Juliana Sayuri Kurumoto, Angelita Moutin Segoria Gasparotto, and Fábio Müller Guerrini	207
Networked R&D Units: Case Studies on Knowledge Transfer Processes Paula Urze	215
Knowledge Creation and Diffusion in Regional Collaborative Networks	225

### Part IX: Advanced Logistics Networks

From Private Supply Networks and Shared Supply Webs to Physical	
Internet Enabled Open Supply Webs	235
Helia Sohrabi and Benoit Montreuil	

Remarks on Collaborative Maritime Transportation's Problem Using System Dynamics and Agent Based Modeling and Simulation Approaches	245
Vanina Macowski Durski Silva, Antonio Sérgio Coelho, Antonio Galvão Novaes, and Orlando Fontes Lima Jr	
An Innovation and Engineering Maturity Model for Marine Industry Networks	253
Part X: Behavioral Aspects	
Addressing Behavior in Collaborative Networks Mahdieh Shadi and Hamideh Afsarmanesh	263
Issues on Conflict Resolution in Collaborative Networks Davide Carneiro, Paulo Novais, Flávio Lemos, Francisco Andrade, and José Neves	271
A Product-Oriented Power Taxonomy Framework Yan Liu and Marc Zolghadri	279
Modelling Dynamics in Collaboration: An Extension to the Collaborative Network Relationship Analysis	287
Part XI: Collaborative Networks Modeling and Theory	
Modelling Virtual Organisations: Structure and Reconfigurations Stephan Reiff-Marganiec and Noor J. Rajper	297
Towards a Theory of Collaborative Systems Donald Neumann, Luis Antonio de Santa-Eulalia, and Erich Zahn	306
Refinement-Based Techniques in the Analysis of Information Flow Policies for Dynamic Virtual Organisations Jeremy W. Bryans, John S. Fitzgerald, and Tom McCutcheon	314
Part XII: Business Processes Modeling	

Process Modeling for Internet Scale Virtual Enterprise Collaborations Chong Wang, Lai Xu, Paul de Vrieze, and Peng Liang	325
E <sup>3</sup> value to BPMN Model Transformation	333

Process Risk Management Using Configurable Process Models	341
Raimar Scherer and Wael Sharmak	

### Part XIII: Mining Approaches in Collaborative Networks

Competence Mining for Collaborative Virtual Enterprise Ali Harb, Kafil Hajlaoui, and Xavier Boucher	351
Mining Collaboration Opportunities to Support Joined-Up Government Rilwan Basanya, Adegboyega Ojo, Tomasz Janowski, and Franco Turini	359
The Player Manager: Collaboration and Involvement Oihab Allal-Chérif	367

# Part XIV: Service Orientation

Pro-activity in Collaborative Service Ecosystems Tiago Cardoso and Luis M. Camarinha-Matos	377
Services Discovery as a Mean to Enhance Software Resources Sharing in Collaborative Networks	388
Cooperation Enabled Systems for Collaborative Networks A. Luis Osório, Luis M. Camarinha-Matos, and Hamideh Afsarmanesh	400

### Part XV: Collaborative Networks Planning

How to Move from Traditional to Innovative Models of Networked Organizations: A Methodology and a Case Study in the Metal-Mechanic	
Industry	413
Lorenzo Tiacci and Andrea Cardoni	
Capability Maturity Model for Collaborative Networks Based on Extended Axiomatic Design Theory	421
Drivindus Case Study: Choosing an e-Business Solution Oihab Allal-Chérif	428

# Part XVI: VO Formation

A Methodology for Logistics Partners' Selection to Compose Virtual Organizations Based on KPI Omir Correia Alves Junior and Ricardo J. Rabelo	439
Risk Assessment in the Formation of Virtual Enterprises Sri Krishna Kumar and J. Harding	450
Business Process Driven Matching of Partner Profiles to Resource Requirements	456
Aggregate Collaborative Planning in Non-hierarchical Business   Networks Ricardo Almeida, César Toscano, Luis Carneiro, and   Américo Azevedo	465

# Part XVII: Networks in Crisis and Emergency Scenarios

Towards a Collaborative Network Paradigm for Emergency Services Ovidiu Noran	477
Gathering, Structuring and Modeling Business Process Knowledge of the Response to a Nuclear Crisis: Towards a Simulation Platform for Better Coordination Aurélie Charles, Matthieu Lauras, Anne-Marie Barthe, and Frédérick Bénaben	486
Procurement Information Systems: Collaboration to Fight against Crisis	494

Oihab Allal-Chérif

### Part XVIII: Benefits Analysis

Computational Results of Membership in R&D Cooperation Networks: To Be or Not To Be in a Research Joint Venture Duarte Leite, Pedro Campos, and Isabel Mota	507
Towards Achieving Benefits of IT Utilization in Collaboration Networks Iris Karvonen	517
Cooperation of SMEs – Empirical Evidences after the Crisis Jens Schütze, Heiko Baum, Martina Ganß, Ralica Ivanova, and Egon Müller	527

A Review of Factors Influencing Collaborative Relationships	535
María-José Verdecho, Juan-José Alfaro-Saiz, and	
Raúl Rodríguez-Rodríguez	

### Part XIX: Sustainability Issues

Green Virtual Enterprise Breeding Environment Reference	
Framework	545
David Romero and Arturo Molina	
Remanufacturing System: Characterizing the Reverse Supply Chain Ana Paula B. Barquet, Henrique Rozenfeld, and Fernando A. Forcellini	556
Sustainable Value Generation through Collaborative Symbiotic Networks Planning Juliano Bezerra de Araujo, Raphael Pintão, and Cyntia Watanabe Rosa	564
Author Index	573