

## Professor Vesna Bosilj Vukšić, PhD

Department of Informatics

e-mail: vesna.bosilj@efzg.unizg.hr phone: +385 1 2383 273

Google Scholar: <https://scholar.google.hr/citations?user=7KdjQMEAAAAJ&hl=en>

ORCID: <https://orcid.org/0000-0002-0841-7754>

### Career overview

*Vesna Bosilj Vukšić has been working in the Department of Informatics at the Faculty of Economics and Business, University of Zagreb since October 1, 1993. In 2011, she was promoted to the permanent academic title of full professor. She is a lecturer for various courses at graduate and postgraduate level at the Faculty of Economics and Business, University of Zagreb. These include the core courses of the study module Managerial Informatics: Business Process Informatization and Business Process Management Systems, as well as the elective course Digital Business Ecosystems.*

*She has published over 100 articles in scientific journals, conference proceedings and books and participated in over 50 conferences. Dr. Vesna Bosilj Vukšić received an award for a published article: the Emerald Outstanding Paper Award in 2013 for Highly Commended Papers. The award-winning article, which she co-authored with Tomislav Hernaus and Mirjana Pejić Bach, is entitled "Influence of Strategic Approach to BPM on Financial and Non-Financial Performance" and was published in the Baltic Journal of Management (Vol. 7, No. 4, 2012, pp. 376-396).*

*She served as the head of the Department of Informatics from 2011/2012 to 2015/2016. She has been the head of the professional graduate program E-Business in the Private and Public Sector (2020-2024). Dr. Bosilj Vukšić actively works with postgraduate and doctoral students, supervising the preparation of theses and dissertations.*

### Research areas

*Her scientific interests include business process management, simulation modeling, information systems development and robotic process automation, and she publishes international scientific articles in this field.*

*Her scientific collaborations are realized through the participation and management of scientific projects. From 2007 to 2014, she led the project of the Ministry of Science, Education and Sport "Information, Process and Knowledge Management Systems" (project number 067-0362980-2484) and the project of the Croatian Science Foundation "Process and Business Intelligence for Business Excellence – PROSPER" (2015-2019, project number IP-2014-09-3729). She also participates in and leads scientific and Erasmus mobility projects. In May 2024, a combined intensive Erasmus mobility program entitled "Digital Technology for Sustainable and Inclusive Business Innovation: Opportunities and Challenges" took place under her leadership. Students and teaching staff from three international partners took part: the Faculty of Vilnius University Kaunas (Lithuania), the Estonian Business School (Estonia) and the Faculty of Organizational Sciences (FON) at the University of Belgrade (Serbia).*

### External activity

*Since 2020, she has been a member of the Croatian Society for Quality and the CroAI Association. She is a member of the editorial board of the international journal The Applied Informatics (since 2002) and contributes to several international academic journals and conferences. She was a member of (1) the Editorial Board of the Special Issue: Background and Scope of the Special Issue on "Innovations Driven by Knowledge Management." Published in the Baltic Journal of Management, Volume 10, Issue 4; and (2)*

the Editorial Board of *Business Process Management: Blockchain, Robotic Process Automation, and Central and Eastern Europe Forum*, Münster, Germany, September 11–16, 2022 .

### **Notable Publications in period 2019-2023**

1. *Indihar Štemberger, M., Bosilj Vukšić, V., Morelli, F., Jaklič, J. (2024). Exploring the role of new and enhanced BPM capabilities in customer experience management: does BPM matter?. Business process management journal, 30(8), 120-143.*
2. *Ivančić, L., Spremić, M., Bosilj Vukšić, V. (2024). Supporting customer care and analytics with personal AI assistant: Case study of a food wholesale industry. Procedia computer science, 237, 437-444.*
3. *Bosilj Vukšić, V., Ivančić, L., Suša Vugec, D. (2024, May). Process Mining: Application in Practice. In 2024 47th MIPRO ICT and Electronics Convention (MIPRO,) IEEE, 259-264.*
4. *Pejić Bach, M., Ivančić, L., Bosilj Vukšić, V., Stjepić, A. M., & Milanović Glavan, L. (2023). Internet usage among senior citizens: self-efficacy and social influence are more important than social support. Journal of theoretical and applied electronic commerce research, 18(3), 1463-1483.*
5. *Milanović Glavan, L., Suša Vugec, D., Bosilj Vukšić, V. (2023). Examining the connection between organizational performance and business process orientation. Zbornik Veleučilišta u Rijeci, 11(1), 31-48.*
6. *Bosilj Vukšić, V., Milanović Glavan, L., Ivančić, L. (2022). Digital Technology in the Health Care and Social Care of Older Adults. In Međunarodna znanstvena konferencija Ekonomija razdvajanja= International Conference on the Economics of the Decoupling (ICED) (pp. 35-36).*
7. *Jaklič, J., Bosilj Vukšić, V., Mendling, J., Indihar Štemberger, M. (2021). The orchestration of corporate performance management and business process management and its effect on perceived organizational performance. SAGE open, 11(3), 21582440211040126.*
8. *Suša Vugec, D., Bosilj Vukšić, V., Pejić Bach, M., Jaklič, J., Indihar Štemberger, M. (2020). Business intelligence and organizational performance. Business process management journal, 26(6), 1709-1730.*
9. *Brkić, L., Tomičić Pupek, K., Bosilj Vukšić, V. (2020). A framework for BPM software selection in relation to digital transformation drivers. Tehnički vjesnik, 27(4), 1108-1114.*
10. *Ivančić, L., Bosilj Vukšić, V., Spremić, M. (2019). Mastering the digital transformation process: Business practices and lessons learned. Technology Innovation Management Review, 9(2).*