

Graz, 25.06.2015

Dear ISD2014 Programme Chairs,

We are pleased to provide you with an extended version of our paper "Performance Journey Mapping: A Tool-supported Framework for Service Performance Assessment in SMEs", presented at the ISD2014, for the publication in the Journal of Information and Organizational Sciences (JIOS).

In this accompanying letter we provide you with information about the extension of the original paper:

The original paper has been extended according to our research progress in the last year. The formerly conceptual paper has been extended by the evaluation concept and its results, with a focus on insights from participatory observation. In detail: chapters 1-3 of the present paper have undergone changes; chapters 4 - 6 are new.

With an enlarged number of pages (from 8 to 14) the minimum of 30% new content has been achieved.

If you need more detailed information on the newly integrated contents, do not hesitate to contact us!

Best regards

Angelika Höber