Dear readers,

In this issue you can find articles covering a wide variety of topics related to systems integration. First of all it is article written by Steward Green presenting the results of experiments that attempt to assess the extent to which integration patterns, imported from the world of Enterprise Application Interface could integrate disparate Enterprise Service Busses effectively and with minimal difficulty.

Systems integration is about communication. Therefore, we have to consider social networks as one of the important means of system integration. How to use social network analysis for uncovering the structure of various channels and forms of bank-customer interaction and identifying key actors in banks social networks along with general sentiment and climate is shown in the article written by Tomas Feige.

Article “Methodology of transportation project management” is aimed at methodology of expert design of a logistics center related to the transport network. The methodological model of logistics terminal is divided into main segments that are individually designed and functionally linked, e.g. integrated to each other, through heuristic model. Heuristic methods do not work with exact data and calculation methods, but they work with knowledge database that enables to use expert knowledge and experience.

Important key differences between “Software as a Service” and “IT Outsourcing” are summarized in the article written by Lukas Burkon. There is also formalized the fundamental set of important SaaS quality attributes to be used while creating Service Level Agreement for SaaS service like interoperability, performance, security reliability, availability, modifiability, testability, usability and scalability.

Security and reliability of information systems is one of their important quality indicators. Therefore, we have to pay attention to the selection of antivirus programs. However, to choose the right anti-virus program that will meet all of our requirements best, is difficult. To include all of our wishes possibilities and needs in the selection process and to choose the best is possible, when we use fuzzy logic. How to do it is shown in the last article of this issue.

I hope that you will find the articles in this issue interesting and useful in your professional endeavors. Please do not hesitate to let me know your views about the content of this issue and your suggestions for improving the quality and professional standard of our journal.

I wish you a pleasant summer break.

Best regards

Zdenek Molnar – Editor in Chief