Genericity is an issue that affects everyone. In our life we come almost permanently upon generic activities without noticing it explicitly. A child adapts its behavior and speaking abilities to all the varied circumstances during the course of its development. As adults we continue to adapt our daily and professional lives to changing conditions and new situations. Meanwhile, we expect the same from the systems that surround us as well. There are various flexibility requirements we expect the different systems in different situations to meet. First of all, we expect "right" support at the "right" time with the "right" information and process guidance.

This thesis focuses on the genericity in process-aware information systems (PAISystems). The main purpose of PAISystems is to support the execution of the real-world processes of organizations, companies, departments etc. Thus, a PAIS can be seen as a special type of an information system, that is not exclusively data-centered but process- and user-oriented as well. Genericity in PAISystems implies higher flexibility and adaptation ability that is especially relevant for complex application domains, such as disaster management or electronic negotiations. In this thesis, we address the challenges of those domains (e.g., variety of uncertainties, hyper dynamic situation changes, high velocity, voluminous data, organizational heterogeneity etc.) and concentrate on a manageable, well-specified, flexible and adaptable solution. Our approach, thereby is based on the genericity principles. We identify at first a number of general patterns appropriate for a certain domain. Those patterns are then enriched by the expertise and specialization to the particular structures. Specific operations are then automatically derived from general or particular configurations according to the current situation considering the current requirements and the current data available.

Besides the elaborated concepts, this thesis presents as a proof of concept a prototypical realisation of the generic system in the context of the disaster management domain.