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Mini-track title: Information Systems in Service Research

Track: General Topics

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Description

Services have been the major growth-driver of entire economies as well as of single businesses in the last decades. This results in economies dominated by the service sector (so called service economies) as well as businesses converting products into services and combining services with existing products. This transformation can be attributed to a large degree to the increased diffusion of information systems which enabled opportunities for innovation in business models, service offerings, and service processes.

Governments (mainly the US and the European Union) and corporations (i.e. IBM, HP, Accenture, etc.) discovered that there is significant demand for methods and tools which help organizations resolve problems and adequately address improvement opportunities in today's service-driven economies. The research topics derived from these initiatives can be summed up under the emergent paradigm of Service Science, Management, and Engineering (SSME).

Taking a system view, a "service system" is in an integrated, value-creating configuration of service providers, their clients, their partners, and consumers. The best-performing service systems are increasingly IT-enabled, customer-centered, relationship-focused, and knowledgeintensive. Because of this multidisciplinary context, researchers and practitioners in such fields as management, social, and computer sciences are investigating issues related to service innovation.

A platform needs to be established to collect and discuss rigorous and relevant scientific knowledge along with professionals' experience that creates the scientific basis for engineering and managing innovative service systems. Therefore a special interest group on services (SIGSVC) has just been approved by the AIS.

Suggested Topics

The role of SSME in IS research and IS curricula

- Research methodologies for service science
- Service modeling, optimization and analysis
- Business process management and transformation for service enhancement and service innovation
- Service process synthesis and decomposition for automated service delivering
- Methodologies, techniques, and tools for automated service composition and delivery
- Integration of organizational design and IT architecture (e.g, SOA) for service system
- Case studies on service innovation and future IS in various industries (healthcare, retail, telecommunication, traffic, logistics and others)
- The management of software as a service, web services, and related issues
- The role of information technology and digitization in service innovation