




Number	T - 27		
Name	Service Innovation, Engineering, and Management		
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Descriptor	<p>An increasing number of activities of public and private organizations are engineered and managed as services, often creating innovations for economic growth and social welfare. This development is mirrored in the Information Systems discipline, which becomes evident in the use of services as the organizing logic for providing information systems (IS), in the use of services as an architectural paradigm (SOA), and in the development of Cloud/Internet-based services for information, processes, applications, and IT-infrastructures. Moreover, the increasing amalgamation of ICT-enabled corporate and consumer services offer substantial opportunities for service innovation. Examples for augmenting the physical world with services include Near Frequency Communication (NFC) enabled frequent flyer cards that facilitate check-in and identity verification, mobile ticketing for public transportations, smart services for machinery and equipment in industrial contexts, apps for music festival participants to interact with each other, or tablet-based services for ordering food and drinks at a restaurant. Often, the focal points are the infusion of ICT into services and transferring service-dominant logic thinking into ICT development and use.</p> <p>The Information Systems discipline contributes to the interdisciplinary research stream of Service Science since its first inception about 10 years ago. Currently, researchers and practitioners alike still suffer from a lack of theory-rooted knowledge for engineering and managing services as well as leveraging IS for service innovation. At the same time, the advent and success of the service paradigm challenges previously established separations between B2B and B2C relationships, corporate IS and consumer IS, or internal IS and external services. The increasing ubiquity of a service society calls for relevant and rigorous research that reaches across traditional geographical and disciplinary boundaries. Service-focused research in IS needs to create and refine concepts, models, methods, and systems to reflect these developments. This track seeks to attract research from a diversity of research paradigms in three areas:</p> <p>Rethinking IS-as-service (ISAS)</p> <ul style="list-style-type: none"> <li>• Cyber physical systems and services</li> <li>• IT service management and service capability management</li> <li>• Service-oriented architectures and service modularity</li> <li>• ISAS governance, risk, and compliance</li> <li>• ISAS design and development</li> <li>• ISAS architecture and modularity</li> </ul>		

	<ul style="list-style-type: none"> <li>• IS lifecycle management as service management</li> <li>• IS portfolio management as service management</li> <li>• ISAS requirements management</li> <li>• Cloud Service Management</li> <li>• User-generated services</li> <li>• Social media services</li> </ul> <p>Leveraging business and consumer services</p> <ul style="list-style-type: none"> <li>• IS and service business model innovation</li> <li>• Service platforms and markets</li> <li>• Data-driven business/industrial services</li> <li>• Transformation of consumer information services</li> <li>• Service business models and social media</li> <li>• Business information services, like e-consulting and business intelligence services</li> <li>• Mobile services</li> <li>• Online service delivery and experience</li> <li>• Role of IS in realizing service quality management and service excellence</li> <li>• IS enabled product-service systems</li> <li>• Publishing industry innovations and media services</li> <li>• Self-service technologies</li> <li>• Service analytics, measurement and improvement</li> <li>• Implementation of government policies by e-services.</li> </ul> <p>Service science and theorizing services beyond IS</p> <ul style="list-style-type: none"> <li>• Contributions to interdisciplinary service science research from an IS vantage point</li> <li>• Theories of service science</li> <li>• Service systems theories</li> <li>• Service science frameworks</li> <li>• Service systems engineering</li> <li>• Service reference models / meta models of service(s) / service ontologies</li> <li>• IT enabled service networks theory</li> <li>• IS and value co-creation/resource integration theories, models and methods</li> <li>• Proliferation and globalization of a service economy based on IS</li> <li>• The role of services in the development of the networked society</li> <li>• E-Service design theory and methods</li> <li>• Theory of e-services markets, business models and service exploitation</li> <li>• Human and ethical issues of e-services.</li> </ul>
Track Associate Editors	<a href="#">List of Track Associate Editors</a>