

Lecture Notes in Business Information Processing

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Amin Beheshti · Mustafa Hashmi
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Service Research and Innovation


5th and 6th Australasian Symposium, ASSRI 2015
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Revised Selected Papers

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Preface

Today's knowledge-, service-, and cloud-based business environment is extraordinarily competitive. Organizations that have successfully laid a foundation for continuous innovation and agility have been focusing on service research and innovation to respond rapidly to the never-ending and ever-changing demands of the business. The Australasian Symposium on Service Research and Innovation (ASSRI), in its sixth year in 2017, has clearly established itself as an important academic event in service research and innovation. It is a premium event for researchers, practitioners, and developers in service-oriented computing that is changing the way software applications are designed, delivered, and consumed.

We are pleased to present to you the proceedings of the 6th Australasian Symposium on Service Research and Innovation (ASSRI 2017), which was held in Sydney, Australia, during October 19–20, 2017. The papers selected for presentation and publication in this volume showcase fresh ideas from exciting and emerging topics in service-oriented computing and case studies in business process and supply chain management.

In this volume, we have selected 11 high-quality papers from ASSRI 2017 submissions keeping the acceptance rate at around 40%. We have also included three papers from ASSRI 2015 (“Information Systems as a Service (ISaaS): Consumer Co-creation of Value”, “Auction-Based Models for Composite Service Selection: A Design Framework,” and “Relating SOA Governance to IT Governance and EA Governance”) and one invited keynote paper (“Big Data Analytics Has Little to Do with Analytics”) in this volume. Each paper was reviewed by a team comprising a senior Program Committee member and at least two regular Program Committee members who engage in a discussion phase after the initial reviews are prepared. The papers in this volume cover topics related to cloud service discovery, service recommendation, crowdsourcing services as well as trust and privacy challenges in web services.

We are grateful for the support of the Service Science Society Australia and the general chairs, Prof. Aditya Ghose (University of Wollongong, Australia) and Prof. Michael Sheng (Macquarie University, Australia). We very much hope you enjoy reading the papers in this volume.

December 2017

Amin Beheshti
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