Lecture Notes
in Business Information Processing   103

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Mehdi Snene (Ed.)

Exploring
Services Science

Third International Conference, IESS 2012
Geneva, Switzerland, February 15-17, 2012
Proceedings

Springer

Volume Editor

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Preface

Services represent the fastest growing sector of the economy in industrialized nations. Services science, introduced by IBM in 2002, arises from the rapid development of services across the industrial world and the need to analyze and study the organization, deployment, maintenance and operation of those related IT-based and IT-supported services. Services science represents an interdisciplinary approach to the systematic innovation in service systems, integrating management, social, legal and engineering aspects to address the theoretical and practical aspects of the challenging services industry and its economy. Services science leverages methods, results and knowledge stemming from these disciplines toward the development of its own concepts, methods, techniques and approaches thus creating the basis for true transdisciplinary gatherings and the production of transdisciplinary results. Services science is building a concrete framework for transdisciplinary purposes. The conference on Exploring Services Science (IESS) is now an established conference where researchers from around world present innovative ideas, research and applications in the design, experimentation and management of services. The Third IESS Conference was held at the University of Geneva, February 15–17, 2012. The main theme was the transdisciplinary services approach. The papers presented ideas and issues related to the innovation, services management, services engineering and services discovery.

The conference attracted 46 papers from 22 countries and the program committe accepted 22 full papers (from p.1 to p.310) and 6 short papers (starting from p.311). Given the novelty of the domain of services science we would like to acknowledge and thank all the authors for their contributions and their trust and the Program Committee members for their valuable and professional work in reviewing the submissions and crafting the program of this third IESS conference. The conference featured the keynote presentation of Gerhard Stazger from KIT, Germany. Following the conference a half-day societal forum was held and addressed issues in the areas of innovation in services.

We would like to thank the Program Committee members and the referees who reviewed the submitted papers as well as the local Organizing Committee and institution (Institute of Service Science, UNIGE, Switzerland) for all the effort and support in setting up and organizing the conference. We wish you a pleasant reading and a fruitful use of these research results in your research and applications.

February 2012   Mehdi Snene

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