e-Services refers to the emerging area of IS and IT services that are delivered electronically—typically through the Internet, wireless or land-based telecommunications networks. Examples of such services include (but are not limited to) software solutions provided by applications service providers (ASPs), ISPs, and supply chain information management networks. e-services must not only be designed, integrated, and delivered on highly compressed schedules, they must also be customized to specific needs of different organizational clients. The development of e-services share characteristics of both information systems development and IT services such as telecommunications and network access. In addition, it poses new challenges for effective, customer-centric delivery. The key objective of this minitrack is to invite original work and provide a forum for emerging research exploring various aspects behind the design, delivery, integration, and management of e-services.

The objective of the minitrack is to highlight multiple aspects of the problem as well as promote diversity in perspectives. Accordingly, the papers in the minitrack encompass research along three dimensions of e-services: (1) Concepts, models, and design decision support mechanisms for e-services, (2) framework construction through empirical, qualitative, or technical “proof of concept” system-design approaches, and (3) innovative applications and case studies highlighting challenges, issues and e-service solutions.

Tiwana and Ramesh provide taxonomy of e-services and focus on Application service provider industry to highlight factors necessary for successful development of e-services. They view e-service development as a knowledge-intensive process wherein the service provider organization creates different, customized versions of the same service for diverse clientele through mixing and matching subsystems and components that might include platforms, software, hardware, telecommunications networks, and their interfaces. They propose an approach to supporting e-services based on a comprehensive traceability approach.

The paper by Koller et al is describe the requirements and design of a web-based infrastructure, called Cape-Open Laboratory Network, through which simulation and other software systems used in the chemical engineering industry can be made available as an e-service. This approach provides facilities for certifying and integrating simulation studies which can be bought or rented as application services. The paper details the architecture of a system that is approaching commercial use.

Krishnasamy et al discuss an e-service approach critical for e-businesses. They discuss how diverse needs of e-businesses for business intelligence can be supported by federated data mining services hosted by an application service provider. They also propose an XML language, which provides the basis for data mining systems to describe their services and architecture to facilitate federation.

The minitrack highlights the diversity of domains and approaches to providing e-services. As e-service development, management, delivery, and design are necessarily cross-functional, multi-disciplinary activities, we hope that the papers in the Minitrack will foster a collaborative exchange of multi-disciplinary views.