e-Services

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e-Services are IS and IT services that are delivered electronically—typically through the Internet or telecommunication networks. Interest in e-services has been growing tremendously in the recent years. Examples of e-services include software solutions provided by applications service providers (ASPs), ISPs, and supply chain information management networks. Though there is widespread interest in all aspect of creating and managing e-services, literature on the subject is very sparse. The key objective of this minitrack in its third year to fulfill this void. We provide a forum for original work exploring various aspects behind the design, delivery, integration, and management of e-services.

This year's minitrack includes contributions that highlight multiple aspects of the e-services, including the diversity of domains and approaches to providing e-services.

In an e-service environment, contracts are critical for attaining business process interoperability and enforcing their enactment. Chiu, Cheung and Till present an architecture with conceptual models for e-contract enforcement with document layer, business layer and implementation layer.

Tilo Bohmann, Markus Jungiger, Helmut Krcmar argue that for building innovative e-services the use of modular service architectures is essential. Based on a case study, they elaborate on the application of application of the modular services to achieve customization of IT services and explore the requirements to develop standardized, mass customizable solutions for IT service provision.

Mohan and Ramesh focus on product and service family engineering, specifically on issue of managing variability that is critical for achieving product or service variety with minimal costs. They present a an approach to developing an ontology for defining variability and its use in a knowledge management system to facilitate knowledge capture and retrieval for variability management.

Dafoulas, Nikolaou and Turega present an application of e-services in human resource management. They develop an integrated electronic job marketplace as an e-service and highlight several benefits of such a service.

Bleek, Jackewitz, and Pape present another example. They discuss the development of a web-based learning environment with an ASP model. They discuss organizational, technical and financial issues that must be considered for the success of such an approach.

With a mix of theoretical and application oriented contributions, we hope that the minitrack, we hope that the papers in the Minitrack will foster a collaborative exchange of multi-disciplinary views.

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