Introduction to Service Science Minitrack

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Service Science is the interdisciplinary study of service systems, economic entities connected by value cocreation relationships. Service science integrates methods from analysis, design, and more to understand value creation phenomena generally and to improve service systems specifically.

The scope of service science is wide. In addition to considering problems of value creation within individual, focal service systems, such as an individual customer interacting with an individual provider, service science research often tracks influences among connected service systems, such as governmental public services, socio-technical infrastructure service systems, and so on. Thus, intertwined socio-economic and cultural systems are often taken into account in service science studies. Such interdisciplinary research efforts require contributions from both academics and practitioners to inform the design, implementation, and management service systems under different conditions and contexts.

The Service Science minitrack, which was called Service Science, Management, and Engineering (SSME) minitrack since 2008 (HICSS-41), was renamed to “Service Science” starting from HICSS-48 (2015) to respond to the evolving composition of disciplines in service science. The topics of research in service science include service process modeling, service delivery management, service innovation and design, IT service, service technologies, and issues specific to various service sectors. This minitrack aims to fit research into the novel theoretical framework of the service system, and ultimately to contribute to development of service science itself.

This year (HICSS-48), The Service Science minitrack accepted nine papers. The topics of the nine accepted papers include the conceptual framework for service eco-systems, the modularity of service composition, the platform for service orchestration, service project management, service engagement, and service-oriented business transformation.

We organize the minitrack in four sessions. It will begin with a special opening discussion session that will include short presentations by thought leaders in the field. The following three sessions are planned for the nine papers. Throughout, we hope to continue our long-running conversation about the nature of service and service innovation – and also to continue to grow the service science community and contribute to the creation and development of this new and exciting field.