ITeS - Transcending the Traditional Service Model

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Abstract

The Renaissance gave birth to the knowledge revolution, and the Industrial Revolution introduced mankind to the wonders of technology. The advent of Information Technology in the 21st century has brought about yet another revolution, the Information Revolution. The recent onset of IT has brought about technological, economical, social, and cultural changes on an unprecedented scale. Among which, IT enabled e-Commerce, revolutionizing the way we go about the traditional exchange of goods, and more importantly, IT infused new life into the service sector, enabling a new breed of service called IT-enabled Service (ITeS). Simply put, ITeS is the integration of IT and specific domain knowledge to increase the innovative values of conventional services produced by industries. ITeS can be sub-divided into two categories. The first of which is the integration of IT functionalities into traditional services. Examples include real-time interpretation services made possible with VoIP services and remote healthcare monitoring services provided via the Internet. The second of which is the transformation of IT itself into a service. The textbook example is Google, which provides services ranging from email, search engine, advertisement, news, and media, all based on the premise of the Internet technology itself. Coupling its manufacturing prowess and experience in software development with a dynamic, diversified, and mature IT environment, Taiwan is the perfect test bed for ITeS. However, ITeS is not without its challenges. For instance, language barriers, potential infrastructure compatibilities, and finding Taiwan’s niche in the global ITeS value chain are all issues that need to be addressed. The speech will touch on the rise of ITeS, how ITeS can revolutionize the service sector, the opportunities for Taiwan in this nascent domain, and the challenges it might face while trying to transform from a labor-intensive manufacturing-centric society to one that’s knowledge-intensive service-centric.

Biography

Dr. Jyh-Sheng Ke is currently the President and CEO of the Institute for Information Industry (III). Dr. Ke joined III in 1983, and was immediately given the responsibility of the “Computer with Chinese Input/Output Capability” development. In his twenty-three years career at III, Dr. Ke has directed the research and development of a wide spectrum of advanced technologies for computer and communications products, led pioneering work in e-business and e-commerce platforms, multimedia communications technology development, as well as assisted the government in the promotion and development of the National Information Infrastructure. Following this achievement in R&D, Dr. Ke continues to lead III in the support of the ICT industry in Taiwan with innovative R&D, software technologies and interoperability standards. Additionally, Dr. Ke drives III to promote the internationalization of Taiwan’s ICT industry and increase international collaboration. Prior to his career with III, Dr. Ke was a senior engineer at ITT in the United States from 1978 to 1980. He subsequently returned to Taiwan as Associate Professor at National Taiwan University, and was also an Associate Research Member at the Institute of Information Science of Academia Sinica. In 1981, he took up the position of Head of Computer Science at Tamkang University, Taiwan. He currently also serves as the Chairman of the Chinese Institute of Electrical Engineering, Taiwan. Dr Ke obtained a B.S. Degree in Computer Science and Control Engineering from the National Chiao-Tung University, Taiwan and, later, his Master’s and Ph.D. in Computer Science from the University of Nebraska and University of Illinois, respectively. In 2004, Dr. Ke was elected as a Fellow of Chinese Society for Management of Technology, Taiwan.

The Institute for Information Industry was founded 26 years ago and was established as a shared vision of the Ministry of Economic Affairs, Taiwan, and several private enterprises inspired to pool IT resources for assisting Taiwan’s industrial development. Its founding mission, still continuing today, was to increase Taiwan’s global competitiveness through the development of its Information Technology infrastructure and industry. III currently serves as the Government’s Think Tank on ICT policy and acts as a consultant to the Government on fostering the ICT industry’s development. With more than 1,900 professional and dedicated engineers, of which more than 70% possess a Ph.D. or Master’s Degree, III plays a crucial and pivotal role in Taiwan’s Information and Communication Technology (ICT) industry and has become the largest systems integration organization in Taiwan.