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Titolo	Fundamentals of Service Systems // edited by Jorge Cardoso, Hansjörg Fromm, Stefan Nickel, Gerhard Satzger, Rudi Studer, Christof Weinhardt
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ISBN	3-319-23195-2
Edizione	[1st ed. 2015.]
Descrizione fisica	1 online resource (XIX, 362 p. 138 illus., 118 illus. in color.)
Collana	Service Science: Research and Innovations in the Service Economy, , 1865-4924
Disciplina	620.001171
Soggetti	Application software Management information systems Computer science Management Industrial management Information Systems Applications (incl. Internet) Management of Computing and Information Systems Innovation/Technology Management
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Bibliographic Level Mode of Issuance: Monograph
Nota di contenuto	Foundations -- Electronic Services -- Service Innovation -- Service Design -- Service Semantics -- Service Analytics -- Service Optimization -- Service Co-Creation -- Service Markets -- Service Research.
Sommario/riassunto	This textbook addresses the conceptual and practical aspects of the various phases of the lifecycle of service systems, ranging from service ideation, design, implementation, analysis, improvement and trading associated with service systems engineering. Written by leading experts in the field, this indispensable textbook will enable a new wave of future professionals to think in a service-focused way with the right balance of competencies in computer science, engineering, and management. Fundamentals of Service Systems is a centerpiece for a course syllabus on service systems. Each chapter includes a summary, a list of learning objectives, an opening case, and a review section with

questions, a project description, a list of key terms, and a list of further reading bibliography. All these elements enable students to learn at a faster and more comfortable pace. For researchers, teachers, and students who want to learn about this new emerging science, Fundamentals of Service Systems provides an overview of the core disciplines underlying the study of service systems. It is aimed at students of information systems, information technology, and business and economics. It also targets business and IT practitioners, especially those who are looking for better ways of innovating, designing, modeling, analyzing, and optimizing service systems.
