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Nota di contenuto	Chapter 1. The Inmate Transportation Problem and its Application in the PA Department of Corrections -- Chapter 2. Robust modality selection in radiotherapy -- Chapter 3. Incentive-Based Rebalancing of Bike-Sharing Systems -- Chapter 4. A T-Shaped Measure of Multidisciplinarity in Academic Research Networks: The GRAND Case Study -- Chapter 5. Service Differentiation and Operating Segments: Research Opportunities and Implementation Challenges -- Chapter 6. Higher Education as a Service: The Science of Running a Lean Program in International Business -- Chapter 7. A Hypergraph-based Modeling Approach for Service Systems -- Chapter 8. Zone of Optimal Distinctiveness: Provider Asset Personalization and the Psychological Ownership of Shared Accommodation -- Chapter 9. Data Mining Methods for Describing Federal Government Career Trajectories and Predicting Employee Separation -- Chapter 10. Using the Service

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#### Sommario/riassunto

This volume offers the state-of-the-art research and developments in service science and related research, education and practice areas. It showcases emerging technology and applications in fields including healthcare, information technology, transportation, sports, logistics, and public services. Regardless of size and service, a service organization is a service system. Because of the socio-technical nature of a service system, a systems approach must be adopted to design, develop, and deliver services, aimed at meeting end users' both utilitarian and socio-psychological needs. Effective understanding of service and service systems often requires combining multiple methods to consider how interactions of people, technology, organizations, and information create value under various conditions. The papers in this volume highlight ways to approach such technical challenges in service science and are based on submissions from the 2018 INFORMS International Conference on Service Science.

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