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Autore	Hsu Cheng <1951->
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Sommario/riassunto	Service science is an emerging field, but many still consider it lacking in substance. This book aims to change the situation by addressing the

following questions: What is the big story about service? What are the main research problems in service? What does "a connected world" mean? Does service require a different kind of design science? What will be the next waves of the Web? How to support universal value co-creation? How to unite Cyberspace with physical space? Is it feasible to connect information resources everywhere? To answer these questions, the book presents and substantiates a dig
