1.	Record Nr.	UNINA9910780811303321
	Autore	Hsu Cheng <1951->
	Titolo	Service science [[electronic resource]] : design for scaling and transformation / / Cheng Hsu
	Pubbl/distr/stampa	Singapore ; ; Hackensack, NJ, : World Scientific, c2009
	ISBN	1-282-44252-X 9786612442520 981-283-677-2
	Descrizione fisica	1 online resource (317 p.)
	Disciplina	658.4/038011
	Soggetti	Multidisciplinary design optimization Engineering services marketing Service industries - Design System design - Information resources
	Lingua di pubblicazione	Inglese
	Formato	Materiale a stampa
	Livello bibliografico	Monografia
	Note generali	Description based upon print version of record.
	Nota di bibliografia	Includes bibliographical references (p. 287-296) and index.
	Nota di contenuto	Preface; Contents; Chapter 1. Service, Knowledge Economy, and the Transformation of the Digitally Connected World; Chapter 2. Defining the Interdisciplinary Nature of Service Science: Some Research Problems; Chapter 3. Exploring New Frontiers: The Digital Connections Scaling Model; Chapter 4. The Population Orientation Paradigm and Cyber-Enabled Knowledge System Design; Chapter 5. Quintessential Digitally Connected Service: New Business Designs on the Web; Chapter 6. A Design Methodology for Service Cocreation Enterprise Information Systems: The DCS Contributions Chapter 7. Instrumentation of the Environment: A Design for Connecting Cyberspace with Physical Infrastructure for Intelligent Network FlowsChapter 8. Collaboration of Independent Massively Distributed Information Resources: A Market Paradigm; Chapter 9. Service-Led Revolution: Empowerment of the Person and Collaboration of the Society; References; Index
	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 wilt physical space? Is it feasible to connect information resources everywhere? To answer these questions, the book presents and substantiates a dig