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| 1. Record Nr. | UNINA9910825768603321 |
| Autore | Hsu Cheng <1951-> |
| Titolo | Service science : 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 |
| Edizione | [1st ed.] |
| 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