A “service system” is in an integrated, value-creating configuration of service providers, their clients, their partners, and others. The best-performing service systems are IT-enabled, customer-centered, relationship-focused, and knowledge-intensive – yet span multiple formal and informal organizations. Because of this multidisciplinary context, researchers and practitioners in management, social sciences, and computer sciences are all working to increase service innovation. We think these multiple perspectives can be unified using the theoretical construct of the service system, in which entities (like people, businesses, government agencies, etc.) interact to co-create value via value propositions that describe dynamic re-configurations of resources, with governance mechanisms to resolve disputes. This minitrack will focus on papers that connect rigorous disciplinary research with the emerging interdisciplinary framework of the service system, elaborating stakeholder perspectives and the broad context of use for specific cases.

As ever more people in academia and industry recognize the need for service innovation, HICSS remains an excellent venue for this emerging discipline. And the HICSS community in particular can continue to play a leadership role. To that end, this minitrack will encourage the submission of research papers from a variety of disciplines and a variety of participating communities to address issues related to service policies, service process modeling, service delivery management, innovated service technologies, and the role of the Internet, the digital economy, and information technology. But more important than providing a forum for reporting...
research related to service and service systems, the SSME minitrack also aims to fit the research into the novel theoretical framework of the service system, and ultimately to contribute to development of service science itself.

Toward this end, there will also be a full-day workshop, held January 4, 2012, organized in conjunction with this year’s SSME minitrack. Now in its 5th year, the SSME minitrack has already established itself as a leading venue for presentation and publication of service science-related research. And now it is time to take stock of what has been accomplished, observe what the emerging field has done, and plot a course from here. The workshop will combine presentations from thought leaders in service science, academics who have developed related programs and courses, and SSME-minitrack paper presenters over the years. Discussion will aim to develop plans for building and maintaining the service science community and for setting the future research agenda. Output of the workshop will provide the basis for an edited volume (Springer’s Service Science series), combined with research papers from the minitrack. Participation in the workshop will be by invitation based on submission of a short (500-word) abstract. Authors are encouraged to submit to both the workshop and minitrack.

Research related to but not restricted to the following topics will be addressed.

- Service science concepts and theory
- Research methodologies for service science
- Application of SSME to the digital economy
- Service modeling, optimization and analysis
- The dynamics of service evolution
- Business process management and transformation for service enhancement
- Mechanisms of service innovation
- Service process synthesis and decomposition for automated service delivery
- Methodologies, techniques, and tools for automated service composition and delivery
- Case studies on service innovation in various industries
- Behavioral studies for service system design
- Management of software as a service, web services, and related issues
- Integration of IT services (back-end) and customer services (front-end)
- The role of information technology and digitization in service innovation

The SSME minitrack has already created a body of literature related to SSME—both in the HICSS proceedings and in special issues of the journal Information Systems
and eBusiness Management (Vol 7, no 4, and Vol 8, no 1, 2009; and also Vol 9, no 2, 2011). Submissions to HICSS-45 minitrack and workshop on SSME ought to make use of this literature.

IMPORTANT DATES

SSME Minitrack

Abstracts: Authors may contact the Chairs for guidance at anytime.

**June 15th:** Authors submit full papers to the Peer Review System, following Author Instructions found on the HICSS web site ([www.hicss.hawaii.edu](http://www.hicss.hawaii.edu)). All papers will be submitted in double column publication format and limited to 10 pages including diagrams and references.

**August 15th:** Acceptance/Rejection notices are sent to Authors via the Peer Review System.

**September 15th:** Authors submit final Version of papers following submission instructions on the Peer Review System web site. At least one author of each paper must register by this date with specific plans to attend the conference to present the paper.

SSME Workshop

**July 15th:** Authors submit 500 word abstracts to the Workshop Chairs (via email).

**August 15th:** Acceptance/Rejection notices are sent to Authors.

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