3-1-2008

Tutorial: Survey of Service Science

Harry Katzan Jr.

Savannah State University, katzanh@savstate.edu

Follow this and additional works at: http://aisel.aisnet.org/sais2008

Recommended Citation

http://aisel.aisnet.org/sais2008/25

This material is brought to you by the Southern (SAIS) at AIS Electronic Library (AISeL). It has been accepted for inclusion in SAIS 2008 Proceedings by an authorized administrator of AIS Electronic Library (AISeL). For more information, please contact elibrary@aisnet.org.
SURVEY OF SERVICE SCIENCE

Harry Katzan, Jr.
Savannah State University
katzan@savstate.edu

TUTORIAL DESCRIPTION

Survey of service science for faculty and students of business administration and information technology. The tutorial provides a conspectus of service science, including service concepts, service models, service models, service systems, information services, and service technology. The tutorial also introduces service innovation, service design, service governance.

TOPICS COVERED

Focus: General Information Systems
Topics covered: Service science concepts
Service models
Service systems
Information services
Survey of service technology
   Management information systems
   Internet services
   World wide web
Introduction to service innovation
Introduction to service design
Introduction to service governance