

The Journal of Strategic Information Systems

Call for Papers – Special Issue on

Service Management & Engineering: Aligning Business & IT Services

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Motivation and overview

Services have become a critical force in many economies around the world. An increasing number of activities of public and private organizations are engineered and managed as services, often creating a new potential for economic growth and welfare through innovation and productivity gains. In addition to the increasing importance of the service perspective in the business domain, the service concept has also become very prominent in the IT domain. This is evident in developments like IT Service Management, Service-Oriented Architectures (SOA), Service Computing, and various “XYZ-as-a-Service” concepts. While this increasingly blurs the line between a business view and an IT view of services, these concepts generally have different meanings and refer to different domains. Thus, there is a need for understanding how these two service worlds meet and how they change the alignment of business needs and IT capabilities, as can be seen in initiatives like Services Sciences, Management, Engineering and Design (SSMED).

In an environment where the number of services is substantial and the differences between business and IT services blur, the explicit management of IT-enabled services as important business assets that are the focal points for the cost-effective creation of customer value and innovation in organizations becomes crucial. There is a need to better understand the overall service-orientation of organizations, which includes the overarching and potentially enterprise-wide development of a service management capability and the provisioning and use of technical and non-technical services from a business perspective. These developments also call for a fresh look into business-IT alignment. The IS discipline should be at the front line of addressing these challenges, giving its interdisciplinary character and its focus on economic, organizational, behavioural, and technological issues.

Suggested topics

The Journal of Strategic Information Systems focuses on the management, business, and organizational issues associated with the introduction and utilization of information systems as a strategic tool, and considers these issues in a global context. This special issue seeks contributions that demonstrate how the IS discipline and related management disciplines

can make an impact to improve the way organizations face the challenges of the progressing service-oriented economy that increasingly merges business- and IT-related service concepts. It aims at accelerating high quality research in the fast developing domain of Service Management and Engineering and the related areas within Service Science and Services Computing from an Information Systems' perspective. It invites conceptual and empirical papers on completed research. Possible contributions may include, but are not limited to the following:

Service Management from an IS Perspective

- Service management
- Service strategy management
- Service value management
- Service quality management
- Service innovation management
- Service governance
- Service portfolio management
- Service capability management
- Service performance management
- Service compliance and risk management
- Service supplier & customer management
- Services supply chain management
- Services sourcing

Service Engineering from an IS Perspective

- Service lifecycle
- New service development
- Service analysis
- Service design
- Service bundling
- Service standards
- Service descriptions
- Service modeling

Special topics on Information Systems and Services

- The position of IS in Service Science, Management and Engineering
- IS contributions to Service Science
- New business models for IS services, e.g. for service aggregation and brokerage
- IS/IT services from a service(-dominant) logic
- The role of IT services in IT-enabled value co-creation
- Implications of value co-creation for IT-based services
- Service business alignment / Aligning Business and IT Service Management
- Business impact of IT service management
- Management of IT-enabled service ecosystems
- Servitization of IT and other industries
- Embedding of IT services in business products and services
- Design and Implementation and effects of automation and self-service technologies for IT services
- Services E-commerce (i.e. electronic offering, trading, and purchasing of services)

Instructions for Submission

Full papers are due by the 1st of March 2011, for potential publication in 3rd quarter of 2011. Authors are instructed to follow the Guide for Authors and submission guidelines for the journal at the journal's website, <http://www.elsevier.com/locate/jsis> - choosing "**Special Issue: Service Mgt & Engineering**" as the paper type in the online submission system. We invite prospective authors to send any queries about this special issue via email to either Dr Erwin Fiel (e.fiel@gut.edu.au) or Dr Axel Korthaus (axel.korthaus@gut.edu.au).