

## PREFACE

This book represents the compilation of papers presented at the IFIP Working Group 8.2 conference entitled “Information Technology in the Service Economy: Challenges and Possibilities for the 21<sup>st</sup> Century.” The conference took place at Ryerson University, Toronto, Canada, on August 10-13, 2008. Participation in the conference spanned the continents from Asia to Europe with paper submissions global in focus as well.

Conference submissions included completed research papers and research-in-progress reports. Papers submitted to the conference went through a double-blind review process in which the program co-chairs, an associate editor, and reviewers provided assessments and recommendations. The editorial efforts of the associate editors and reviewers in this process were outstanding. To foster high-quality research publications in this field of study, authors of accepted papers were then invited to revise and resubmit their work. Through this rigorous review and revision process, 12 completed research papers and 11 research-in-progress reports were accepted for presentation and publication. Paper workshop sessions were also established to provide authors of emergent work an opportunity to receive feedback from the IFIP 8.2 community. Abstracts of these new projects are included in this volume. Four panels were presented at the conference to provide discussion forums for the varied aspects of IT, service, and globalization. Panel abstracts are also included here.

We would like to thank the sponsoring and host organizations for their generous support. It was their involvement and endorsement that enabled this conference to take place. Ryerson University was instrumental in making this conference possible, through their generous financial support and the provision of the conference venue. We would like to extend our thanks to all of the following organizations:

- IFIP and in particular Working Group 8.2
- Ryerson University
- University of Hawaii at Manoa
- University of Cambridge

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