

# Contents

An RDR-Based Approach for Event Data Analysis. . . . .	1
<i>Weisi Chen and Fethi Rabhi</i>	
Effective Governance During SOA Lifecycle - Theory and Practice . . . . .	15
<i>George Joukhadar and Fethi Rabhi</i>	
Understanding a Transformation Process from Product-Centric to Customer-Centric Services in a Financial Institution - A Work System Perspective. . . . .	29
<i>Vijaya Murthy and Olivera Marjanovic</i>	
An Integrative Design Framework for New Service Development . . . . .	44
<i>Eng K. Chew</i>	
Smart CloudBench - Test Drive the Cloud Before You Buy . . . . .	59
<i>Mohan Baruwal Chhetri, Sergei Chichin, Quoc Bao Vo, and Ryszard Kowalczyk</i>	
A Six Cell Services Comparison Model for Healthcare . . . . .	74
<i>Saradhi Motamarri</i>	
Decisions, Models and Opportunities in Cloud Computing Economics: A Review of Research on Pricing and Markets . . . . .	85
<i>Sowmya Karunakaran, Venkataraghavan Krishnaswamy, and R.P. Sundarraj</i>	
Normative Requirements for Business Process Compliance . . . . .	100
<i>Mustafa Hashmi, Guido Governatori, and Moe Thandar Wynn</i>	
<b>Author Index</b> . . . . .	117

Service Research and Innovation

Third Australian Symposium, ASSRI 2013, Sydney, NSW,  
Australia, November 27-29, 2013, Revised Selected  
Papers

Davis, J.G.; Demirkan, H.; Motahari-Nezhad, H.R. (Eds.)

2014, XI, 117 p. 29 illus., Softcover

ISBN: 978-3-319-07949-3