

Contents

Service Exploration Theories and Processes

Decision-Making in Smart Service Systems: A Viable Systems Approach Contribution to Service Science Advances	3
<i>Francesco Polese, Aurelio Tommasetti, Massimiliano Vesci, Luca Carrubbo, and Orlando Troisi</i>	
On a Qualitative Game Theoretic Approach of Teacher-Student Interaction in a Public Higher Education Service System	15
<i>Virginia Ecaterina Oltean, Theodor Borangiu, and Monica Drăgoicea</i>	
Service-Dominant Strategic Sourcing: Value Creation Versus Cost Saving . . .	30
<i>Laleh Rafati and Geert Poels</i>	
New Service's Expectation Positioning by Applying Cumulative Prospect Theory.	45
<i>Soe-Tsyrr Daphne Yuan and Hsi-Yun Wang</i>	
Enabling Service Business Models Through Service Processes	60
<i>Nikhil Zope, Anand Kumar, and Doji Lokku</i>	

Modelling Service Requirements and Management of Business Processes

Experience from a Modelling and Simulation Perspective in Smart Transport Information Service Design	75
<i>Monica Drăgoicea, Denisa Constantinescu, and João Falcão e Cunha</i>	
Process Modeling as Key Technique for Embedding the Practices of Business Process Management in Organization	89
<i>Elena Fleacă, Bogdan Fleacă, and Sanda Maiduc</i>	
Towards a Flexible Solution in Knowledge-Based Service Organizations: Capability as a Service	100
<i>Hasan Koç, Kurt Sandkuhl, and Michael Fellmann</i>	
A Three-Dimensional Approach for a Quality-Based Alignment Between Requirements and Architecture	112
<i>Carlos E. Salgado, Ricardo J. Machado, and Rita S.P. Maciel</i>	

**Value Co-creation Through Knowledge Management
and User-Centric Services**

Framing Meaningful Experiences Toward a Service Science-Based Tourism Experience Design	129
<i>Jesús Alcoba, Susan Mostajo, Rowell Paras, Grace Cella Mejia, and Romano Angelico Ebron</i>	
Personal Service Eco-Environment (PSE ²): A User-Centric Services Computing Paradigm	141
<i>Zhongjie Wang, Dianhui Chu, and Xiaofei Xu</i>	
Using User-Generated Content to Explore Hotel Service Quality Dimensions	155
<i>Vera L. Miguéis and Henriqueta Nóvoa</i>	
How Service Innovation Contributes to Co-Create Value in Service Networks	170
<i>Maria Vincenza Ciasullo, Francesco Polese, Orlando Troisi, and Luca Carrubbo</i>	

Service Design Methodologies and Patterns

Needmining: Towards Analytical Support for Service Design	187
<i>Niklas Kuehl</i>	
An Efficient Procedure to Determine the Initial Basic Feasible Solution of Time Minimization Transportation Problem	201
<i>Aminur Rahman Khan, Adrian Vilcu, Md. Sharif Uddin, and Cristiana Istrate</i>	
The Possible Evolution of the Co-operative Form in a Digitized World: An Effective Contribution to the Shared Governance of Digitization?	213
<i>Paolo Depaoli and Stefano Za</i>	
A Service-Value Approach to Mobile Application Valuation	221
<i>Maurizio Cavallari and Roberto Moro Visconti</i>	

Service Innovation and Strategy

The Assessment of Municipal Services: Environmental Efficiency of Buildings Construction.	237
<i>Isabel M. Horta, Ana S. Camanho, Teresa G. Dias, and Samuel Niza</i>	
“Agile Adoption” in IT Companies - Building a Change Capability by Qualitative Description of Agile Implementation in Different Companies	251
<i>Barbora Moravcová and Filip Legény</i>	

Technology for Soccer Sport: The Human Side in the Technical Part	263
<i>Luisa Varriale and Domenico Tafuri</i>	
Service Operations Decisions in Hybrid Organizations: Towards a Research Agenda	277
<i>Liliana Ávila and Marlene Amorim</i>	
Automated Business Process Management	287
<i>Carlos Mendes, Nuno Silva, Marcelo Silva, and Miguel Mira da Silva</i>	
A Service-Oriented Living Lab for Continuous Performance Improvement in SMEs	299
<i>Thang Le Dinh, Manh Chien Vu, Thuong-Cang Phan, and Serge Théophile Nomo</i>	

IT-Based Service Engineering

Digital Service Platform for Networked Enterprises Collaboration: A Case Study of the NEMESYS Project	313
<i>Francesco Bellini, Fabrizio D'Ascenzo, Iana Dulckaia, and Marco Savastano</i>	
How Can ITIL and Agile Project Management Coexist?: An Adaptation of the ITIL V.3 Life Cycle in Order to Integrate SCRUM	327
<i>Bertrand Verlaine, Ivan Jureta, and Stéphane Faulkner</i>	
SStream: An Infrastructure for Streaming Multimedia Content Efficiently and Securely in a Heterogeneous Environment	343
<i>Claudiu Olteanu, Mihai Bucicoiu, and Marius Popa</i>	
Integration of Hazard Management Services	355
<i>Anca Daniela Ionita, Cristina-Teodora Eftimie, Grace Lewis, and Marin Litoiu</i>	

Servitization in Sustainable Manufacturing: Models and Information Technologies

Service Oriented Mechanisms for Smart Resource Allocation in Private Manufacturing Clouds	367
<i>Octavian Morariu, Theodor Borangiu, Cristina Morariu, and Silviu Răileanu</i>	
Modeling a Manager's Work as a Service Activity	384
<i>Yuval Cohen, Shai Rozenes, and Maurizio Faccio</i>	

Servicizing as a Tool for Increasing the Sustainability of Product Life Cycles	392
<i>Adi Wolfson and Dorith Tavor</i>	

Service Architecture for CSP Based Planning for Holonic Manufacturing Execution Systems	403
<i>Gabriela Varvara</i>	

Product-Service Systems

Designing Product Service Systems in the Context of Social Internet of Things	419
<i>Pazanee Carpanen, Lia Patricio, and Bernardo Ribeiro</i>	

An Event-Driven Service-Oriented Architecture for Performing Actions on Business Organization Items	432
<i>Vasilica-Georgiana Puiu and Adrian Alexandrescu</i>	

Improving After-Sales Services Using Mobile Agents in a Service-Oriented Architecture	444
<i>Adrian Alexandrescu, Cristian Nicolae Buțincu, and Mitică Craus</i>	

Designing and Configuring the Value Creation Network for Servitization. . . .	457
<i>Barbara Resta, Paolo Gaiardelli, Sergio Cavalieri, and Stefano Dotti</i>	

Business Software Services and Data-Driven Service Design

Generic Data Synchronization Algorithm in Distributed Systems	473
<i>Dragoș Dumitrescu and Mihai Carabaș</i>	

Data-driven Approach to New Service Concept Design	485
<i>Min-Jun Kim, Chie-Hyeon Lim, Chang-Ho Lee, Kwang-Jae Kim, Seunghwan Choi, and Yongsung Park</i>	

Queuing-Based Processing Platform for Service Delivery in Big Data Environments	497
<i>Florin Stancu, Dan Popa, Loredana-Marsilia Groza, and Florin Pop</i>	

A Service-Oriented Framework for Big Data-Driven Knowledge Management Systems	509
<i>Thang Le Dinh, Thuong-Cang Phan, Trung Bui, and Manh Chien Vu</i>	

Towards a Platform for Prototyping IoT Health Monitoring Services	522
<i>Mădălina Zamfir, Vladimir Florian, Alexandru Stanciu, Gabriel Neagu, Ștefan Preda, and Gheorghe Militaru</i>	

Web Service Design and Service-Oriented Agents

A Freight Brokering System Architecture Based on Web Services and Agents.	537
<i>Florin Leon and Costin Bădică</i>	
Automated Identification and Prioritization of Business Risks in e-service Networks	547
<i>Dan Ionita, Roel J. Wieringa, and Jaap Gordijn</i>	
The Sharing Economy Revolution and Peer-to-peer Online Platforms. The Case of Airbnb.	561
<i>Linda Meleo, Alberto Romolini, and Marco De Marco</i>	

IoT and Mobile Apps. for Public Transport Service Management

Dynamic Service Capacity and Demand Matching in a Holonic Public Transport System	573
<i>Theodor Borangiu, Silviu Răileanu, Iulia Voinescu, and Octavian Morariu</i>	
Specifying Modernization into Service-Oriented SaaS System in a Case of Public Transport Document Generator	590
<i>Muhammad Ghufon Mahfudhi and Teresa Galvão Dias</i>	
Improving the Service Level of Bus Transportation Systems: Evaluation and Optimization of Bus Schedules' Robustness	604
<i>Joana Hora, Teresa Galvão Dias, and Ana Camanho</i>	
Mobile Communication Solutions for the Services in the Internet of Things . . .	619
<i>Sorin Zamfir, Titus Balan, Florin Sandu, and Cosmin Costache</i>	

E-Health Services and Medical Data Interoperability

Improving the Introduction of Electronic Health Record: Lessons from European and North American Countries	635
<i>Sabrina Bonomi, Nabil Georges Badr, Alessandro Zardini, and Cecilia Rossignoli</i>	
Health Care Co-production: Co-creation of Value in Flexible Boundary Spheres	649
<i>Maddalena Sorrentino, Marco De Marco, and Cecilia Rossignoli</i>	
Work-Related Stress in Health Care Services: A Quantitative Study in Italy. . . .	660
<i>Luisa Varriale, Paola Briganti, Gloria Guillot, and Maria Ferrara</i>	

New Technologies for Sustainable Health Care	674
<i>Mauro Romanelli</i>	
Interoperability of Medical Data Through e-Health Service in Romania	683
<i>Elena Madalina Rac-Albu, Vlad Ciobanu, Marius Rac-Albu,</i> <i>and Nirvana Popescu</i>	
Implementing the Patient Clinical Observation Sheet as a Service in Hospitals	693
<i>Florin Anton and Silvia Anton</i>	
 Service and IT-Oriented Learning and Education Systems	
Innovation for Sustainable Development by Educating the Local Community. The Case of an Italian Project of Food Waste Prevention.	705
<i>Sabrina Bonomi, Sara Moggi, and Francesca Ricciardi</i>	
The Assessment of Performance of Educational Services: The Case of Portuguese Secondary Schools	717
<i>Maria C.A.S. Portela and Ana S. Camanho</i>	
Examining Cloud Computing Adoption Intention in Higher Education: Exploratory Study	732
<i>Gheorghe Militaru, Anca Alexandra Purcărea, Olivia Doina Negoită,</i> <i>and Andrei Niculescu</i>	
Service Science Textbooks: Opportunities of an Interdisciplinary Approach. . . .	742
<i>Johannes Kunze von Bischhoffshausen, Peter Hottum,</i> <i>and Ronny Schüritz</i>	
Research and Education in Service Science Management and Engineering: The Case of the Italian Service Management Forum	750
<i>Sergio Cavalieri, Mario Rapaccini, Giuditta Pezzotta,</i> <i>and Nicola Saccani</i>	
Author Index	761

Exploring Services Science

7th International Conference, IESS 2016, Bucharest,

Romania, May 25-27, 2016, Proceedings

Borangiu, T.; Dragoicea, M.; Nóvoa, H. (Eds.)

2016, XVI, 762 p. 195 illus., Softcover

ISBN: 978-3-319-32688-7