

# Innovating, Designing and Managing Service Systems with IS, hosted by the AIS SIG Services

## Workshop Organizers

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## Theme of the Workshop

An increasing number of activities of public and private organizations are engineered and managed as services, often creating innovations for economic growth and social welfare. This development is mirrored in the domain of information systems (IS), and becomes evident in the use of services as the organizing logic for providing IS, in the use of services as an architectural paradigm (SOA), and in the design of Cloud/Internet-based services for information, processes, applications, and IT-infrastructures. Moreover, the increasing amalgamation of information and communication technology (ICT)-enabled corporate and consumer services offer substantial opportunities for service innovation. Examples for augmenting the physical world with services include Near Frequency Communication (NFC)-enabled frequent flyer cards at Air New Zealand that facilitate check-in and identity verification, mobile ticketing for public transportation services, apps for music festival participants to interact, or tablet-based services for ordering food and drinks at a casino or restaurant. Often, the focal points are the infusion of ICT into services and transferring service-dominant logic thinking into ICT development and use.

The IS discipline needs to advance research on phenomena related to IS as a service and IS-based services. Researchers and practitioners suffer from a lack of theory-rooted knowledge for engineering and managing services as well as leveraging IS for service innovation. At the same time, the advent and success of the service paradigm challenges previously established concepts in the IS discipline, such as the separation between corporate IS and consumer IS, or internal IS and external services. Service-focused research in IS thus needs to create and refine concepts, models, methods, and systems to reflect these developments.

## Workshop Location

The workshop will take place in **Room F234**, which is right at the main conference location of ECIS (Fürstenberghaus). Please consult the detailed map at: <http://ecis2015.eu/conference/venue>

## Schedule of Events

<b>Time</b>	<b>Event</b>
<b>10:30 – 11:00</b>	Welcome
<b>11:00 – 12:30</b>	Workshop Session 1: Services in Clouds and Ubiquitous Spaces
	Understanding Digital Natives' Well-Being and Development in ICT-Enabled Ubiquitous Spaces (Vodanovich et al.)
	Cloud Computing: Beyond a new technological model, a socio-technical innovation driven by an organizing vision (Khalil et al.)
	Implications of Cloud Technology on Management of Information Intensive Business-to-Business Services – Case Accounting (Penttinen and Asatiani)
<b>12:30 – 13:30</b>	Lunch Break
<b>13:30 – 15:00</b>	SIG Services Assembly
<b>15:00 – 15:30</b>	Coffee Break
<b>15:30 – 16:30</b>	Workshop Session 2: Services for the Networked Society
	Theory-Driven Design of an IT-Based Peer Assessment to Assess High Cognitive Levels of Educational Objectives in Large-Scale Learning Services (Lehmann and Leimeister)
	Will they Die another Day? A Decision Support Perspective on Reusing Electric Vehicle Batteries (Beverungen et al.)
<b>16:30 – 17:00</b>	Transfer to ECIS Welcome Reception (an easy 5-10 min. walk to the Palace)
<b>17:00 – 19:00</b>	ECIS Welcome Reception