In 2009 the First International Symposium on Services Science (ISSS’09) was hosted at the University of Leipzig in Germany which also celebrated its 600th anniversary in 2009. ISSS’09 was held between March 23rd and 25th and attracted a total of 200 participants.

The reaction of the research community to the call for papers was inspiring. In total, 70 papers were submitted to the conference from researchers worldwide. All papers were subject to a strict double-blind referee process which was made possible by a program committee of 60 members. We highly appreciate the time and efforts of these colleagues during the review process. In the end, 24 research papers were selected to be included in the academic track. The articles are sorted by the research themes which were used to structure the sessions. They show numerous aspects of services science and include the modeling of service systems, services and customer orientation, service engineering, service oriented software architectures, service innovation, hybrid products and services as well as internationalized service value chains.

Service science has become an exciting interdisciplinary research field in recent years. The goal of ISSS’09 was not only to bring together specialists with a business as well as a technological perspective on services, but also to establish a platform for academic as well as practical discussions. This led to the organization of two tracks: an academic and a practitioner’s track. The two parallel ISSS-tracks were complemented by keynotes held by Martin Jetter (Chairman of IBM Germany), Stephen Vargo (American Marketing Association, University of Hawaii) and Krzysztof Czarnecki (University of Waterloo, Canada). All speakers framed the sessions of the particular day of the conference which encompassed about 50 individual presentations, a poster session and a podium discussion.

The Best Paper Chair organized an additional review process during the conference to identify papers suitable for publication in international journals. As a result the papers published in this issue of IJSSMET were selected. We hope to contribute those papers to the rapidly developing discipline of service science.

The website of the conference is still active. You will find several selected papers, the committees and more information on the following website: http://isss.uni-leipzig.de. Furthermore we want to draw your attention at the SRII conference (Service Research Innovation Institute): http://www.thesrii.org.

Klaus-Peter Fähnrich
Guest Editor
IJSSMET