Information Systems and New Applications in the Service Sector: Models and Methods

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In recent years, with rapidly advancing technology and a more globalized culture, the importance of Information Systems has become paramount. The application of Information Systems has made a huge impact on the service sector, both public and private.

Information Systems and New Applications in the Service Sector: Models and Methods examines current, state-of-the-art research in the area of service sectors and their interactions, linkages, applications, and support using information systems. This publication encompasses theoretical, analytical, and empirical research, as well as comprehensive reviews of relevant research, technical reports, and case studies of effective applications in this area. The use of new theories, technologies, models, methods, techniques, and principles are emphasized all while explaining the relationship between the advancement of the service sector and the evolution of information systems.

Topics Covered:

- Business services
- Creative problem solving
- Logistics network configuration
- Matching supply with demand
- Multiple-objective decision making
- Optimization of service systems
- Performance measures and quality control
- Public service management
- Revenue and risk management
- Self-service systems
- Supplier relationship management
- Web services

Market: This premier publication is essential for all academic and research library reference collections. It is a crucial tool for academicians, researchers, and practitioners and is ideal for classroom use.
Section 1:

Chapter 1
Comparative Analysis of International Education Systems
Wang John (Montclair State University, USA)
Xia Jun (Montclair State University, USA)
Hollister Kimberly (Montclair State University, USA)
Wang Yawei (Montclair State University, USA)

Chapter 2
Customer Perspectives of Mobile Services
Kangin Bans (KITEC, Turkey)
Bодержgi Nur (Bogazici University, Turkey)
Daim Tugrul (Portland State University, USA)

Chapter 3
Customer Perceived Value of Travel and Tourism Web Sites
Lexhagen Maria (Mid Sweden University, Sweden)

Chapter 4
The Architecture of Service Systems as the Framework for the Definition of Service Science Scope
Targowski Andrew (Western Michigan University, USA)

Chapter 5
The Grid as a Virtual Enterprise Enabler
Vassilakis Bill (Hellenic Open University, Greece)

Chapter 6
A Value-Satisfaction Taxonomy of IS Effectiveness (VSTISE):
Levy Yair (Nova Southeastern University, USA)
Murphy Kenneth L. (Williamette University, USA)
Zanakis Stelios H. (Florida International University, USA)

Section 2:

Chapter 7
A Survey of Development Methods for Semantic Web Service Systems
Wahl Terje (Norwegian University of Science and Technology, Norway)
Sindre Guttorm (Norwegian University of Science and Technology, Norway)

Chapter 8
A Service Science Perspective on Human-Computer Interface Issues of Online Service Applications
Pirhanean Claudio (IBM TJ. Watson Research Center, USA)

Chapter 9
Toward an Integrated Conceptualization of the Service and Service System Concepts:
Mora Manuel (Autonomous University of Aguascalientes, Mexico)
Raisinghani Mahesh S. (TWU School of Management, USA)
O’Connor Rory (Dublin City University, Ireland)
Gelman Ovsei (CCADET, Universidad Nacional Autonoma de Mexico, Mexico)

Chapter 10
Information Technology Service Management and Opportunities for Information Systems Curricula
Conger Sue (University of Dallas, USA)

Chapter 11
IT Service Personnel:
Cater-Steel Aileen (University of Southern Queensland, Australia)

Section 3:

Chapter 12
Service Science, Management, Engineering, and Design (XSMED):
Spohrer Jim (IBM Research, USA)
Kuan Stephen K. (San José State University, USA)

Chapter 13
Asset Control Method with XML. Databases
Sun Lili (University of Southern Queensland, Australia)
Li Yan (University of Southern Queensland, Australia)
Wang Hua (University of Southern Queensland, Australia)

Chapter 14
IT Service Offshoring:
Papoli Paolo (Parthenope University of Naples, Italy)

Chapter 15
Online Service Delivery by NTO Portals:
Papa Mauro (University of Bari, Italy)
Avgeri Marina (Monte Dei Paschi di Siena Bank, Italy)

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Performance Modeling and Analysis of Surgery Patient Identification Using RFID
Jeong Byunghee (Chonbuk National University, Korea)
Cheng Chen-Yang (Tunghai University, Taiwan)
Prabhu Viral (The Pennsylvania State University, USA)

Chapter 17
Does the Internet Increase Fundraising Revenues of Nonprofit Organizations?
Ozcelik Yasin (Fairfield University, USA)

Chapter 18
Perceived Risk for Multiple Services in the Consumer Buying Cycle
Cunningham Lawrence E. (University of Colorado Denver, USA)
Gerlach James (University of Colorado Denver, USA)
Harper Michael D. (University of Colorado Denver, USA)
Kellogg Deborah L. (University of Colorado Denver, USA)

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Modeling and Governance of Procurement as a Service Responsive to Business Events
Galinec Darlo (Ministry of Defense, Croatia)
Klasic Ksenija (K & K LLC, Croatia)

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Staying Competitive in the Political Unrest and Global Financial Crisis:
Wall William (Shinawatra University, Thailand)