Services play a central role in the economies of nations and in global commerce. Services have been defined by J. Fitzsimmons as time-perishable, intangible experiences performed for a customer acting in the role of a co-producer. Every organization is involved in service to some extent, and service systems are often complex and need a truly pluri- or multi-disciplinary approach to be fully understood. Further, services have become subject to increased theoretical and practical inquiry, and this has lead to the idea of “service science” (or “service sciences”) as a discipline in the intersection of management, engineering, information technology, operations research and psychology, among other areas. IJSSMET provides an open forum for researchers and practitioners to share leading-edge knowledge in service science understood as a broad research field that encompasses all the aspects that relate to services, their planning, design, operation, evaluation, and improvement. The journal is targeted at both academic researchers and practicing professionals.

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- Applying service design principles
- Computational techniques applied to service science
- Computational techniques for service operations
- Human capital management and labor markets
- Intelligent systems and data mining
- Managing service delivery and operations
- Models of service systems, services as complex systems
- Policy, privacy, security, and legal issues regarding services
- Professional issues related to services
- Security and trust in services
- Service cases in application domains
- Service innovation
- Service marketing
- Service oriented architecture and technologies
- Service performance measurement and analysis
- Service project and process management
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- Service science education issues
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- Simulation in service science
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