Table of Contents

Preface .................................................................................................................................................. xvi

Section 1

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

Chapter 2
Customer Perspectives of Mobile Services.................................................................................. 15
   Banu Kargin, Turkcell, Turkey
   Nuri Basoglu, Bogazici University, Turkey
   Tugrul Daim, Portland State University, USA

Chapter 3
Customer Perceived Value of Travel and Tourism Web Sites: An Outlook on Web 2.0
Developments ....................................................................................................................................... 31
   Maria Lexhagen, Mid Sweden University, Sweden

Chapter 4
The Architecture of Service Systems as the Framework for the Definition of Service Science
Scope ................................................................................................................................................... 55
   Andrew Targowski, Western Michigan University, USA

Chapter 5
The Grid as a Virtual Enterprise Enabler .................................................................................... 76
   Bill Vassiliadis, Hellenic Open University, Greece
Chapter 6
A Value-Satisfaction Taxonomy of IS Effectiveness (VSTISE): A Case Study of User Satisfaction with IS and User-Perceived Value of IS
Yair Levy, Nova Southeastern University, USA
Kenneth E. Murphy, Willamette University, USA
Stelios H. Zanakis, Florida International University, USA

Section 2

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

Chapter 8
A Service Science Perspective on Human-Computer Interface Issues of Online Service Applications
Claudio Pinhanez, IBM T.J. Watson Research Center, USA

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

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

Chapter 11
IT Service Personnel: Changing the Culture from Technology to Service
Aileen Cater-Steel, University of Southern Queensland, Australia

Section 3

Chapter 12
Service Science, Management, Engineering, and Design (SSMED): An Emerging Discipline - Outline & References
Jim Spohrer, IBM Research, USA
Stephen K. Kwan, San José State University, USA
Chapter 13
Access Control Method with XML Databases ................................................................. 227

Lili Sun, University of Southern Queensland, Australia
Yan Li, University of Southern Queensland, Australia
Hua Wang, University of Southern Queensland, Australia

Chapter 14
IT Services Offshoring: Opportunities and Critical Factors from a Strategic Perspective .......... 240

Paolo Popoli, Parthenope University of Naples, Italy

Chapter 15
Online Services Delivered by NTO Portals: A Cross-Country Examination............................... 259

Marco Papa, University of Bari, Italy
Marina Avgeri, Monte dei Paschi di Siena Bank, Italy

Section 4

Chapter 16
Performance Modeling and Analysis of Surgery Patient Identification Using RFID .................. 279

Byungho Jeong, Chonbuk National University, Korea
Chen-Yang Cheng, Tunghai University, Taiwan
Vittal Prabhu, The Pennsylvania State University, USA

Chapter 17
Does the Internet Increase Fundraising Revenues of Nonprofit Organizations?
An Economic Analysis ........................................................................................................... 293

Yasin Ozcelik, Fairfield University, USA

Chapter 18
Perceived Risk for Multiple Services in the Consumer Buying Cycle ...................................... 309

Lawrence F. Cunningham, University of Colorado Denver, USA
James Gerlach, University of Colorado Denver, USA
Michael D. Harper, University of Colorado Denver, USA
Deborah L. Kellogg, University of Colorado Denver, USA

Chapter 19
Modeling and Governance of Procurement as a Service Responsive to Business Events .......... 324

Darko Galinec, Ministry of Defense, Croatia
Ksenija Klasić, K & K LLC, Croatia
Chapter 20
Staying Competitive in the Political Unrest and Global Financial Crisis: Perspective of a Thai Healthcare Organization ................................................................. 336
  William Wall, Shinawatra University, Thailand

Compilation of References ............................................................................................................. 348

About the Contributors ............................................................................................................. 396

Index ............................................................................................................................................. 406