GUEST EDITORIAL PREFACE

Special Issue on New Developments in Information Systems in the Service Sector

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When using thinkLets to plan meetings, several concerns should be addressed to select activities and design the meetings. The paper, *Tools to Assist Meeting Planning, by Adriana S. Vivacqua, Marcos S. Ferreira, Jano M. de Souza*, presented a framework and a system to aid meeting design using thinkLets and compatibility rules.

Resource acquisition schemes can be used to explore available resources to satisfy the *service level agreement*. The paper, *Resource Acquisition from Set-top-boxes for Service Provision,* by Joseph C. H. So, and Po-choi Wong, developed a remuneration model to reflect the rational decision of resource providers. Authors investigated the resource acquisition scheme under various load distribution and topologies of peer neighborhood. They found that cost-aware Requisition Algorithm could improve the service quality requirement fulfillment in a low cost.

The paper, *Integration and Optimization of Enterprise Applications: A Case Study, by* Rahat Iqbal, Nazaraf Shah, Anne James, and Tomasz Cichowicz, presented a case study of enterprise application integration. The case has

six applications, i.e., Sage 200, Gold-Vision CRM system, E-Commerce System, Gold-Vision Connect System, Realex Transaction and Spindle Document Automation Tool, within one enterprise. Authors addressed information and data sharing among these applications using the proposed integration and optimization techniques.

Cloud computing is proposed to be a nation-level strategic program by China and many efforts are being put into practices. Health Information eXchange (HIX) is a part of Happiness Cloud Service Platform of Happiness Guangdong in Guangdong Province of China based on innovation of cloud-based business model. The paper, *Cloud Service Platform - Hospital Information eXchange (HIX*, by Zhiyuan Fang and Wei Li, illustrates the hospital health care business services system based on cloud computing. The major business functions of HIX include integrated mobile medical information services, and mobile health information services. The HIX cloud platforms involved 4 Parties participants in commercial model of operation, using cloud technology to

improve the ability of integrated services in general hospitals.

It is becoming more and more important for programmers to have soft skills such as cooperation and communication. The paper, *PTBL:A Learning Model Based on PBL and TBL for Training Soft Skills Supported by 3D Virtual Pedagogical Platform*, by LieHuo Chen, Qiang Liu, XiaoGuang Sun, proposed a learning model "Problem and Task Based Learning". The model was involved with problem-based learning, task-based learning, and Web3D technologies. It can be used to improve training courses with learning activities for soft skills.

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