To date, there is a remarkable transformation of the economy into service system to facilitate collaboration between customers and service providers, and also to create value through interconnected service enterprises. This paper introduces a literature review on the concepts of service science, service system, and SSME. It describes a service system framework developed by Sophrer and applied it to a university Blackboard system.

References


Index Terms

Computer Science

Information Sciences

Keywords

Service science, SSME, services, service systems, web services, Blackboard system.