Abstract

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.

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Index Terms

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Keywords

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