Abstract

Though there has been a tremendous proliferation in the economic activities involving services, service science as a body of knowledge is still at its infancy. The need for a new service science discipline can be justified by looking at some of the distinguishing characteristics of services such as the co-production and intangibility. The need is further augmented by governments (for greater GDP growth), businesses (for more profit), academics (for creating novel frontiers of research), and e-commerce (for seamless integration and exchange of information in the semantic web). We believe that a rigorous analysis of ontological foundations of service science would be useful towards the development and understanding of the service concepts and analyzing the validity of relations among them. In this paper we present an ontological evaluation of service related concepts, where we identified situations where ontological inadequacies (such as polysemy) could arise in several service ontologies and SOA standards, using the OntoClean method.

References

Towards a Framework for Service Ontology Evaluation


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