Service Science

Service science is the study of the emerging service-based society as oppose to the previous goods-based society that has been around since the advent of commerce. Today, more than 70 % of western economies are made up from services. A service has some distinctly different characteristics compared to a product, i.e. it cannot be touched or stored. The value from a service is different for different stakeholders. A public service to allocate daycare vacancies may save money for the public, but the high value perceived by the citizen lies in other, non-monetary aspects. This may be described as a service system where values are co-created by the actors involved in the system.

Enhancing services to the public

The Center for Service Science & Innovation (SSI) conducts research of and training in the service systems and designs of public services. SSI focuses specifically on social innovations that enable the public sector to use their resources more efficiently. SSI can help authorities and companies to co-create and enhance services to the public. This will further strengthen citizens' participation in the democratic process.

SSI's arena for Research Collaboration consists of the Public Sector, ranging from projects with one municipality, such as "Järfälla", to projects with a whole cluster, such as "Sambruk" with more than 100 municipalities as partners. Furthermore, SSI collaborates closely with the Private Sector, represented by the Swedish IT and Telecom Industries, IBM, Tieto, Logica and Accenture. Also, Citizens' participation is an important part of the arena. Finally, SSI's global academic network is represented in our advisory board with researchers from China and the U.S.

Our research is based on the study of Service Systems; we study service providers and service clients who work together to co-create value in complex value chains or networks. We utilize the latest technology, such as Cloud Computing, and global resources.

A clear trend in the global economy is the replacements of products with services. Smart services enable utilization optimization of goods; for example home delivery service of groceries or the renting of costly equipment. Services make up around 70 % of the GDP in modern economies.

The trend towards services is also apparent in the IT industry where IT departments and functions including servers, software and infrastructure are replaced by innovative sourcing arrangements where IT is bought as a service. Popular terms in this domain are software-, infrastructure- and software as a service, also closely related to Cloud computing or "The Cloud". The service concept has also heavily influenced the inner workings and structures of software through Service Oriented Architectures (SOA).

Service science is an attempt for an interdisciplinary approach on the complexity surrounding the transition towards a service-based society. Service science brings together social sciences with engineering and management aiming to develop an understanding of the underlying complex of service systems.

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Center

The Center for Service Science & Innovation, SSI

Ongoing projects

Framtidens återvinningscentral

Norra Djurgårdsstaden

ICT-platform for Entrepreneurship

Open Services in Social Care

Service oriented business models for enterprise systems

MUNIZAPP

Apps Market

IBM Academic award

Education for Entrepreneurship and Innovation (E4E&I)

Department of Computer and Systems Science, DSV

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