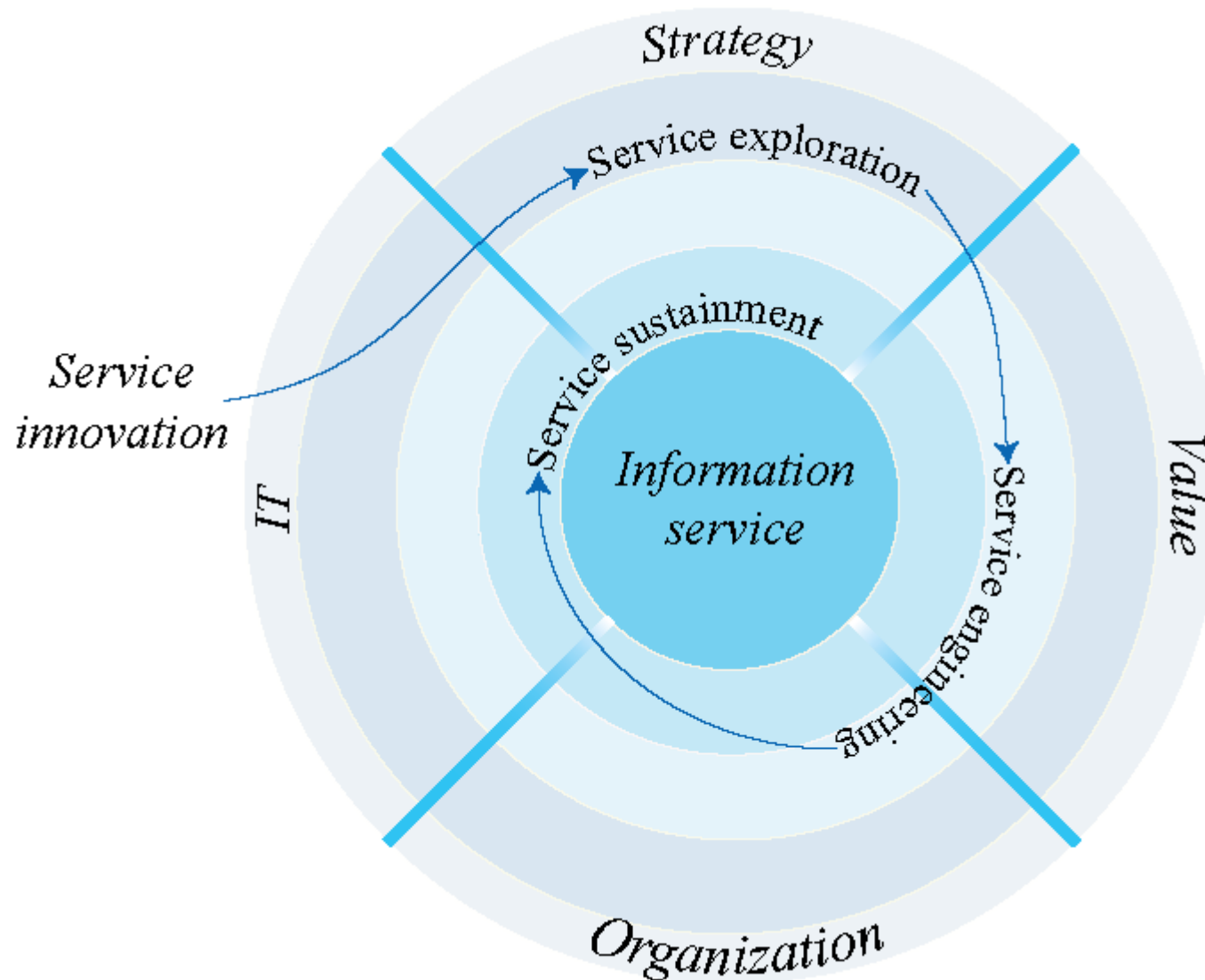# EMISS certificates

Amsterdam & Paris meeting

May/July 2008

The EMISS framework

First week: Information Service Innovation
– setting up the roadmap for value creation

- Introduction to the general framework
  - High-level overview, complexity of mastering the different facets
  - Different perspectives
  - Different business cases
- Participants come with their cases
- Invitation of external experts (public/private sectors) or panel at the end (challenges of services innovation in organization)
- Services in different domains (supply chain, etc)
- Modelling as a comunication/discusssion tool
- Participants supervised assignment

First week: Information Service Innovation – setting up the roadmap for value creation

- Week 1: September 2009, Geneva
- Monday
  - AM
    - Introduction, programme overview
    - Introduction to services economy
    - Services framework
  - PM
    - Services framework (ctd)
    - Terminology
    - Workshop on the framework
- Tuesday
  - Management of the services (design, engineering, management)
  - Strategy model
- Wednesday
  - Value models
  - Exercise/case studies
- Thursday
  - Process models
  - Exercise/case studies
- Friday
  - IT model (Enterprise architectures)
  - Exercise/case studies
  - Introduction of assignments

Second week: Information Service Innovation – setting up the roadmap for value creation

- Week 2: January 2010 Luxembourg
- Monday/Tuesday:
  - Presentation of assignments & Discussions

Second week: Information service exploration
- discovering new territories

- Wednesday:
  - IT service cases:1 or 2 speakers from companies (1-2hr)
  - Creativity workshop lecture (2hr)
  - Technology trends (3hr lecture): (P2P, Grid, Web 2.0/2.3, Semantic web services, SOA, Ubiquitous computing, RFID and tags, Open source, COTS (SCM, ERP, CRM, DW))
  - Creativity / service innovation workshop (2hr, evening), based on technology trends

- Thursday:
  - Business trends (3 hr lecture): Models and practices. Shared service centers, sourcing (open, out/in/off), communities (service)
  - People-trends (customer, citizens,...) (3 hr)
  - Creativity / service innovation workshop (afternoon), based on business and people trends (1.5 - 2hr)

- Friday:
  - Service strategy (business, value, organization, IT, IS perspectives) (3 hr)
  - New service development models/methods (3 hr)
  - Case study: Inventing an innovative service concept(1 hr)
  - Assignment: Invent an innovative service concept for your own company (1 hr)

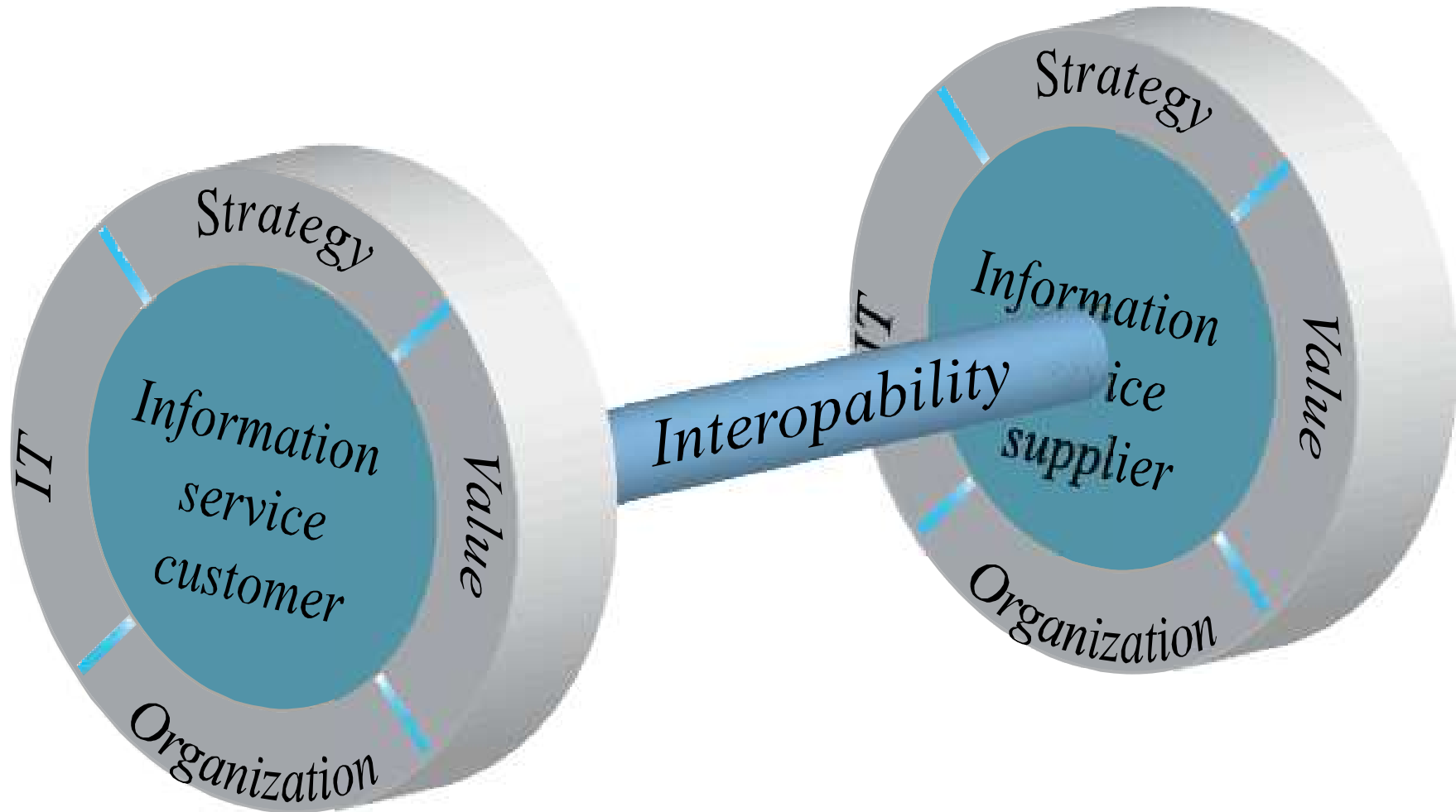# Third week: Information service exploration

- discovering new territories (cont'd)

- May 2010 Porto
- Monday:
  - Student presentations on innovative service concepts plus feedback (4 hours)
  - Strategic goal modeling (4 hours)
- Tuesday:
  - Student presentations on innovative service concepts plus feedback (4 hours)
  - Service value modeling
- Wednesday
  - Consumer service need modeling
  - Supplier service modeling
- Thursday
  - Business services requirements modeling
  - Service information & process modeling (1) (AS IS)
- Friday
  - Service information & process modeling (2) (AS IS)
  - Service exploration process
  - Evaluation based on hands-on assignments during all modeling courses

Fourth week: Information service engineering

- putting innovation into action

- September 2010 Paris
- Monday:
  - Discussion of assignments: detailed value/strategy/organization design. Local meetings can be used to help participants
- Tuesday: Enterprise interoperability
  - Interoperability framework (see figure next slide)
  - Ontologies & interoperability (on various levels)
- Wednesday: Web-service technologies
  - Web-services, Service-oriented architectures (all the technology stuff, w3c.org standards, vendors, products)
  - Ubiquitous & mobile computing
- Thursday: Dynamics in service networks
  - BP configurations design (TO BE)
  - Software service requirements
  - Service orchestration, choreography, composition
- Friday: Service integration (integration of the service in the existing IS)
  - COTS, Enterprise Architectures etc.

Multi-enterprise interoperability

Interoperability from a strategic, value, organization, and IT perspective

Fifth week: Information service engineering
- putting innovation into action

- Monday: Jan 2011, Amsterdam
  - Discussion of assignments
  - Keynote 1 (from industry)
- Tuesday: Enterprise interoperability
  - Discussion of assignments
  - Keynote 2 (from industry)

Fifth week: Information service sustainment
- pursuing sustainability

- Wednesday: IT service management
  - ITIL, COBIT, IT governance, plus case study
  - Compliance with laws and regulations (including privacy laws)
- Thursday: IS service management
  - Project management for IS services, Service evolution, Agile methods
  - QoS management (e.g. Performance, trust, security)
  - SLA, SLA monitoring
  - Business intelligence
- Friday: Service management in broader perspective
  - Service operations & marketing
  - Assignment

Sixth week: Information service sustainment

- May 2011: Barcelona
- Monday
  - Discussion of assignments
  - Keynote speaker on service management (from industry)
- Tuesday / Wednesday
  - Future trends in Information services
    - Per Line of Industry (eg. Banking, healthcare, software, government, …)
    - Invited speakers introducing trends, and participants prepare a statement based on their own company
- Thursday
  - How to do your EMISS master thesis? (half-a-day)
  - Afternoon: Work on master thesis proposal
- Friday
  - Presentations on master thesis proposal, discussion, and feedback (evaluated and graded)