

Plataformes & Iniciatives

... o tot allò que voleu saber sobre la SSME i no
gosàveu preguntar...

...o, simplement, mes val estar preparats per al que ens
pot caure a sobre...

Contingut

- Alguns conceptes previs sobre SSME(D)
- Plataformes
- Iniciatives
- Recerca
- Docència

Fonamentalment, he posat enllaços

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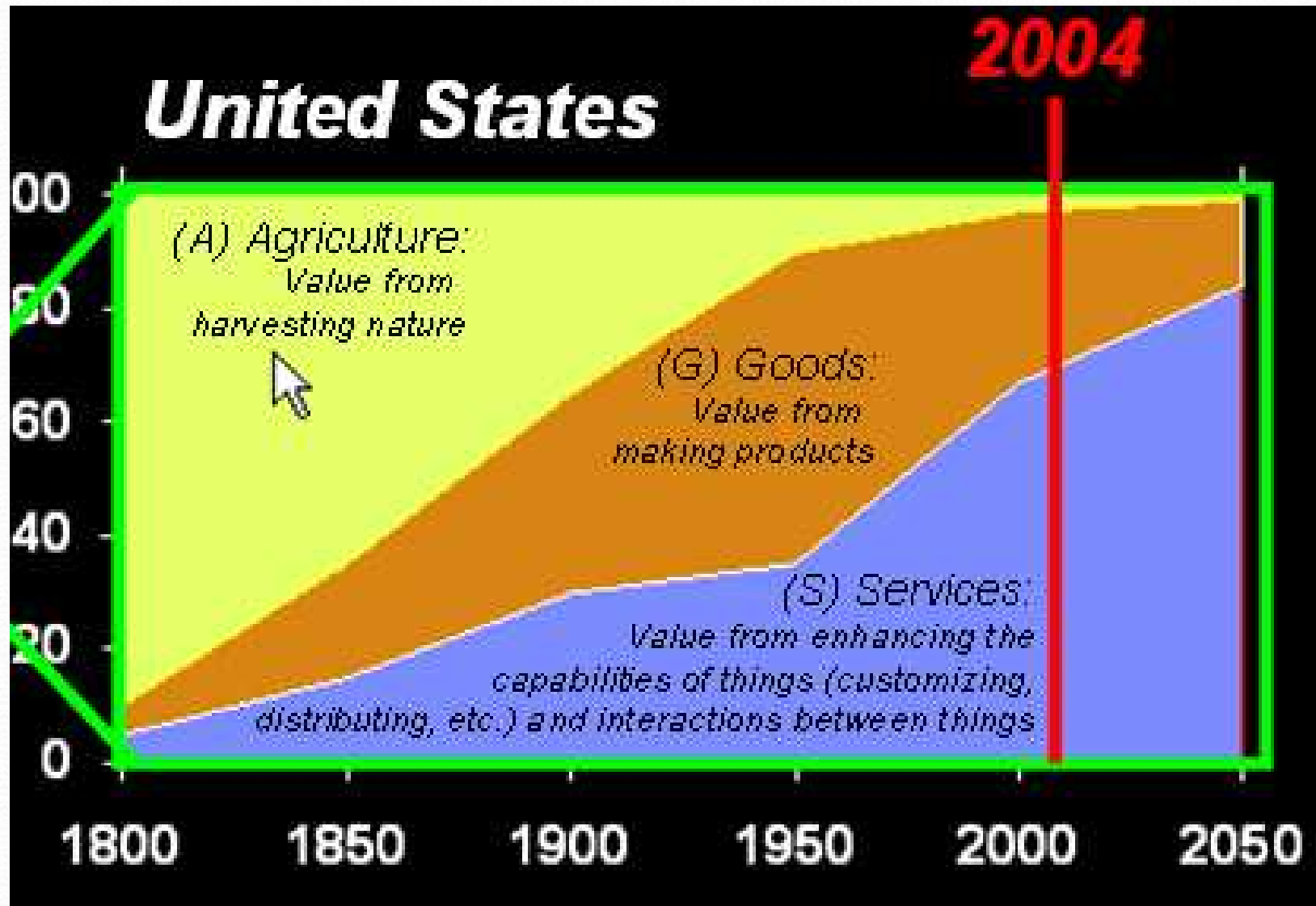
SSME definition

- *Services Sciences, Management and Engineering* hopes to bring together ongoing work in computer science, operations research, industrial engineering, business strategy, management sciences, social and cognitive sciences, and legal sciences to develop the skills required in a services-led economy. Source: <http://www.research.ibm.com/ssme/>
- *Service Science, Management, and Engineering (SSME)* is a term introduced by **IBM** to describe Services Sciences, an interdisciplinary approach to the study, design, and implementation of services systems – complex systems in which specific arrangements of people and technologies take actions that provide value for others. More precisely, SSME has been defined as the application of science, management, and engineering disciplines to tasks that one organization beneficially performs for and with another. Source: Wikipedia

More on SSME ...

- *Service Science: foundations on services, but more precisely, “science” as a discipline (as in USA, not as in Europe)*
- *Service Management: from business schools, management applied to the tertiary sector (primary: raw materials or commodities; secondary: production of goods)*
- *Service Engineering: specially Service Computing, that is, technology that implements services (SOA, web services, information systems, etc.)*
- *Services are... (see previous presentations)*
- *Servicitation: Business transition to services (Rolls Royce example)*
- *Service Science, Management, Engineering, and Design (SSMED) – [Jim Spohrer, Stephen K.Kwan, January 2008](#)*

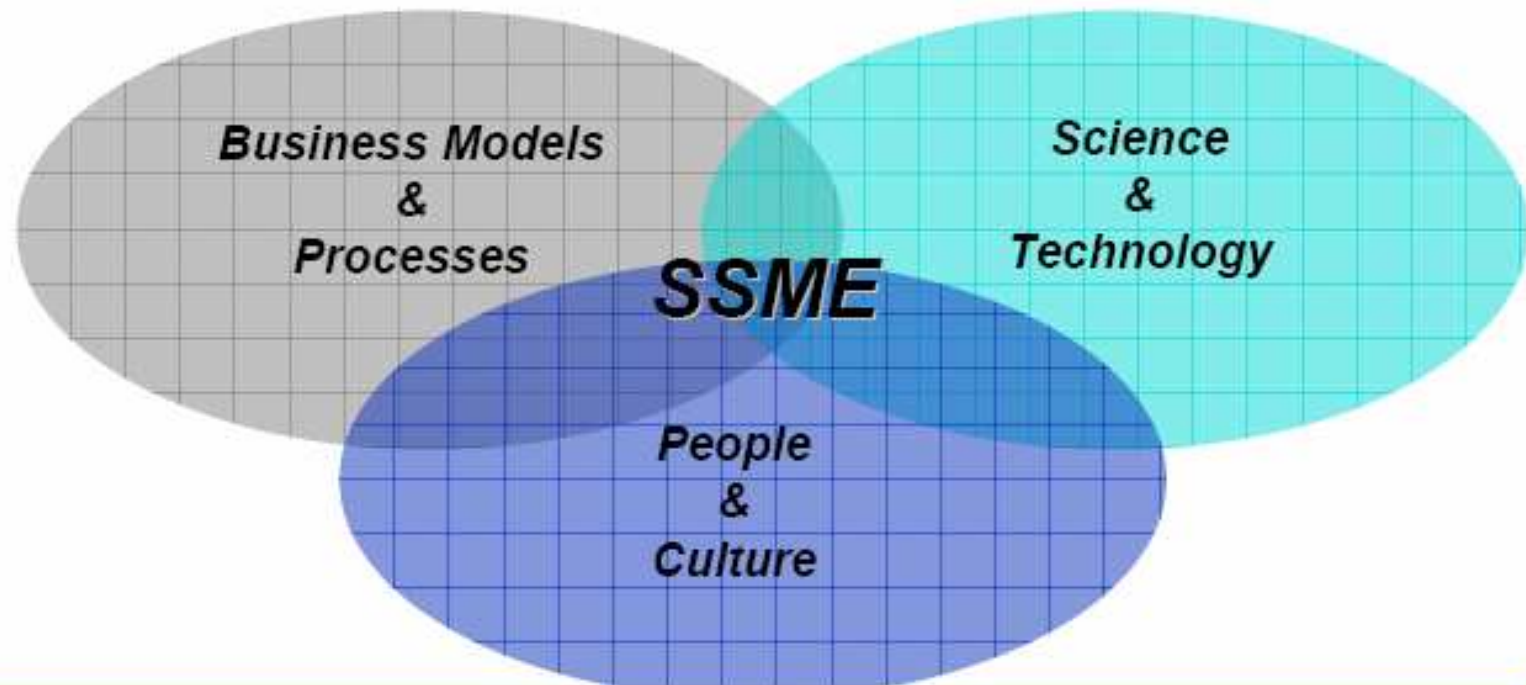
Source: IBM, Jim Spohrer



What is SSME? Source: IBM, Liva Sbovoda

- SSME is a multidisciplinary application of science, management, and engineering disciplines to services
 - – Science is a way to create knowledge through tools and methods studying Services
 - – Engineering is a way to apply knowledge produced by science outputs and create new value
 - – Management improves the process of creating and capturing value
- The promise of SSME is that the study of service systems, their design, evolution, processes and data, will increase our understanding of the services business – how to increase productivity, improve quality, control risk, innovate for growth and operate in dynamic environments
- SSME needs to be developed as an **academic curriculum** and **research area**

SSME is multidisciplinary / cross-disciplinary ...



Service systems are complex adaptive systems - configurations of people, technology, internal and external service systems connected by value propositions, and shared information (language, laws, measures, models, etc.)

Source: IBM, Liva Sbovoda

Service scientists need to be both broad and deep

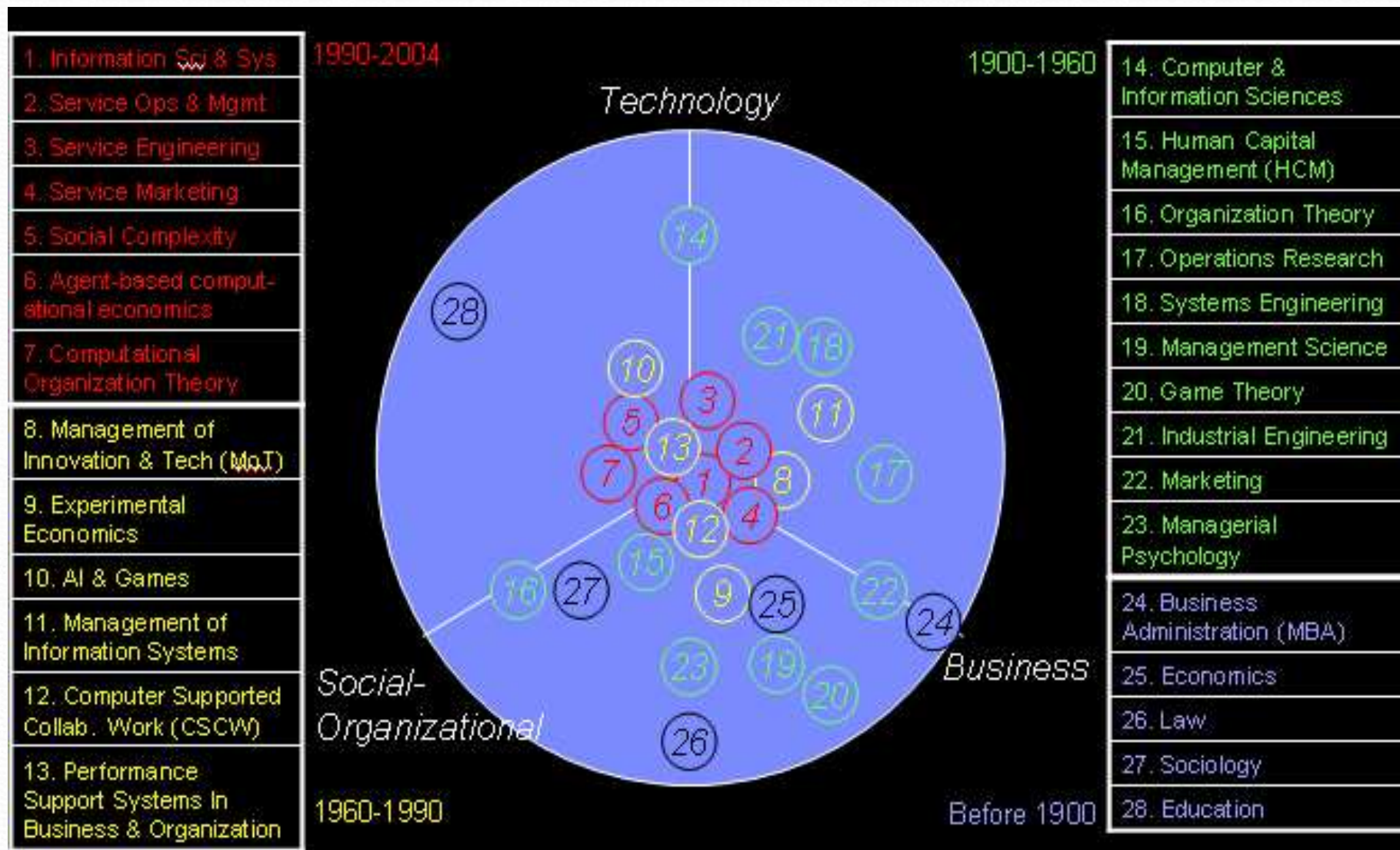
Source: IBM, Liva Sbovoda



T-shaped people – They speak the language of many disciplines, and are deep in at least one area

What kinds of skills should a service scientist have?

Academic disciplines evolving to combine technology, business, and social-organization (Source: IBM, Jim Spohrer)



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Plataformes

- Las Plataformas tecnológicas son actuaciones de reflexión y análisis promovidas por las empresas, para definir las estrategias de investigación y desarrollo tecnológico adecuadas para mejorar su competitividad. En estas reflexiones se cuenta con los agentes científicos y tecnológicos para mejorar el conocimiento sobre los progresos existentes y así configurar de una forma integrada las agendas estratégicas de I+D para el corto, medio y largo plazo (MICINN)
- Las Plataformas Tecnológicas europeas son una agrupación de entidades interesadas en un sector concreto, lideradas por la industria, con el objetivo de definir una Agenda Estratégica de Investigación (siglas en inglés: SRA) sobre temas estratégicamente importantes y con una gran relevancia social, en los cuales lograr los objetivos europeos de crecimiento, competitividad y sostenibilidad dependen de los avances tecnológicos y de investigación a medio y largo plazo. Las Plataformas Tecnológicas se basan en la definición de una Agenda Estratégica de Investigación y en la movilización de la masa crítica de investigación y de esfuerzo innovador necesarios (MI+D)

Plataformes TIC a Espanya (font MICINN)

- TELECOMUNICACIONES Y SOCIEDAD DE LA INFORMACIÓN
-
- Plataforma Tecnológica del Hogar Digital <http://www.hogardigital.com/1.htm>
- Comunicaciones Inalámbricas (eMOV) / AETIC <http://www.aetic.es/>
- Comunicaciones por Satélite (eISI) / AETIC <http://www.aetic.es/>
- Convergencia hacia la Internet del Futuro (eS.INTERNET) / AETIC <http://www.aetic.es/>
- Plataforma Tecnológica para la Seguridad y Confianza (eSEC) / AETIC <http://www.aetic.es/>
- Sistemas Empotrados ARTEMIS - PROMETEO (ESI) www.prometeo-artemis.org/
- Software y **Servicios** (INÉS) ATOS ORIGIN www.ines.org.es
- Tecnologías Audiovisuales en Red (eNEM) / AETIC <http://www.aetic.es/>
- Vida Independiente y Accesibilidad (eVIA) / AETIC <http://www.aetic.es/>

Algunes Plataformes a Europa

- **Ensuring the development of the necessary technology breakthroughs to keep at the leading edge of technologies in high-technology sectors which have significant strategic and economic importance for Europe**
- 22. Advisory Council for Aeronautics Research in Europe (ACARE)
- 23. Advanced Research and Technology for Embedded Intelligence and Systems (ARTEMIS)
- 24. European Platform on Smart Systems integration (EPoSS)
- 25. European Space Technology Platform (ESTP)
- 26. Networked and Electronic Media (NEM)
- 27. Networked European Software and **Services** Initiative ([NESSI](#))
- 28. Photonics for the 21st Century (Photonics21)
- 29. European Robotics Platform (EUROP)

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Iniciatives

- La IBM Academic Initiative:
<http://www.research.ibm.com/ssme/workuniv.shtml>
- IBM Developer works:
<http://www.ibm.com/developerworks/spaces/ssme>
- The Services University: <http://servicesuniversity.org/>
- IEEE, comité tècnic sobre “Services Computing”:
<http://tab.computer.org/tcsc/>
- S-cube: <http://www.s-cube-network.eu/>
- AMA Servsig: <http://www.servsig.org/>
- SSMEnetUK: <http://www.ssmenetuk.org/>
- **The SRII:** <http://www.thesrii.org/>

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Centres de recerca

- <http://www.almaden.ibm.com/asr/>
- <http://www.ksri.uni-karlsruhe.de/>
- <http://www.citris-uc.org/services>
- <http://itsqc.cmu.edu/>
- <http://www.mbs.ac.uk/research/csr/index.aspx>
- <http://crag.hesge.ch/service-science/>

Sèries de llibres i revistes

Sèrie de llibres publicades per Springer:

Service Science: Research and Innovations in the Service Economy

Series Editors: Hefley, B., Murphy, W.

ISSN: 1865-4924

<http://www.springer.com/series/8080>

Revistes:

IBM Systems Journal, special issue on Service Science, Management and Engineering

<http://www.research.ibm.com/journal/sj47-1.html>

IEEE Transactions on Services Computing

<http://www2.computer.org/portal/web/tsc>

International Journal of Quality and Service Sciences

<http://info.emeraldinsight.com/products/journals/journals.htm?PHPSESSID=kujbhv71v8kd3qmoatr2heqqq7&PHPSESSID=kujbhv71v8kd3qmoatr2heqqq7&id=IJQSS>

Journal of Service Science: <http://www.springer.com/business/journal/12927>

International Journal of Information Systems in the Service Sector <http://www.igi-global.com/journals/details.asp?id=6772>

Congressos

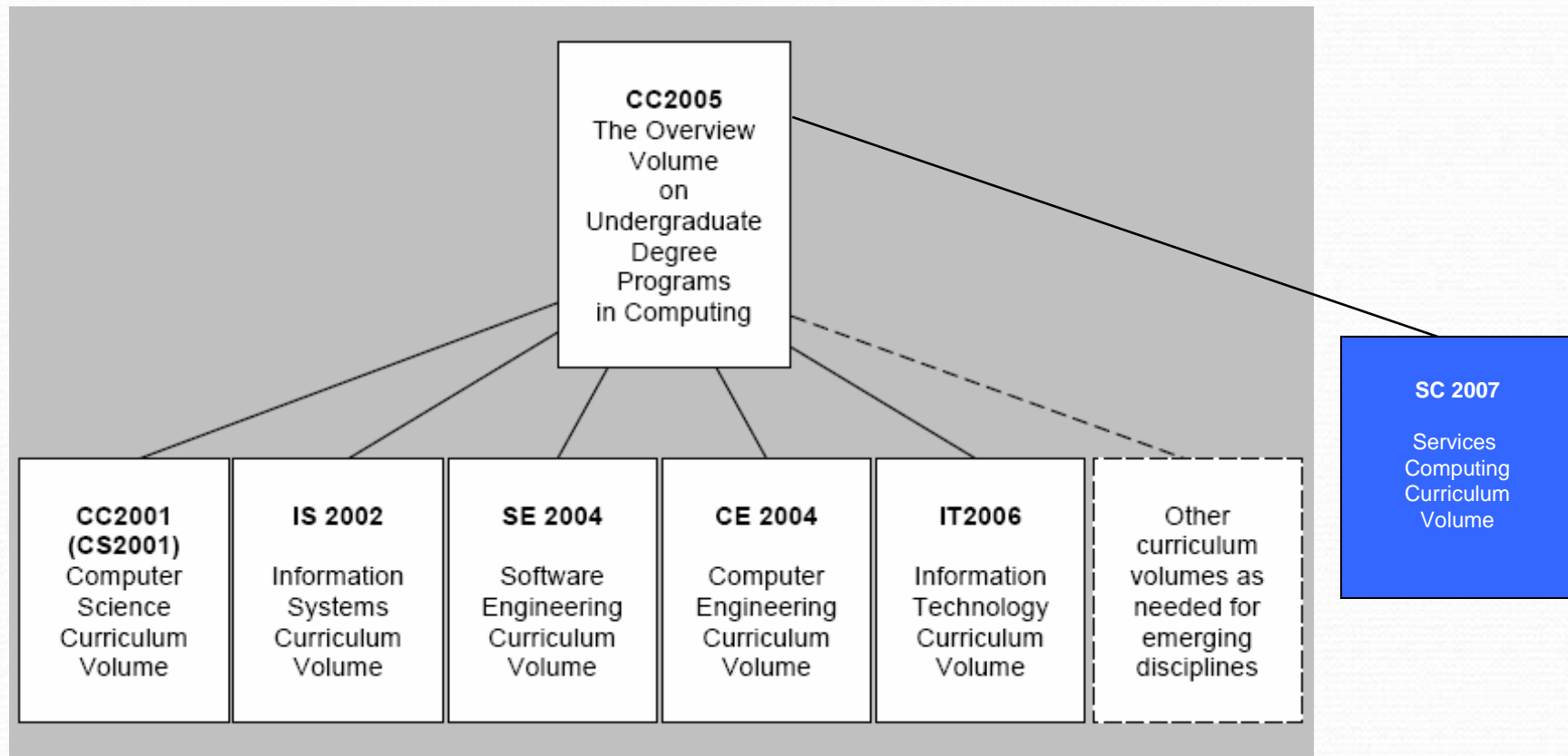
- EWOSS - <http://www.ssmenetuk.org/netactivity.asp>
- IESS - <http://iess.unige.ch/>
- ICSOC + Servicewave: <http://www.icsoc.org/>
- Services 2010: <http://www.servicescongress.org/2010/>
- Servsig 2010: <http://www.servsig2010.org>
- Informs 2009: <http://informs09.ielm.ust.hk/>
- ...(a part de seccions sobre serveis als habituals: RE, ER, CAiSE...)

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Proposed Structure of the Computing Curricula Series (Computing Discipline for Services Innovation)

Source: Liang-Jie (LJ) Zhang, Ph.D., Founding Chair, Services Computing PIC, IBM Research, Chair, TC on Services Computing, IEEE Computer Society



FIB + ESSI

- Grau en Enginyeria de Serveis (demanat) ¿?
- Master oficial? (encara no s'han definit a la CG)
- El projecte DELLISS : <http://www.delliiss.eu/>
- Objectiu: EMISS
- Erasmus Mundus?: proposta subconjunt de EMISS



Gràcies per la vostra atenció...