

TABLE OF CONTENTS

Editorial	1
BERND STAUSS, KAI ENGELMANN, ANJA KREMER, ACHIM LUHN	
PART 1: SERVICES SCIENCE – NECESSITY AND CONCEPTUAL FUNDAMENTALS	9
Services Sciences, Management, and Engineering (SSME) and Its Relation to Academic Disciplines	11
JIM SPOHRER	
Service Engineering – A Transdisciplinary Approach in Service Research	41
DIETER SPATH, WALTER GANZ, THOMAS MEIREN, BERND BIENZEISLER	
PART 2: SERVICES SCIENCE – FOCUS RESEARCH	55
International Service Research – Status Quo, Developments, and Consequences for the Emerging Services Science	57
BERND STAUSS	
Research on Services: From Exploring the "Residual" to Services Science	71
METKA STARE, LUIS B. RUBALCABA	
Services Science – A Computer Scientist's Perspective	79
MARTIN BICHLER	
Research Needs in the European Service Sector – An Application- Oriented Perspective	85
WALTER GANZ	
PART 3: SERVICES SCIENCE – FOCUS TEACHING	89
The Evolution and Discovery of Services Science in Business Schools	91
MARY JO BITNER, STEPHEN W. BROWN	

The Perspective of Computer Science	103
KLAUS-PETER FÄHNRICH, KYRILL MEYER	
The Perspective of ABB Automation GmbH	111
GERHARD HECKELMANN	
The Perspective of AFSM International	115
MARKUS SCHWARZ	
PART 4: SERVICES SCIENCE – FOCUS COLLABORATION....	117
Services Science – Where Practice Meets Theory	119
KAI ENGELMANN	
Services Science with a Focus on Academia and Company Collaboration	137
BO EDVARDSSON, ANDERS GUSTAFSSON	
The Perspective of Informatics	149
TILO BÖHMANN, STEFANIE JAHNER, HELMUT KRCDMAR	
The Perspective of Service Industries – The Perspective of Siemens AG	155
ANJA GIESEKE, UWE HERMANN	
The Perspective of IBM Deutschland GmbH	163
MATTHIAS K. HARTMANN	
THE AUTHORS.....	169