

Professional Education and Research at Carnegie Mellon

Elaine Hyder
November 18, 2004

“Wealth is increasingly created not by individual ‘firms,’ but by highly interconnected and complex networks of agents.”

Mark Wessel, Dean, H. John Heinz III School of Public Policy and Management, Carnegie Mellon University

Carnegie Mellon Professional Education

Current - Information Systems Management

- Graduate courses in service management and services marketing
- One of first to focus on service management processes and IT services.
- Industry involvement in course design and delivery
- Executive education at CIO Institute

Future – Approved concentrations in service management

- Master of Information System Management
- Master of Science in Information Technology

Perspectives on Innovation in Service Management

Design of delivery and support systems

Determining service value and risk

Capturing service knowledge

Strategic relationship management

Achieving a cultural fit

Developing workforce competencies

Overview of Research within ITSqc

Focus on:

- Reduction of uncertainty
- Coordination
- Alignment of incentives
- Communication

Development of eSourcing Capability Models (eSCM)

- eSCM for Service Providers (eSCM-SP)
- eSCM for Clients (eSCM-CL)

Recommendations to advance the general development of the field

Identifying, coordinating, and supporting key players

Defining service management

Sharing information

Ongoing dialogue

Additional Recommendations

Academic program development

- Degrees
- Certificates

Industry program development

- Models and standards
- Certifications
- Guidance and methodologies

Research

- Repository
- Case studies
- Studies of models and standards
- Publications

For Further Information

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ITsqc

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Current consortium members:



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