



Progress Report of Efforts towards a Research and Education Agenda for Services Science in the EU and Greece

Christos Nikolaou
nikolau@csd.uoc.gr



The Context



- The globalization of labor markets and rising competition, force organizations to:
 - Continuously transform business structures, processes, networks, alliances;
 - Form alliances and networks with winning value propositions;
 - Continuously strive to take advantage of frantically evolving technologies;
 - Watch their back – for disruptive technologies that may destroy their market shares;
 - Fully express and harness core competencies of people and organizations;



Increasing Awareness in EU for SSME



- Through a series of workshops sponsored by the European Commission:
 - Complex Systems Network of Excellence workshop on the Science of Services, see ONCE-CS Portal: SOS Homepage.
<http://complexsystems.lri.fr/Portal>
 - Beyond-the-Horizon series of workshops, see, <http://www.beyond-thehorizon.net/>
- Through NESSI, an industry-led initiative, see <http://www.nessi-europe.com/>:
 - Generate a strategic research agenda for SSME
 - Form working groups/communities that would lead to R&D proposals and projects around use cases (e-health, e-manufacturing, e-government, etc.)
 - and around open research/technical problems (service science & engineering, business and value networks, service infrastructure, etc.)



Towards a new education and research agenda



- There is a need to generate opportunities for academia, industry and government to get together, so that
 - they can discuss new problems that arise in real-world situations,
 - explore best practices and individual case studies,
 - nurture new service provider and client relationships and common projects, and
 - allow the young generations of researchers and professionals to interact with each other, in a relaxed way, and with prominent members of our SSME community.
- Short courses or series of seminars of at most one to two weeks duration, such as summer schools, could serve that purpose.
- We will be organizing one, starting from the summer of 2007 in Crete, Greece.



The SSME Summer School at the U. of Crete



- *Educational Aspects of the Summer School*
 - disseminate best practices, fundamental concepts on Services Science, Management and Engineering (SSME);
 - Case studies of emergence of new services and of their survivability in various industry sectors;
 - Leaders in the field (researchers, practitioners, business and political leaders) will be invited as keynote speakers, instructors (short one week courses), and panelists.
- *Research Aspects of the Summer School*
 - collocate conferences and workshops on SSME,
 - raise funds to pay attendance of graduate students from around the world,
 - Host brainstorming workshops to set up SSME research agenda, in cooperation with EU-IST, NSF, others.



The Audience of the Summer School



- Technical experts, decision makers, young professionals (attending different tracks of the summer school in general, although there may be plenary sessions with distinguished speakers and panelists)
 - Expectation: the IT companies leading the SSME discipline creation, will use the summer school to meet, educate their customers (actual or potential):
- Young promising professionals can go through a more formal program (from a couple of weeks to one or two months) eventually coupled with graduation with a Master's Degree, possibly jointly offered with other European and/or American Universities.
- Executives can collocate strategy meetings with participation to panels, discussions with leaders in the field, etc.
- Researchers, academics, technical leaders, motivated to be exposed to "real world" problems, define new research agendas and problems.
- Students to learn, network, discover new problems, etc.