

Service Science: Progress & Directions

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Spohrer, J.C. 2011. "Service Science: Progress & Directions." Presented at International Joint Conference on Service Science, May 25-27, 2011, Taipei, Taiwan.

Usage

This source is considered a primary reference for the Fundamentals of Services article.

Annotation

This article provides an overview of IBM University Programs, as well as an update on applying service science to holistic service systems. It shows the application of Service Science to systems such as cities, universities, etc.

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