Special Issue Topic

Flexible Complexity Management and Engineering by Innovative Services

The management and engineering of innovative services struggles with continuously increasing complexity (Benedettini and Neely 2012).Besides, one of the objectives of Service Science is to couple "the power of science and engineering to support knowledge workers within complex service environments through knowledge centered technological architectures and solutions" (Paton andMcLaughlin 2008). Furthermore, as we can observe nowadays, complex- processes and relationships as well as information inter-operations are involved in all service creation and delivery activities. For instance, the value networks, which have been advanced from value chains or grids, are based on complex web-portals with huge amount of interconnected participants, i.e. different kind of vendors and suppliers, those who bring value to the end users (Basole and Rouse 2008).Moreover, the service complexity self is a challenge to meet by applying innovative servitization strategy.As (Benedettini and Neely 2012) claim "…, it must be considered that complexity in services can originate from many other sources than the service system". They also state that to consider just service systems or underlying infrastructure complexity is "too narrow to capture the meaning of complexity in services".

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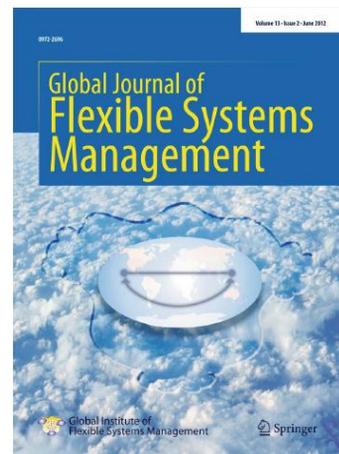**sushil@dms.iitd.ac.in**

Subject Coverage

This Special Issue focuses on the framework for flexible management and engineering of innovative services, specifically on the flexible complexity management that arises from a certain kind of activities such as creation, modeling or delivery of innovative services. Topics include, but not limited to:

- Academic and Empirical Research on Flexible Service Complexity Management
- Research Methodologies for Flexible Service Complexity Management
- Theoretical Foundations and Frameworks for Flexibility. Complexity of Service Management
- Architectures and Business Protocols
- Factors Differentiating Flexibility Management by Complex Services
- Monitoring, Evaluation, and Analysis
- Complex Services Interoperability and Compatibility Management
- Proposition Alignment and Complexity Control

- Flexibility Management by Composite Services or Mashups
- Flexibility Management by Complex Collaborative Services
- Cloud Services Complexity, its Models and Flexibility Management
- Measuring and Metrics for Complexity and Flexibility by Services Management and Engineering
- Value Co-Creation by Complex Innovative Services Flexible Management
- Involvement of Numerous Actors who Own Various Types of Resources
- End-user Experience

Submission Details

Articles submitted to the journal should be original contributions and should not be under consideration for any other publication at the same time. Authors submitting articles should follow the submission guidelines of JFSM for preparing the manuscripts. Submissions should be sent to the guest editors of this Special Issue via the journal's editorial manager system: http://www.editorialmanager.com/jfsm/. Electronic submissions are preferred and they should be in Word format. The special issue would be peer reviewed and would follow the submission and review guidelines of the Journal.

Deadline for submission is August 10, 2013.

Notification of first round review: October 10, 2013   Notification of final acceptance: November 15, 2013

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