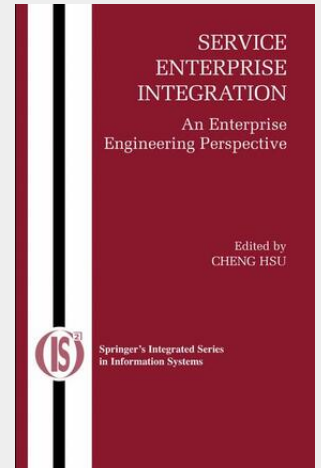Hsu

Service Enterprise Integration

An Enterprise Engineering Perspective

Service Enterprise Integration: An Enterprise Engineering Perspective will examine a range of topics on IT-based enterprise integration, using the service work done in manufacturing as a point of departure. It will investigate the proven concepts, models, methods, and techniques in manufacturing operations and examine all their aspects that are relevant to the problem of service productivity. The result will be a systematic examination of the developing business model, service enterprise integration. The book will present a variety of on-going efforts to provide new results and solutions to the problem of service productivity. These presentations will be in the form of contributing chapters by leading researchers who will provide critical literature reviews, conceptual analysis, and solution-result-oriented applications on topics including ontology, reference models, ERP, supply chain integration, knowledge management, data security, and a variety of cases on particular applications.

Service Enterprise Integration is developing a business paradigm that is of considerable interest in both the "push" research the academic area and the "pull" research of industry. A prominent example of this development has been the transformation of IBM into a service enterprise and the labeling of its new business model as "On-Demand Business." In the recent past, manufacturing research and practice have done considerable work on the problem of service productivity. In fact, this work has extended the operations of many manufacturing firms to include the "service enterprise" component. IBM, GE, Siemens are several examples of this development. Using the service work done in manufacturing as a point of departure, Service Enterprise Integration: An Enterprise Engineering Perspective will examine a range of topics on IT-based enterprise integration. It will investigate the proven concepts, models, methods, and techniques in manufacturing operations and examine all their aspects that are relevant to the problem of service productivity. The result will be a systematic examination of the developing business model, service enterprise integration. The book will present a variety of on-going efforts to provide new results and solutions to the problem of service productivity. These presentations will be in the form of contributing chapters by leading researchers who will provide critical literature reviews, conceptual analysis, and solution-result-oriented applications on topics including ontology, reference models, ERP, supply chain integration, knowledge management, data security, and a variety of cases on particular applications.

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