

A Case for Service Systems Engineering

From SEBoK

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Tien, J.M., and D. Berg. 2003. "A Case for Service Systems Engineering." *Journal of Systems Science and Systems Engineering*. 12 (1): 13-38.

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Annotation

This paper highlights a number of service systems engineering methods that focus on problems and issues which arise in the growing service sector and discusses unique opportunities that systems engineering can exploit in the design and joint production and delivery of services. The paper covers economic, technological, and demographic contexts within which the service sector has flourished by combining services, especially emerging services, and systems engineering. This paper identifies several service systems engineering methods to enhance the design and production/delivery of services by taking advantage of the unique features that characterize services - namely that services, especially emerging services, are information-driven, customer-centric, e-oriented, and productivity-focused.

With respect to the service view of engineered systems, the authors examine services and service systems engineering. They defined a number of unique aspects of services that must be considered when defining and implementing the systems engineering methods for services.

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