A Framework for Analysing Service Ecosystem Capabilities to Innovate

Abstract:
Electronic services delivered over the Internet are gaining importance in the business world. This area has seen an increase in scientific interest over the past years under the labels "Internet of Services" and "Web-service ecosystems." The paper develops a conceptual framework of actors and their roles in an open innovation system for a networked ecosystem of Web-services. The framework illustrates how open innovation can be implemented in a Web-service ecosystem to increase innovation performance. Simultaneously, this research closes a conceptual gap in current reasoning about Web-service ecosystems that neglects innovation processes. The utility of the framework is demonstrated by two case studies of Web-service ecosystems in which the framework was used to identify gaps in the implementation of open innovation processes. Our research results identify specific functions to support innovation processes.

Intellectual Contribution:
Discipline-based Research