Fakultät für Informatik

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<td>Riedl, Christoph; Böhmann, Tilo; Rosemann, Michael; Krcmar, Helmut</td>
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<td>Quality Aspects in Service Ecosystems: Areas for Exploitation and Exploration</td>
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<tr>
<td>Abstract:</td>
<td>Service Science, Management, and Engineering (SSME) is a research area with significant relevance to research and practice. Networked systems of web services are a field of service science that enjoys growing interest from researchers. The complex and dynamic environment of these service ecosystems poses new requirements on quality management that are insufficiently addressed by current approaches that focus mainly on the technical aspects of quality. This focus is a severe limitation for the development of service networks because it neglects perceived service quality from the viewpoint of service consumers. In this paper we propose a reference model for quality management in service ecosystems. This reference model is linked in particular to innovation and new service development. Towards the end we propose premises for the implementation and outline a future research agenda.</td>
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