Quality Management in Service Ecosystems

Abstract:

Service-oriented Architectures and Web services mature and have become more widely accepted and used by industry. This growing adoption increased the demands for new ways of using Web service technology. Users start re-combining and mediating other providers’ services in ways that have not been anticipated by their original provider. Within organisations and cross-organisational communities, discoverable services are organised in repositories providing convenient access to adaptable end-to-end business processes. This idea is captured in the term Service Ecosystem. This paper addresses the question of how quality management can be performed in such service ecosystems. Service quality management is a key challenge when services are composed of a dynamic set of heterogeneous sub-services from different service providers. This paper contributes to this important area by developing a reference model of quality management in service ecosystems. We illustrate the application of the reference model in an exploratory case study. With this case study, we show how the reference model helps to derive requirements for the implementation and support of quality management in an exemplary service ecosystem in public administration.