Modularization of Digital Services for Urban Transportation

Abstract:
The impact of digital mobility services on individual traffic behavior within cities has increased significantly over the last years. Therefore, the aim of this paper is to provide an overview of existing digital services for urban transportation. Towards this end, we analyze 59 digital mobility services available as smartphone applications or web services. Building on a framework for service system modularization, we identified the services’ modules and data sources. While some service modules and data sources are integrated in various mobility services, others are only used in specific services, even though they would generate value in other services as well. This overview provides the basis for future design science research in the area of digital service systems for sustainable transportation. Based on the overview, practitioners from industry and public administration can identify potential for innovative service and foster co-creation and innovation within existing service systems.

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