

International Workshop on Innovating Service Systems

Service science has been raised, and coming to be established as a research domain all over the world. This workshop in Tokyo has been motivated by the systems-design dimension of the service science. We aim to share and discuss a progressive vision to develop methods for innovating systems of service resources where novel values are created and supplied sustainably. A "service system" here is an artificially organized or self-organized active integration of the following resources:

- (1) Participants, i.e., providers and consumers of services, where a provider of a service may turn into a consumer in different contexts
- (2) Money, or other entities representing value, and their active flows: An utterance of praise can be also this kind of entity
- (3) Supply chains i.e., the chain of interactions from creators of service resources (products, information, food, etc) to consumers of services, and
- (4) Tools (computers, robots, sensing devices, etc) aiding the activities of (1), (2), and (3)

In this workshop, we discussed methods for designing and realizing service systems and parts of a service system, with positioning resources of the four kinds above in the systems to be created. By this, we aim to respond to the social demand to design an environment for value-creative and dynamic interactions among participants via resources in the market, rather than merely passing existing products and services from providers to customers for predetermined prices.

We had 30 submissions, among which 13 papers has been chosen for presentation and 11 papers selected for this volume of post-proceedings. The submissions ranged from services of finance, medicine, manufacturing, retail stores, etc., which meant the strong expectation from businesses in all over the human society to this rising domain. We selected these papers from the aspect of the innovation of service systems, which lead us to meaningful discussions. We also invited David Bergner from NASA as plenary lecturer, and integrated services on the earth and his ideas on service innovations linked to/from spacecrafts, via the Innovators Market Game which is also a method of innovation created from the context of ISS. We desire readers working on different domains of sciences and services look in our content presented here, and join our future activities on systems innovations.

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