



软件服务工程

北京理工大学软件学院



主要内容

- 第一章 从服务到服务科学
- 第二章 服务业务流程
- 第三章 服务工程
- 第四章 服务管理
- 第五章 **IT**服务管理



第一章 从服务到服务科学

- 1.1 服务分析
- 1.2 服务业及其作用
- 1.3 服务科学的产生
- 1.4 服务科学的特性和作用
- 1.5 服务科学的研究内容
- 思考题



第二章 服务业务流程

- 2.1业务流程的概念
- 2.2业务流程建模
- 2.3 业务流程优化
- 2.4业务流程再造
- 2.5业务流程外包服务
- 2.6业务流程管理



第三章 服务工程

- 3.1 INTERNET环境下的WEB服务
- 3.2 面向服务的架构
- 3.3 服务网格和云计算



第四章 服务管理

- 4.1 服务管理的出现
- 4.2 服务管理的概念
- 4.3 服务管理的主要内容
- 4.4 服务利润链
- 4.5 服务质量管理



第五章 IT服务管理

- 5.1 IT服务管理的出现
- 5.2 IT服务管理与ITIL
- 5.3 IT服务管理基本原理
- 5.4 IT服务管理的实施



成绩

- 平时作业（45%）
- 期末考试（55%）



课本

- 王树良, 曾一昕, 袁汉宁, **2009**, 服务科学导论
(武汉: 武汉大学出版社)



参考资料

- **IBM Developerworks**

<http://www.ibm.com/developerworks/cn/webservices/ws-theme/ws-soa.html>

<http://www-128.ibm.com/developerworks/cn/webservices/>



公开的课程资料

- Bob Glushko and AnnaLee Saxanien, UC Berkeley;
● <http://rosetta.sims.berkeley.edu:8085/sylvia/f07/view/print/210.complete>
- Joseph Davis at University of Sydney, School of Information Technologies
● <http://www.cs.usyd.edu.au/~new5991/>
- Kevin Ross at U California, SC;
● <http://www.soe.ucsc.edu/classes/ism270/Winter07/>
- Ananth Srinivasan at University of Auckland
● http://www.library.auckland.ac.nz/subjects/bus/course-pages/bus703_service_science.htm
- Paul Maglio at UC Merced
● <http://faculty.ucmerced.edu/pmaglio/mgmt150.html>
- Bob Glushko at UC Berkeley
● <http://courses.ischool.berkeley.edu/i290-1/f08/ISD-Fall2008-Syllabus.html>
- Portland State, Department of Engineering and Technology Management
● <http://www.etm.pdx.edu/new/seminars.aspx>
- Paul Maglio at CITRIS on "The Future of Services"
● <http://ucberkeley.citris-uc.org/RE-Oct8>



公开的案例资料

- http://www-935.ibm.com/services/us/gbs/bus/html/bcs_casestudies.html
- <http://domino.research.ibm.com/odis/odis.nsf/pages/case.html>
- <http://www-935.ibm.com/services/us/index.wss>



部分高校服务学相关学位和研究中心

- Arizona State University, Center for Services Leadership:
<http://wpcarey.asu.edu/csl/>
- Carnegie Mellon University, IT Services Qualification Center (ITsqc):
<http://itsqc.cmu.edu/>
- Geneva Businss School, Master of Science in Business Administration:
http://www.hesge.ch/heg/doc/actu_master.pdf
- Georgia Institute of Technology, Tennenbaum Institute: <http://www.ti.gatech.edu/>
- India National Institute of Design: <http://www.nid.edu/>
- Karlstad University, CTF Service Research Center: <http://www.ctf.kau.se/>
- Karlstad University, Master Programme:
http://www.kau.se/education/program_detail.lasso?ID=PR1133
- Michigan Technological University, Service Systems Engineering:
<http://www.sse.mtu.edu/>



部分高校服务学相关学位和研究中心

- National Tsing Hua University, NTHU Institute of Service Science:
http://www.iss.nthu.edu.tw/reason_eng.htm
- Nirma University of Science and Technology Institute of Management: <http://www.imnu.ac.in/www/index.asp>
- North Carolina State University, Services Science, Management and Engineering:
<http://www.ssme.ncsu.edu/index.php>
- Northern Illinois University, Services Science, Management, and Engineering:
<http://www.cob.niu.edu/faculty/m10nlr1/ssme/>
- The Ohio State University, Fisher College of Business, Initiative for Managing Services:
<http://fisher.osu.edu/centers/ims>
- Penn State University, eBusiness Research Center: <http://www.smeal.psu.edu/ebrc/>
- Peking University, Service Science and Engineering:
http://www.ss.pku.edu.cn/index.php?option=com_content&task=category§ionid=22&id=233&Itemid=457
- Politecnico Milano, Serviced Engineering Master's program: <http://home.dei.polimi.it/pernici/PoliMI-SSME/>



部分高校服务学相关学位和研究中心

- Rensselaer Polytechnic Institute, School of Engineering, Center for Services Research and Education:
<http://www.dses.rpi.edu/csre/>
- Singapore Management University, SSME Programme:
<http://www.sis.smu.edu.sg/programme/SSME/index.asp>
- SSMENetUK, SSMENetUK is funded by EPSRC and supported by IBM, BT, HP, Utilities Exchange Ltd and Abacus Billing.SSMENetUK: <http://www.ssmenetuk.org/index.asp>
- Stanford University, Center for Work, Technology & Organization: <http://www.stanford.edu/group/WTO/cgi-bin/index.php>
- State University of New York at Albany, Department of Informatics: <http://www.albany.edu/cci/informatics/>
- Stevens Institute, Master of Information Systems : <http://howe.stevens.edu/index.php?id=14>
- Swiss Institute of Service Science, joint venture of School of Engineering at Zurich University of Applied Sciences, the Geneva School of Business Administration at the University of Applied Sciences Western Switzerland, and the School of Applied Psychology of the University of Applied Sciences:
<http://crag.hesge.ch/service-science/>



部分高校服务学相关学位和研究中心

- Universidade do Porto, Master in Services Engineering and Management, MESG (Mestrado em Engenharia de Servis e Gest): http://www.fe.up.pt/si_uk/CURSOS_GERAL.FORMVIEW?P_CUR_SIGLA=MESG
- University of Alberta, Service Systems Research Group, [SSRG details](#) and [Example class](#):
<http://www.cs.ualberta.ca/~ssrg/>
- University of Bridgeport, Technology Management Master's Program Service Management and Engineering Concentration: http://www.bridgeport.edu/sed/departments/tech_management
- University of Buffalo, Service Systems Engineering: <http://www.eng.buffalo.edu/sse/sse.php>
- University of California at Berkeley, Services Science, Management, and Engineering:
- University of California at Berkeley, Services Science, Management, and Engineering:
<http://isd.ischool.berkeley.edu/>
- University of California at Merced, School of Social Sciences, Humanities and Arts, Minor in Services Science:
<http://ssha.ucmerced.edu/2.asp?uc=1&lvl2=77&lvl3=77&lvl4=87&contentid=124>



部分高校服务学相关学位和研究中心

- **University of California at Santa Cruz, Jack Baskin School of Engineering, Knowledge Services and Enterprise Management:** <http://www.soe.ucsc.edu/programs/ksem/>
- **University of Glasgow, Complex Services Innovation Research Network:**
<http://www.gla.ac.uk/departments/csirn/>
- **University of Maryland, Robert H. Smith School of Business, Center for Excellence in Service, Services Sciences, Management and Engineering:** <http://ssme.rhsmith.umd.edu/>
- **University of Porto, FEUP Master of Service Engineering and Management:**
https://www.fe.up.pt/si_uk/CURSOS_GERAL.FORMVIEW?P_CUR_SIGLA=MESG
- **University of Pennsylvania, Wharton Business School, Fishman-Davidson Center for Service and Operations Management:** <http://grace.wharton.upenn.edu/fd/>
- **University of Sydney, School of Information Technologies, Services Science, Management and Engineering:** <http://www.cs.usyd.edu.au/~new5991/>



部分高校服务学相关学位和研究中心

- University of Tokyo, Service Innovation Working Group: http://www.ducr.u-tokyo.ac.jp/en/2006service_innovation/index.html
- University of Trento, Professional Master in Technologies for E-Government: <http://latemar.science.unitn.it/segue/index.php?site=MasterEgov§ion=53&page=211&action=site>
- University of Warwick Business School: <http://www2.warwick.ac.uk/business/>
- University of Washington, Global Integrated Systems Engineering: <http://www.engr.washington.edu/epp/gise/index.html>
- Wright State University, Information & Services Science Kno.e.sis Center: <http://knoesis.org/>



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- **Alter, S. (2006) The Work System Method: Connecting People, Processes, and IT for Business Results. Work System Press.**
- **Apte, U. (2007) Managing Information Economy: Current Research Issues (Annals of Information Systems). Springer.**
- **Bieberstein, N., Bose, S., Fiammante, M., Jones, K., and Shah, R. (2005) Service-Oriented Architecture (SOA) Compass: Business Value, Planning, and Enterprise Roadmap (DeveloperWorks). Indianapolis, IN: Pearson Education, IBM Press.**
- **Beinhocker, Eric D. (2006) The Origin of Wealth: Evolution, Complexity, and the Radical Remaking of Economics. Harvard Business School Press. Cambridge, MA.**
- **Boisot, Max H. (2002) Knowledge Assets: Securing Competitive Advantage in the Information Economy. Oxford University Press. Oxford, UK.**
- **Bryson, J.R., Daniels, P.W., and Warf, B. (2004) Service worlds: People, organizations, technologies. New York: Routledge.**
- **Chase, Richard B., F. Robert Jacobs, Nicholas J. Aquilano (2004) Operations Management for Competitive Advantage. Instructor Edition. Tenth Edition. McGraw Hill Irwin. New York, NY.**
- **Cohen, Linda and Allie Young (2006) Multisourcing: Moving Beyond Outsourcing to Achieve Growth and Agility. Harvard Business School Press. Boston, MA.**
- **Cross, R., Parker, A., (2004) The Hidden Power of Social Networks, Boston, MA: Harvard Business School Press.**



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- **Davis, Mark M. and Janelle Heineke (2005) Operations Management: Integrating Manufacturing and Services. Fifth Edition. McGraw-Hill Irwin. Boston, MA.**
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- **Fagin, Ronald, Joseph Y. Halpern, Yoram Moses, and Moshe Y. Vardi (2003) Reasoning About Knowledge. MIT Press. Cambridge, MA.**
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- **Utterback, James M. (1996) Mastering the Dynamics of Innovation, Harvard Business School Press; 2Rev Ed edition**
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감사합니다

•Korean

多謝

•Traditional Chinese

ขอบคุณ

•Thai

Спасибо

•Russian

•Gracias

•Spanish

Thank You

•English

شكراً

•Arabic

•Obrigado

•Brazilian Portuguese

多谢

•Simplified Chinese

•Grazie

•Italian

•Danke

•German

•Merci

•French

நன்றி ありがとうございました

Tamil

•Tamil

•Japanese

धन्यवाद

Hindi

•Hindi