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|  | Title (Cleaned) |
| 1 | 'Balanced Scorecard' as an operation-level strategic planning tool for service innovation |
| 2 | 1+1 does not always equal value creation: The case of YouTube |
| 3 | 20/20 foresight : Learning the building blocks of service innovation from SMEs |
| 4 | 2B or not 2B: That is the question |
| 5 | A Benchmarking Model for Management of Knowledge-Intensive Service Delivery Networks |
| 6 | A bibliometric study of service innovation research: based on complex network analysis |
| 7 | A bibliometric study of SSME in information systems research |
| 8 | A CAD system for service innovation: integrated representation of function, service activity, and product behaviour |
| 9 | A calculus for services innovation |
| 10 | A complexity theory approach to IT-enabled services (IESs) and service innovation: Business analytics as an illustration of IES |
| 11 | A composite model of product development effectiveness: Application to services |
| 12 | A conceptual framework for analyzing value-creating service ecosystems: An application to the recorded-music market |
| 13 | A conceptual model for the development of service innovation capabilities in Research and Technology Organisations |
| 14 | A conceptual model of service customization and its implementation |
| 15 | A critical review of cloud computing: Researching desires and realities |
| 16 | A critical review on innovation in facilities management service delivery |
| 17 | A cross-country study of consumer innovativeness and technological service innovation |
| 18 | A design theory approach to building strategic network-based customer service systems |
| 19 | A design theory for digital platforms supporting online communities: a multiple case study |
| 20 | A framework for new solution development: an adaptive search perspective |
| 21 | A grounded theory of online shopping flow |
| 22 | A knowledge management framework to support product-service systems design |
| 23 | A knowledge-based model of radical innovation in small software firms |
| 24 | A mixed-integer programming approach to the clustering problem with an application in customer segmentation |
| 25 | A model of the adoption of radio frequency identification technology: The case of logistics service firms |
| 26 | A neo-Schumpeterian model of health services innovation |
| 27 | A network methodology for structure-oriented modular product platform planning |
| 28 | A paradigmatic analysis of digital application marketplaces |
| 29 | A PSO-based intelligent service dispatching mechanism for customer expectation management |
| 30 | A research manifesto for services science |
| 31 | A service accountability framework for QoS service management and engineering |
| 32 | A service design framework for value co-production: insight from mutualism perspective |
| 33 | A service innovation model for synergistic community transformation: integrated application of systems theory and product-service systems |
| 34 | A service science framework to enhance value creation in service innovation projects. An RFID case study |
| 35 | A service science perspective on business model innovation |
| 36 | A Service Science Perspective on Strategic Choice, IT, and Performance in US Banking |
| 37 | A service science perspective on the design of social media activities |
| 38 | A study of mobile user engagement (MoEN): Engagement motivations, perceived value, satisfaction, and continued engagement intention |
| 39 | A study of sale service innovation for retail stores based on service science theory |
| 40 | A study of service innovation management in the malaysian telecommunications industry |
| 41 | A synthesis of semantic social network and attraction theory for innovating community-based e-service |
| 42 | A systematic approach to context aware service design |
| 43 | A systemic framework for supporting cross-disciplinary efforts in services research |
| 44 | A Technology-Assisted Design Methodology for Employee-Driven Innovation in Services |
| 45 | A time-based assessment of the influences, uses and benefits of intermediary website adoption |
| 46 | A Two-Step Estimation of Consumer Adoption of Technology-Based Service Innovations |
| 47 | A US-China comparative study of cloud computing adoption behavior: The role of consumer innovativeness, performance expectations and social influence |
| 48 | A web of stakeholders and strategies: A case of broadband diffusion in South Korea |
| 49 | Absorptive capacity and network orchestration in innovation communities - promoting service innovation |
| 50 | Academic agility in digital innovation research: The case of mobile ICT publications within information systems 2000-2014 |
| 51 | Achieving customer satisfaction through product-service systems |
| 52 | Activity theory as theoretical framework to understand service design |
| 53 | Adopting self-service technology to do more with less |
| 54 | Adoption of a service innovation in the business market: An empirical test of supply-side variables |
| 55 | Adoption of smart cards in the medical sector: The Canadian experience |
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| 60 | Affinities between multi-agent systems and service-dominant logic: Interactionist implications for business marketing practice |
| 61 | Agent-enabled service-oriented decision support systems |
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| 64 | Alignment Between Service Innovation Strategy and Business Strategy and Its Effect on Firm Performance: An Empirical Investigation |
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| 73 | An expanded and strategic view of discontinuous innovations: deploying a service-dominant logic |
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| 83 | Analyzing the functional dynamics of technological innovation systems: A scheme of analysis |
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| 85 | Antecedents of project learning and time-to-market during new mobile service development |
| 86 | Antecedents of Service Innovation in SMEs: Comparing the Effects of External and Internal Factors |
| 87 | Application of fault tree analysis to the service process: service tree analysis approach |
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| 90 | Applying geo-social networking and the theory of inventive problem-solving in service innovation and evaluation |
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| 93 | Are KIBS more than intermediate inputs? An examination into their R&D diffuser role in Europe |
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| 108 | Bibliometric analysis of service innovation research: Identifying knowledge domain and global network of knowledge |
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| 125 | Changes in the technology spillover structure due to economic paradigm shifts: A driver of the economic revival in Japan's material industry beyond the year 2000 |
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| 157 | Conceptualizing Service Innovation Architecture: A Service-Strategic Framework |
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| 160 | Constructing a sustainable service business model: An S-D logic-based integrated product service system (IPSS) |
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| 162 | Construction contractors as service innovators |
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| 205 | Customer-induced interactions and innovation in professional services: The case of software customisation |
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| 207 | Demand and innovation in services: The case of mobile communications |
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