

e-Services

Balasubramaniam Ramesh and Sandeep Purao

CIS Department, Georgia State University, Atlanta, GA 30303, USA

{bramesh|spurao}@gsu.edu

Amrit Tiwana

Goizueta Business School, Emory University, Atlanta, GA30322

Amrit_Tiwana@bus.emory.edu

e-Services refers to the rapidly growing area of IS and IT services that are delivered electronically— typically through the Internet, wireless or land-based telecommunications networks. Examples of such services include (but are not limited to) software solutions provided by applications service providers (ASPs), ISPs, and supply chain information management networks. The development of e-services poses interesting challenges for effective, customer-centric delivery. The key objective of this minitrack is to invite original work and provide a forum for emerging research exploring various aspects behind the design, delivery, integration, and management of e-services.

The objective of the minitrack in its second year is to highlight multiple aspects of the problem as well as promote diversity in perspectives. The minitrack highlights the diversity of domains and approaches to providing e-services. As e-service development, management, delivery, and design are necessarily cross-functional, multi-disciplinary activities, we hope that the papers in the Minitrack will foster a collaborative exchange of multi-disciplinary views.

Kim discusses a prototype system for using ontologies to support deduction of knowledge from XML documents. This research illustrates the use of reusable and

sharable knowledge ontology representations to leverage XML documents to help integrating inter and intra organizational business processes.

Balasubramanian et al. investigate the hypothesis that a critical success factor for a successful ASP relationship between a provider and a consumer is managing the coordination activities involved. They describe a methodology derived from coordination theory and apply it the ASP value chain. Based on this analysis, they present an architecture to support coordination activities in ASP relationships.

Mohan and Ramesh investigate the use of a knowledge management framework based on traceability to support the development of product and e-service families. Using a case study and a prototype knowledge management system, they present various support services that can be provided using traceability knowledge to manage commonality and variability in e-service families.

Bennett et al. describe a service architecture in which components of a software system or service may be bound just at the time they are needed. Through two experimental investigations they assess the strengths and weakness of the approach to conclude that discovery and late binding are viable.