

e-Services

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E-Services are IS and IT services that are delivered electronically— typically through the Internet or telecommunication networks. Interest in e-services has been growing tremendously in the recent years. Examples of e-services include software solutions provided by applications service providers (ASPs), ISPs, and supply chain information management networks. There is widespread interest in all aspects of creating, managing, and evaluating e-services. The key objective of this minitrack is to address these aspects of e-services.

Van de Kar et al. describe the selection and pilot of a B2B e-service in the firm GE Plastics Europe (GEP). The primary goal of the e-service was to get new customers by turning website visitors into commercial leads and to deliver better services to them. Through this, they also develop and test an e-services quality model, which they found to be very helpful in identifying potentially successful e-services.

Hung introduces another important security concept called Separation of Duties (SoD) for Web Services Matchmaking Process. He discusses the relationships between Conflict of Interest (CIR) and SoD in the context of web services matchmaking process. He extends these two concepts for specifying and implementing CIR and SoD assertions in the newly developed WS-Policy.

There is little understanding of how the rapid changes and developments in IT could affect service provision. Using the four characteristics of services, Okunoye examines service provision, the current trends in

ubiquitous computing and the possible changes it could have on service provision.

Zhang et al. develop and discuss a special-purpose computational ontology termed GRITIKA (Goal, Role, Interaction, Task, Information, Knowledge, and Agent) for modeling e-services applications in the Multiagent-based Integrative Business Information Systems (MIBIS) universe.

Bleek et al. describe the necessary process for making software available in a university environment. This process, based on an evolutionary approach consists of repeated loops that help to balance the organizational frame for application service providing on different levels.

Chiu et al. propose a sophisticated alert management system for effective e-service integration under urgent constraints. They develop a model for specifying alerts, in which alerts are associated with service requests and a set of parameters are captured for their routing. They also propose a routing mechanism that is initiated when the alert message is not acknowledged or serviced within the deadline, so that the alert can be forwarded to other suitable services if necessary.