

Understanding Complex Service Systems Through Different

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It is proposed that understanding complex service systems benefits from a systems perspective and a wide knowledge base. This conference has helped establish a knowledge base through the creation of a network of professionals from different fields to explore, analyse and evaluate complex service systems from different perspectives.

Understanding complex service systems through different ... Contributions on the systems perspective included efforts to understand the implications of the interactions within service systems, as well as their interactions with social systems. Contributions within the technological sphere were focused on the creation of new value constellations and demand fulfilment through hybrid offerings of physical assets, information and people.

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systems to achieve service excellence and economic viability suggests the need to fully understand the con?figuration of resource, which includes people, complex equipment, technology and processes. There is therefore a need to

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understand the theory and practice of complex service systems as well as

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Contributions on complexity, arising from the value co-creation networks of technology enabled services systems, focus on the challenges in understanding, managing and analysing these complex service systems. The theory and applications all show the importance of understanding service for the future.

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Presentation delivered in the Cambridge Service Alliance "Understanding Complex Service Systems through Different Lenses" Conference

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the best research and academic-level teaching on both fundamental and applied aspects of complex systems—cutting across all traditional disciplines of the natural and life sciences, engineering, economics, medicine, neuroscience, social and computer science. Complex Systems are systems that comprise many interacting parts with the ability to generate a new quality of macroscopic collective behavior the manifestations of which ...

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The Complex Services Case: A Doctoral View, ???Understanding Complex Service Systems Through Different Lenses Aitken, A., Sahiti, D., Wise, S., Yanez, J. and Paton, R. (2011) The Complex Services Case: A Doctoral View, ???Understanding Complex Service Systems Through Different Lenses. In: 2nd Grand Challenges in Services Conference ...

The Complex Services Case: A Doctoral View ...

In this paper, we examine the characteristics of scaling up processes through alternative models provided from an understanding of complex adaptive systems (CAS). We propose that such an analysis is timely and important given the limitations of current efforts for scaling up health services to achieve the MDGs through standardized and inappropriately simplistic models.

Understanding pathways for scaling up health services ...

While important insights about integrated care have been offered through the lens of complex human-centred service systems from organisational perspectives (Bunger, 2010) and with particular...

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