

Service Science is NOT Needed

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(Personal opinion, not necessarily supported by the employer)



Some Fallacies of Advocating Service Science



- X% of national economy are services
 - True, but this groups too many different things (*anything* that is not agriculture, manufacturing, or resources)
- There are commonalities between all services
 - Somewhat true, but there are many, many more commonalities between products and services in one domain (e.g., manufacturing cars and renting cars) than between services in various domains (e.g., renting cars and running a restaurant)
- Services are understudied
 - True, but this does not mean that they should be studied “all together under one roof” – study within domains or disciplines (computing, marketing, ...) is usually sufficient

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Hyperbola: Resource Science



- Motivation: Resource-oriented architecture (ROA) vs. service-oriented architecture (SOA)
- Resources: ROA resources, Web resources, Grid computing resources, *human resources, gold, oil, ...*
- Analogous fallacies:
 - Y% of national economy (and Z% of exports) are resources
 - There are commonalities between all resources
 - Resources are understudied
- Is it appropriate to study REST (REpresentational State Transfer) together with oil extraction?
 - For oil-related information systems: yes; in most cases: NO

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What Is Needed Instead?



- Study of *problems*, problem contexts, and (*goodness, impact, trade-off, ...*) analyses of possible solutions
 - Services are just one group of possible solutions
 - Their characteristics depend on problems and contexts
- Example: transport problem – person wants to get from point A to point B safely, quickly, cheaply
 - Some options: buy a bike (product 1), buy a car (product 2), lease a car (service 1), use public transit (service 2)
- It does not matter whether it is a service, it matters that the problem is solved in the most suitable way
 - If you like abbreviations: Computing that Analyses Problems and Solutions (CAPS), ...

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Conclusions



- Services are too diverse to be studied under one umbrella of a “service science”
 - The term “service” means too many (very) different things
- Their study is absolutely needed, but it is more appropriate to study them separately
 - Classified according to problem domains, service types (Web services vs. hair cutting), scientific disciplines, ...
 - When appropriate: together with products, resources, ...
- The emphasis should be on problem solving, not on services (often only one group of possible solutions)
- *Disagree?* Good! Let's debate...

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