



IEEE



CALL FOR PAPERS

IEEE Systems Journal

Special Issue on System Research on Service Systems

IEEE Systems Journal is a research journal to provide a system-level focused forum for application of the theory of systems and addressing complex systems of significance. One of the main application areas is service industry. *IEEE Systems Journal* will publish a special issue dedicated to the topic of “**Systems Research on Service Systems**”. The purpose of this special issue is to provide researchers and practitioners an opportunity to share the most recent advances in the area of service systems and management at systems level. Papers should present systems approaches/perspectives to service systems and management mathematically. The special issue is interested in topics related to all aspects of service systems and service management. Topics of interest include, but are not limited to, the following:

Study of various service systems

- transportation
- telecommunication
- health care
- government
- education
- urban systems
- emerging services

Interdisciplinary research on service systems and service management:

- service strategy and service quality
- service deployment, service creation, service routine
- service configuration
- custom-defined services, differentiated services, value-added services
- service impact model: financial performance, return on quality
- service operations management: layout and queuing theory, inventory models, yield management, service pricing
- service process modeling, service systems design and integration
- service security and reliability
- other related research: demand chain management, supply chain management

Service information technology

- data warehouses, data mining, integrated enterprise systems
- artificial intelligence
- cognitive processing of information
- real-time coordinated decision making, information sharing and service systems performance
- e-business and e-services
- other related research

Other topics

- project management scheme applied to service management
- competition analysis between service providers
- service management and service systems in network industry
- medical image processing
- remote device management
- remote health care system application
- study of power service systems

All manuscripts for this special issue should be submitted electronically to the *IEEE Systems Journal* by December 31, 2009 (<http://systemsjournal.org/papersub.html>). Authors should indicate that their manuscript is being submitted for the Special Issue on Systems Research on Service Systems. All submissions must be prepared according to *IEEE Systems Journal* submission guidelines. A copy of the manuscript should be emailed in PDF format to the special issue editorial office at,

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