



Stockholm  
University

UNIVERSITY  
STOCKHOLM

1829

# VISION

SSI – Service Science and Innovation

# Challenges

- Open administration – to increase the accessibility of public services, to increase transparency and to simplify regulations.
- Seamless public services – to offer integrated public services with the involvement of public and private actors, plus PPP solutions (Public Private Partnership).
- Effective, efficient management – to streamline the administration and delivery of public services.
- Technical platforms.

# SSI – DSV Center for Service Science and Innovation

Research  
results

## Research results

Theory for public services and service systems such as *design and models plus frameworks and methods*

Service  
Science

Social innovation

Business models

## Business models

Efficient methods for public and private actors to distribute and take payment for public services.

# Service Science

- Service science is the study of *service systems* (sv. tjänstesystem).
- Service systems comprise service providers and service clients working together to co-produce value in complex value chains or networks.



# Innovation

- “All innovation begins with creative ideas”.  
*Amabile et al. (1996)*
- “Innovation is the multi-stage process whereby organizations transform ideas into new/improved products, service or processes, in order to advance, compete and differentiate themselves successfully in their marketplace”. *Luecke and Katz (2003)*

# Our offerings

We offer research and education for innovation in IT services and service systems for more efficient public service and consequently also contribute to enhanced democracy.

- Arena for collaboration(Quattro Helix)
- Social innovations such as services and fully integrated processes
- Sustainable, scalable business

## **E-Government**

“The use of Information and Communication Technologies in public administrations combined with organizational change and new skills in order to improve public services and democratic processes”. *EU 2004*

# Our customers

We will help government agencies and enterprises to improve public services and enhance democracy.

- Citizens
- Government agencies
- Service suppliers
- Business and IT consultants
- Research financiers



# Research Projects, Examples

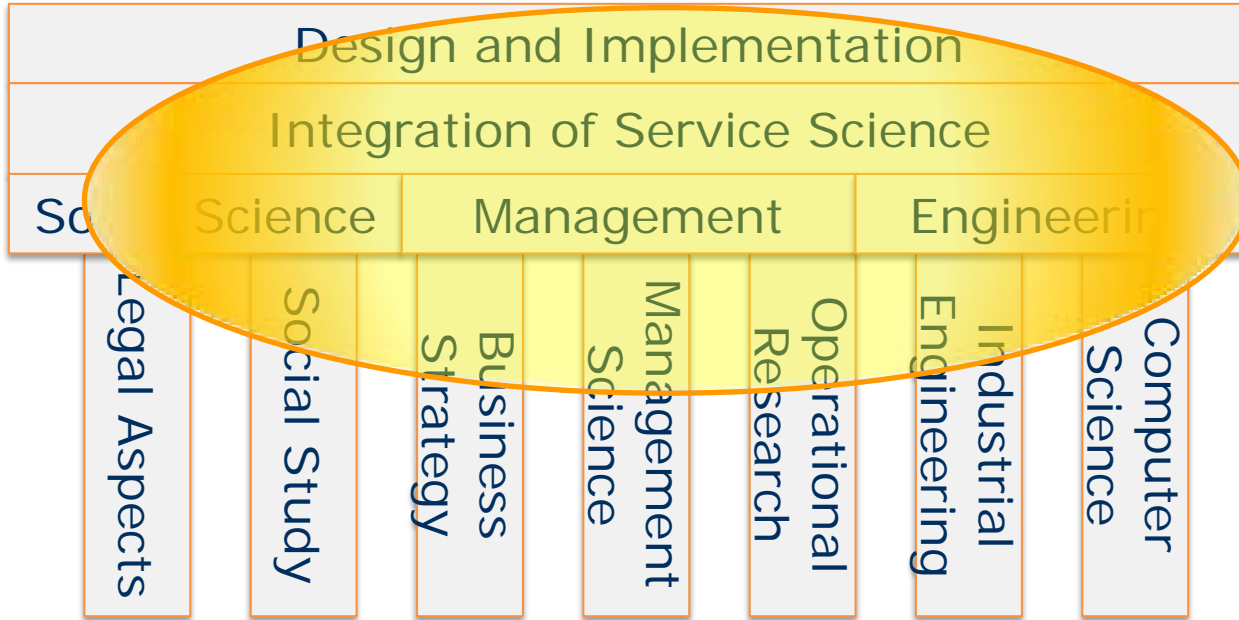
- Open Social E-Services
- Service Oriented Business Models for Enterprise Systems
- M-Service for Complaint and Problem Management





# Our positioning:

- *Integrated research*



# Core competence

We base our offerings on extensive knowledge of design of efficient service systems.

