Special Issue of Pacific Asia Journal of AIS (PAJAIS)

Research Directions and Issues of Service Research:
A Perspective of Business Information Systems,

Recent advances in service computing such as service-oriented architectures, software as a service, web services, data center outsourcing, and cloud computing have induced more widespread attention on concepts and issues in service engineering and management.   For instance, major software development tools such as JDeveloper from Oracle, Visual Studio from Microsoft, and Eclipse from IBM have added new features to support planning, analysis, design, and implementation of service-oriented systems.   However, the recent progress and efforts in industrial research and development have not been matched in intensity by academic research in the field of business information systems.   As such, this special issue is to cultivate more concerted efforts from researchers in the related areas.   It is noteworthy that by business information systems, we refer to the conglomeration of individuals, organizations, computing devices, and the business environment.

This special issue welcomes original articles that rationalize and/or demonstrate innovative research directions and research issues in service research.   For instance, the following questions concerning service research beg for answers: (1) What should the scope of service research be in the context of business information systems?   (2) What are the fundamental directions in service research? (3) How to unify the existing streams of research in service-related topics that span multiple fields such as computer science, management sciences, marketing sciences, and service operations? (4) What are the key service research issues in various levels of research engagements such as theory, modeling, systems, techniques, and applications?   (5) How can service research become a distinguishable research area or simply a hodge-podge of loosely-related topics? (6) Is the perspective of business information systems broad enough to build a significant taxonomy of service research or is it too narrow?   (7) Who should be the workers and consumers of knowledge in service research including managers, engineers, consultants, government officials, instructors, and students?

We encourage submissions that tackle some of the issues above or other relevant issues in a significant manner that will attract the attention from other fellow researchers by offering new venues of research. Successful submissions should offer original thinking about service research, describe exciting research opportunities, and provide solid evidence of validity.   Research methodologies for the submitted manuscripts may include case studies, conceptual analysis, literature study, and surveys as well as other valid methods.   However, the impact of your work can only be manifested ultimately by the amount of interests in it from other researchers in service research.

Submission
Authors should prepare manuscripts following the AIS format (http://aisel.aisnet.org/jais/JAIS_Style.pdf). The manuscripts along with a cover letter should be emailed to one of the guest editors.   Authors are welcome to enquire about the suitability of their potential submissions with the guest editors ASAP.

Important Dates
Deadline for paper submission:	30-Aug-09
Completion of first review:	31-Oct-09
Revision due:	30-Nov-09
Final decision notification:	30-Dec-09
Publication materials due:	31-Jan-10

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