

Contents

Preface.....	ix
Editors	xi
Contributors	xiii

PART I Introduction to Knowledge Service Engineering

Chapter 1	Knowledge Services: A Strategic Framework.....	3
	<i>Albert J. Simard</i>	
Chapter 2	Managing Innovation in KIBS and Their Growing Importance in Relation to Innovation Systems.....	67
	<i>Jaume Valls-Pasola and Xavier Amores-Bravo</i>	
Chapter 3	Knowledge Services in the Innovation Process	91
	<i>Torsti Loikkanen, Anssi Neuvonen, and Kirsi Tuominen</i>	
Chapter 4	Managing Value Creation in Knowledge-Intensive Business Service Systems.....	123
	<i>Konstadinos Kutsikos and Gregoris Mentzas</i>	
Chapter 5	Knowledge Service Engineering: A Service-Dominant Logic Perspective.....	139
	<i>Stephen L. Vargo, Robert F. Lusch, Heiko Wieland, and Melissa Archpru Akaka</i>	

PART II Engineering from Data, Information, and Knowledge toward Services

Chapter 6	Knowledge-Based Systems Engineering	157
	<i>Ying Liu and Kun Bai</i>	

Chapter 7	Smart Metering and Customer Consumption Behavior Profiling: Exploring Potential Business Opportunities for DSOs and Electricity Retailers	177
	<i>Hongyan Liu, Tomas Eklund, and Barbro Buck</i>	
Chapter 8	Smart Perishable Cargo Management with RFID and Sensor Network	187
	<i>Min Gyu Son, Yoon Seok Chang, and Chang Heun Oh</i>	
Chapter 9	Quality Analysis of User-Generated Content on the Web	197
	<i>Jong C. Park and Hye-Jin Min</i>	
Chapter 10	Semantic Web: Ontological Engineering for Knowledge Services	221
	<i>Aviv Segev</i>	
Chapter 11	Acquiring Knowledge from Subject Matter Experts	253
	<i>Nick Milton</i>	
Chapter 12	Prospects for Applying Fuzzy Extended Logic to Scientific Reasoning	279
	<i>Vesa A. Niskanen</i>	
Chapter 13	Personalized Knowledge Service for Smart Cell Phones Based on Usage: Conceptual Model and Intention Prediction Algorithm	307
	<i>Meira Levy, Lior Rokach, Bracha Shapira, and Peretz Shoval</i>	

PART III Human Networks in Knowledge Services

Chapter 14	Design of Knowledge Service Model and Approaches for Professional Virtual Community in Knowledge-Intensive Industries	325
	<i>Yuh-Jen Chen and Meng-Sheng Wu</i>	
Chapter 15	Social Network Analysis of Knowledge-Based Services	355
	<i>Meeyoung Cha and Minsu Park</i>	

Chapter 16	Radio Frequency Identification–Enabled Social Networks	379
	<i>Ashraf Darwish, Sapna Tyagi, Abdul Quaiyum Ansari, and M. Ayoub Khan</i>	

Chapter 17	Geosocial Networking Services	397
	<i>Jae-Gil Lee</i>	

PART IV High-Performance Knowledge Service Systems

Chapter 18	Emerging Ubiquitous Knowledge Services: From Mobile Sensing to Ubiquitous Crowdsourcing and Beyond	417
	<i>Uichin Lee, Howon Lee, Bang Chul Jung, and Junehwa Song</i>	

Chapter 19	Knowledge-Intensive Cloud Services: Transforming the Cloud Delivery Stack	447
	<i>Michael P. Papazoglou and Luis M. Vaquero</i>	

Chapter 20	Complex Service Systems: Knowledge-Based User-Centered Systems Engineering for Performance Improvement	493
	<i>Tareq Z. Ahram and Waldemar Karwowski</i>	

Chapter 21	Strategic Knowledge Services	527
	<i>Hannu Vanharanta, Camilla Magnusson, Kari Ingman, Annika H. Holmbom, and Jussi I. Kantola</i>	

Index	557
--------------------	-----