

Contents

| | |
|--|-------------|
| Preface | xiii |
| Chapter 1: Overview of Service Science, Management, and Engineering | 1 |
| 1.1 What Is SSME?..... | 1 |
| 1.1.1 Information and Communication Technology | 2 |
| 1.1.2 ACP Theory | 3 |
| 1.2 Why Do We Need SSME?..... | 4 |
| 1.3 How Do We Benefit from SSME?..... | 5 |
| 1.3.1 Transportation System..... | 6 |
| 1.3.2 Logistics System | 6 |
| 1.3.3 Health Care System..... | 6 |
| 1.3.4 E-Commerce System..... | 7 |
| 1.3.5 Financial System | 7 |
| 1.4 Summary..... | 8 |
| References..... | 8 |
| Chapter 2: Servitization Strategy: Priorities, Capabilities, and Organizational Features..... | 11 |
| 2.1 Introduction | 11 |
| 2.2 Background..... | 12 |
| 2.2.1 Context of the PC Industry..... | 12 |
| 2.2.2 Definitions of Servitization | 14 |
| 2.2.3 Benefits and Challenges of Servitization | 16 |
| 2.3 Research Methodology | 18 |
| 2.3.1 Case Study | 18 |
| 2.3.2 Case Company A | 19 |
| 2.3.3 Case Company B | 19 |
| 2.4 Servitization Strategy for PC Industry..... | 20 |
| 2.4.1 Strategic Priorities | 21 |
| 2.4.2 Capability Requirements | 23 |
| 2.4.3 Organizational Features..... | 26 |
| 2.5 Managerial and Practical Implications | 29 |
| 2.5.1 Strategy Priority Depends on Core Competence..... | 29 |
| 2.5.2 Leadership and Top Management Support..... | 29 |
| 2.5.3 Industry and Government Development Policy | 30 |

Contents

| | |
|---|-----------|
| 2.6 Conclusions | 30 |
| Acknowledgments | 31 |
| References..... | 31 |
| Chapter 3: Supply Chain Finance: Concept and Modeling | 37 |
| 3.1 Inefficient Financial Supply Chain | 37 |
| 3.2 Introduction to SCF Solutions | 38 |
| 3.2.1 Preshipment Finance | 39 |
| 3.2.2 Transit Finance | 39 |
| 3.2.3 Postshipment Finance | 40 |
| 3.3 Mathematical Representations of Supply Chain Finance..... | 41 |
| 3.3.1 A Survey | 42 |
| 3.3.2 Approximate Dynamic Programming | 44 |
| 3.3.3 A Three-Stage Supply Chain Finance Modeling Framework | 49 |
| 3.4 Future Research | 56 |
| References..... | 57 |
| Chapter 4: Designing and Assessing Participatory Public Services for Emerging Markets..... | 59 |
| 4.1 COCKPIT: A Participatory Service Design Methodology in a European Context | 60 |
| 4.2 Challenges of Service Provision in Emerging Markets | 62 |
| 4.2.1 Case Study: The National Rural Employment Guarantee Scheme | 63 |
| 4.2.2 Case Study: The Targeted Public Distribution System | 64 |
| 4.2.3 Existence of Corruption and Lack of Transparency | 64 |
| 4.3 COCKPIT for Emerging Markets (CEM) | 65 |
| 4.4 CEM Prototype and Implementation | 67 |
| 4.5 Assessing Corruption in Public Services in Emerging Markets | 68 |
| 4.6 Transparency Assessment of Public Services in Emerging Markets | 71 |
| 4.7 Concluding Remarks | 72 |
| Acknowledgments | 73 |
| References..... | 73 |
| Appendix | 74 |
| Chapter 5: Recommendation Algorithms for Implicit Information | 77 |
| 5.1 Introduction | 77 |
| 5.2 Preliminaries | 80 |
| 5.2.1 Notation..... | 80 |
| 5.2.2 Recommendation Framework and Quality Metric | 80 |
| 5.3 Neighborhood Models | 81 |
| 5.4 Matrix Factorization Models | 83 |
| 5.4.1 Matrix Factorization for Explicit Ratings | 83 |
| 5.4.2 Weighted Matrix Factorization for Implicit Ratings | 83 |
| 5.4.3 Weighted Matrix Factorization with Biases | 85 |
| 5.5 A Hybrid Model of Implicit and Feature Information | 87 |

| | |
|--|------------|
| 5.6 Experimental Study | 88 |
| 5.6.1 Data Description..... | 88 |
| 5.6.2 Results | 89 |
| 5.7 Conclusions | 92 |
| Acknowledgments | 93 |
| References..... | 93 |
| | |
| Chapter 6: Online Strategies for Optimizing Medical Supply in Disaster Scenarios..... | 95 |
| 6.1 Introduction | 95 |
| 6.2 Related Work | 96 |
| 6.3 Experimental Setup..... | 98 |
| 6.3.1 Triage Groups and Penalty Functions | 98 |
| 6.3.2 Data | 100 |
| 6.4 Algorithms for Optimization | 102 |
| 6.4.1 Optimization Problem and Criteria | 102 |
| 6.4.2 Optimization Algorithms..... | 105 |
| 6.4.3 Relaxations | 111 |
| 6.5 Experiments and Results | 111 |
| 6.5.1 Training | 112 |
| 6.5.2 Test | 112 |
| 6.6 Conclusions | 115 |
| 6.6.1 Summary | 115 |
| 6.6.2 Future Prospects | 115 |
| References..... | 116 |
| | |
| Chapter 7: Evaluating Traffic Signal Control Systems Based on Artificial Transportation Systems..... | 117 |
| 7.1 Introduction | 117 |
| 7.2 Developing an Artificial Transportation System from the Bottom Up..... | 118 |
| 7.3 The Evaluation Method | 123 |
| 7.4 Building the Evaluation Platform..... | 126 |
| 7.5 GreenPass System..... | 128 |
| 7.6 Experiments | 133 |
| 7.6.1 Scenario 1: Adverse Weather..... | 133 |
| 7.6.2 Scenario 2: After the Building of a Shopping Mall..... | 135 |
| 7.7 Conclusions | 139 |
| References..... | 139 |
| | |
| Chapter 8: An Approach to Optimize Police Patrol Activities Based on the Spatial Pattern of Crime Hotspots..... | 141 |
| 8.1 Introduction | 141 |
| 8.2 Background..... | 143 |
| 8.2.1 Police Patrolling | 143 |
| 8.2.2 Crime Hotspots..... | 145 |

Contents

| | |
|--|-----|
| 8.2.3 Estimators of Spatial Autocorrelation | 147 |
| 8.2.4 Route Optimization | 149 |
| 8.3 Strategy for Near-Optimal Patrol Route Planning..... | 151 |
| 8.3.1 Overview | 151 |
| 8.3.2 Street Network-Based Patrol Route Model | 152 |
| 8.3.3 Route Optimization Procedure | 153 |
| 8.4 A Case Study..... | 155 |
| 8.4.1 Study Site | 155 |
| 8.4.2 Data and Analysis..... | 156 |
| 8.4.3 Results | 156 |
| 8.5 Conclusions and Prospects | 160 |
| 8.5.1 Conclusions | 160 |
| 8.5.2 Limitations and Future Directions..... | 161 |
| References..... | 161 |

Chapter 9: Chemical Emergency Management Research Based on ACP Approach ... 165

| | |
|--|-----|
| 9.1 Introduction | 165 |
| 9.2 Problems and Challenges..... | 167 |
| 9.3 A Research Framework: Parallel Emergency Management System..... | 168 |
| 9.3.1 Artificial Emergency Systems | 170 |
| 9.3.2 Computational Experiments..... | 172 |
| 9.3.3 Parallel Execution | 174 |
| 9.4 Case Study | 175 |
| 9.4.1 Case Study 1: Chemical Early-Warning Research | 175 |
| 9.4.2 Case Study 2: Chemical Emergency Response Plans Evaluation | 180 |
| 9.5 Conclusions | 186 |
| References..... | 186 |

Chapter 10: Bus Arrival Prediction and Trip Planning for Better User Experience and Services.....

189

| | |
|---|-----|
| 10.1 Introduction | 189 |
| 10.2 Literature Review | 192 |
| 10.2.1 Bus Arrival Prediction..... | 192 |
| 10.2.2 Bus Trip Planning..... | 193 |
| 10.3 Bus Arrival Prediction | 195 |
| 10.3.1 Factor Analysis..... | 195 |
| 10.3.2 Linear Model and Parameter Calibration | 198 |
| 10.4 Bus Trip Planning | 202 |
| 10.4.1 System Overview | 202 |
| 10.4.2 K-Transfer | 203 |
| 10.4.3 Multiobjective Shortest Path | 208 |
| 10.4.4 Path Patching..... | 209 |
| 10.5 Prototype and Experiments..... | 211 |
| 10.6 Conclusions | 219 |
| References..... | 220 |

| | |
|--|------------|
| Chapter 11: Mass Customization Manufacturing and Its Application for Mobile Phone Production..... | 223 |
| 11.1 Introduction..... | 223 |
| 11.1.1 Definitions and Analysis..... | 224 |
| 11.1.2 Literature Review | 225 |
| 11.1.3 Industrial Practices | 226 |
| 11.2 Mobile Phone Production Process Description | 228 |
| 11.2.1 Mobile Phone Production Processes | 228 |
| 11.2.2 Mobile Phone Production Modes | 231 |
| 11.3 Mass Customization Manufacturing Solution | 233 |
| 11.3.1 Main Manufacturing Phases of Mass Customization..... | 233 |
| 11.3.2 Order Processing of Mass Customization | 234 |
| 11.3.3 Quality Control of the Solution | 238 |
| 11.3.4 Technical Architecture of the Solution | 239 |
| 11.3.5 Practice Results of the Solution..... | 241 |
| 11.4 Conclusions..... | 244 |
| Acknowledgments | 244 |
| References..... | 244 |
| Chapter 12: ACP Approach-Based Plant Human–Machine Interaction Evaluation | 247 |
| 12.1 Introduction | 247 |
| 12.1.1 Background | 247 |
| 12.1.2 Related Research | 248 |
| 12.2 Artificial Human–Machine System | 250 |
| 12.3 Experimental Environment..... | 251 |
| 12.3.1 Overview of Boiler Plant Simulator..... | 252 |
| 12.3.2 Assumed Malfunctions | 255 |
| 12.3.3 Alarm System..... | 255 |
| 12.4 Design of Computational Experiments..... | 258 |
| 12.4.1 Failure–Symptom Bipartite Graph | 258 |
| 12.4.2 Abnormal-State-Supervising Procedure..... | 260 |
| 12.4.3 Task Decomposition and Workload Estimation | 261 |
| 12.5 Expected Effects | 262 |
| 12.5.1 Example of FDI Track..... | 262 |
| 12.5.2 Example of Workload Estimation | 263 |
| 12.5.3 HMI Evaluation and Improvement | 263 |
| 12.6 Conclusions | 264 |
| References..... | 264 |
| Chapter 13: Cloud of Health for Connected Patients | 265 |
| 13.1 Introduction | 265 |
| 13.2 Drivers for Change in Health Care | 266 |
| 13.3 Applications | 267 |
| 13.3.1 Expert Knowledge—Websites | 267 |

Contents

| | |
|--|------------|
| 13.3.2 Self-Help | 269 |
| 13.3.3 SMS | 269 |
| 13.3.4 Measuring Device Linked by Personal Health Assistant to Expert Systems..... | 271 |
| 13.3.5 Medical Data on a SIM Card..... | 273 |
| 13.3.6 Exercise and Rehabilitation..... | 274 |
| 13.3.7 Links to Nutrition Information Expert Knowledge Systems | 274 |
| 13.3.8 Epilepsy Alert..... | 275 |
| 13.3.9 Body-Worn Sensors..... | 275 |
| 13.4 Conclusions of Cloud of Health | 276 |
| 13.5 Case Study of SMS Messaging in Health Promotion..... | 276 |
| 13.6 Characteristics of SMS for Use in Healthcare Promotion | 278 |
| 13.6.1 K1 Widespread Ownership of Mobile Phones and SMS Usage | 278 |
| 13.6.2 K2 Convenience and Storage | 279 |
| 13.6.3 K3 Personal and Private | 280 |
| 13.6.4 K4 Social Communication | 280 |
| 13.6.5 K5 Speed | 281 |
| 13.6.6 K6 Cost..... | 281 |
| 13.6.7 K7 Application Integration..... | 282 |
| 13.6.8 K8 Ease of Administration | 282 |
| 13.6.9 K9 Targeting..... | 282 |
| 13.7 Conclusions of SMS for Use in Healthcare Promotion | 283 |
| References..... | 284 |
| Chapter 14: Construction of Artificial Grid Systems Based on ACP Approach | 285 |
| 14.1 Introduction | 285 |
| 14.2 ACP Approach | 288 |
| 14.3 Complex Network Characteristics of Power Grids | 291 |
| 14.3.1 Complex Network Theory..... | 291 |
| 14.3.2 Complexity of Power Grids..... | 293 |
| 14.3.3 Construction of Complex Power Grid Network Model | 293 |
| 14.3.4 Some Results of Research on Power Grids Based on Complex Networks..... | 294 |
| 14.4 Construction of Artificial Grid Systems | 294 |
| 14.4.1 Artificial Grid Systems | 295 |
| 14.4.2 Design and Construction of Artificial Grid Systems..... | 296 |
| 14.5 A Case Study..... | 300 |
| 14.6 Conclusions | 302 |
| References..... | 303 |
| Chapter 15: Influence of Electric Vehicles on After-Sales Service | 305 |
| 15.1 Introduction | 305 |
| 15.2 After-Sales Service in the Automotive Industry | 307 |
| 15.2.1 Stakeholders of the Automotive Aftermarket..... | 309 |
| 15.2.2 Typical Services in the Automotive Aftermarket | 314 |

| | |
|---|------------|
| 15.3 Changes Due to the Increasing Share of Electric Mobility | 316 |
| 15.4 The Impact on Stakeholders | 318 |
| 15.4.1 Decreasing Share of Mechanical and Moving Parts | 318 |
| 15.4.2 Fewer Additional Units | 319 |
| 15.4.3 Longer Service Intervals | 320 |
| 15.4.4 Immature Battery Technology | 320 |
| 15.4.5 Limited Self-Service Possibility..... | 321 |
| 15.5 Future Perspectives..... | 321 |
| References..... | 322 |
| Chapter 16: Service Modeling Optimization and Service Composition | |
| QoS Analysis | 325 |
| 16.1 Introduction | 325 |
| 16.2 BPEL4WS-Based Modeling Optimization..... | 327 |
| 16.2.1 Comparison of Modeling of SMEE and Mainstream Methods Based on BPEL4WS | 327 |
| 16.2.2 Definition of SMEE..... | 329 |
| 16.2.3 Research Method for Converting SMEE Model into BPEL4WS | 329 |
| 16.2.4 Running Performance Evaluation for Generated BPEL4WS Model | 330 |
| 16.3 Web Service Composition Quality Analysis with Stochastic Service Times ... | 330 |
| 16.3.1 Problem Description..... | 331 |
| 16.3.2 Analysis of the QoS of Each Kind of BPEL2WS Container..... | 333 |
| 16.3.3 Analysis of the QoS of an Actual BPEL2WS Model | 338 |
| 16.4 Conclusions | 341 |
| References..... | 341 |
| Chapter 17: Urban Traffic Management System Based on Ontology and Multiagent System..... | |
| 345 | |
| 17.1 Introduction | 345 |
| 17.2 Literature Review | 348 |
| 17.2.1 Ontological Technology | 348 |
| 17.2.2 Multiagent Technology..... | 350 |
| 17.3 Ontology of Urban Traffic Management System | 351 |
| 17.3.1 Road Network | 351 |
| 17.3.2 Environment..... | 356 |
| 17.3.3 Traffic Information | 359 |
| 17.3.4 Traffic Facility | 362 |
| 17.3.5 Vehicle | 364 |
| 17.3.6 Algorithm | 365 |
| 17.3.7 Time..... | 368 |
| 17.4 Multiagent System Architecture | 368 |
| 17.5 Conclusions | 370 |
| References..... | 370 |
| Index | 373 |