Service Science Summit:
Launch California Center for Service Science
http://ccss.ucmerced.edu

Dr. James (Jim) C. Spohrer
Director, IBM University Programs
Board of Directors, ISSIP

September 13, 2013
Rady School of Management, UC San Diego

Summit Goals & Agenda

Goals:
- (1) develop potential partnerships with industry for service education and service research;
- (2) outline of an initial strategic plan capturing the research and education themes identified in panels and discussions, ultimately leading to a research and education agenda for the Center; and
- (3) plan for future workshops, summits, and meetings.

Agenda:
- a series of panel discussions with 5-10 minutes for each presenter followed by plenty of time for discussion and conversation.

Proposed Strategic Objective

10x Mentorships -> 2x Internships

- Build California Innovation Capacity
- Strengthen Industry-University Ties
- Student Professional Development
- Mentor Professional Development
- Faculty Professional Development
- Service System Case Studies for Research Agenda

Mentorships

- Real World Challenges, Tools, Data
  - Students apply course knowledge for industry
  - Students, Faculty, Mentors Win-Win-Win
  - Builds Innovation Capacity
- Smart Service Systems Case Studies
  - Design & Create ("New Species ")
  - Analyze and Improve ("Smarter")
- ISSIP.org Mentorship Platform

ISSIP Mentorship Platform

- Corporate Sponsors & Members
  - Industry and Public Sector service systems
  - Create new offerings and improve old
  - Create new platforms and improve old
- University Faculty & Student Members
  - Engineering faculty – new technologies
  - Management faculty – new business models
  - Behavioral, Social, Cognitive faculty – new models
- ISSIP Templates & T-Shaped Innovators
  - Community & professional development
  - Repository of service system cases

NSF

Partnerships for Innovation: Building Innovation Capacity (PFI: BIC)

PROGRAM SOLICITATION
NSF 13-587

REPLACES DOCUMENT(S):
NSF 12-578

National Science Foundation

NSF

Directorate for Engineering
Industrial Innovation and Partnerships

A feature of a service system is the participation and cooperation of the customer in the service and its delivery. A service system then requires an integration of knowledge and technologies from a range of disciplines, often including engineering, computer science, social science, behavioral science, and cognitive science, paired with market knowledge to increase its social benefit.

Letter of Intent Due Date(s) *(required)* (due by 5 p.m. proposer's local time):

November 18, 2013

Full Proposal Deadline(s) (due by 5 p.m. proposer's local time):

January 27, 2014

NSF LinkedIn Group

Global Innovation Outlook 🔒

International Service Design Network 🔒
5 Discussions

International Society For Service Innovation Professionals (ISSIP)

NSF Industry and Academe: Enabling Smart Service Systems
2 Discussions

Platform Business Models and Strategies
3 Discussions

Service 2.0

Service Researchers 🔒

Service Science

SERVSIG

USA