STAFFORDSHIRE UNIVERSITY

Service Science and Innovation Doctoral Colloquium
22nd and 23rd March 2010
Schedule of Events

We welcome you to the Service Science and Innovation Doctoral Colloquium. We are grateful for sponsorship from SSMENetUK and Staffordshire University. A special thank to our panel members who have devoted their time to this event. We would like to thank the Centre for Information, Intelligence and Security Systems (CIISS) for their help in organising this event.

The Doctoral Colloquium is designed to provide doctoral researchers in Services Science and Innovation (SSI) with the opportunity to present and discuss their research with a multi disciplinary panel of distinguished scholars and practitioners engaged in SSI. We trust that the Colloquium will provide you with an opportunity to interact with colleagues from other institutions working in SSI, and feel part of the services science community. There are two streams to the Doctoral colloquium: Stream A and Stream B. Stream A is for doctoral researchers who have commenced their doctoral studies, and made some progress in the development of their research, or who have recently completed their doctoral thesis. Stream B is for students who are in the very early stages of their doctoral research, or who are anticipating enrolment for a doctoral degree in the near future. Thank you for coming and we hope that you will have a pleasant time at Staffordshire University. It is a great pleasure for us to see that we have participants coming from so many different countries, some from as far as Malaysia, as well as from Europe and UK. We believe that you will take way with you valuable comments from the panel regarding your study, as well as forming research related networks with other students from across the world. The programme for the two days is as follows:

Monday 22nd March, 2010. Doctoral Colloquium Chair: Prof Lorna Uden

0900 - 0930	Registration	Boardroom Lobby
0930 - 1000	Welcome to delegates by Dean of Faculty, **Professor Mike Goodwin**	Boardroom
1000 - 1030	Introduction to Symposium **Professor Lorna Uden**	Boardroom
1030 - 1055	Presentation 1. **Anne-Maria Aho**, Vassa University , Finland Managing and creating value of the software engineering process in mechanical engineering industry.	Boardroom
1055 - 1110	**Coffee Break**	Boardroom Lobby
Chair : Prof. Hanifa Shah		
11.10- 1135	Presentation 2. **Xusen Cheng,** Manchester University, UK. Investigating Trust Factors in Computer Mediated Collaboration	Boardroom
1135 - 1200	Presentation 3 . **Samer Jan,** Glasgow University, UK. Services Innovation, Knowledge Exchange and the Co-Creation of Value: A Comparative Study between an Islamic and Conventional Saudi Bank	Boardroom
1200 – 1225	Presentation 4. **Janet Francis,** Staffordshire University ArcHES - Architecture for Higher Education Services.	Boardroom
1225 - 1345	**Lunch**	Gallery Restaurant
1345 -1500	**Faculty Tour**	
Chair: Prof Lorna Uden		
1500 -1545	Invited Talk: **Professor Robbie Patton** Topic: Unlocking the barriers to success: Change, Knowledge and Innovation.	Boardroom

1545 -1600	**Coffee Break**	Boardroom Lobby
Chair: Dr Alan Eardley		
1600-1625	Presentation 5. **Eva-Maria Hempe**, Cambridge University, UK. A Design Process for Integrated Learning Disability Services.	Boardroom
1625-1650	Presentation 6. **Kristjan Kosic,** University of Maribor, Slovenia Service science: impact of service pricing models on service selection.	Boardroom
1650-1715	Presentation 7 . **Claudia Lehmann,** Leipzig Graduate School of Management, Germany Service science: impact of service pricing models on service selection.	Boardroom
1715-1830	Towards a Smarter Planet: Sensors, Complex Service Systems & Service Talk By Steve Street , IBM	Boardroom
1900-2100	**Symposium Dinner**	Gallery Restaurant

Tuesday 23rd March

Chair : Prof Lorna Uden		
0900 - 0945	Talk by Professor Linda Macaulay Title: 'Service Science and Innovation'	Boardroom
0945-1010	Presentation 8. **Rich Morales** Cambridge University, UK. Service based strategy, design, and operations associated with the delivery of support by private firms to ground based forces in the UK Ministry of Defence.	Boardroom
1010-1035	Presentation 9. **Remigus N. Onuoha** Staffordshire University, UK. Designing a service network to simulate the co-creation of value.	Boardroom

1035-1050	**Coffee break**	Boardroom Lobby
Chair: Dr Alan Eardley		
1050-1115	Presentation 10. **Rusyaizila Ramli** University Sains Malaysia, .Malaysia Privacy Sensitive Architecture for psychiatric behavior monitoring system.	Boardroom
1115-1140	Presentation 11. **Ince Wangsa** Staffordshire University, UK. Towards an activity-oriented and context-aware collaborative services	Boardroom
1140-12.05	Presentation 12. **Javier Yane** Glasgow University, UK. Service Innovation within Supply Chain Networks	Boardroom
Chairs: Prof Lorna Uden Dr Alan Eardley		
1205-1245	Plenary Session and Summary.	Boardroom
1245-1300	**Lunch and Departure**	Gallery Restaurant