

TITLE

Socio-technical modelling of business services

ABSTRACT

The purpose of the presentation is to discuss business services as networks of interacting socio-technical systems that can be modelled by service scenarios. A service is viewed as work done by a service executor in interaction with a service consumer and a set of shared resources. The purpose is to create value for the consumer that participates actively in the value-creation. A service scenario is a model of a service system and the roles played by the actors that participate and interact during the execution of a service. Service scenarios can be used to model specific services and the roles played by human beings and technology in the execution of services. The use of service scenarios is demonstrated by means of a case study of information services in a public library. The case study indicates that service systems can be understood as socio-technical networks in which value is co-created and whose effects can be viewed as a combination of exchange of things and information and modification of shared resources.