

A Journey from Industry to Academia with Service Systems and Social Features

The emerging field of service science is the study of service systems which are defined as configurations of resources (people, information, organizations, and technology) adapting dynamically and connecting internally and externally to other service systems to bring about benefit or value. A defining aspect of service systems, called value co-creation, takes place when entities interact to create value together. These interactions take place within and among organizations. Successful value co-creating interactions require innovative uses of technology to support relationship-building, group interactions, collaborative work processes, and information sharing across organizational and geographic boundaries. In this seminar, I will introduce the concept of service systems and describe studies into social platforms to support interactions in service systems that have been inspired by my journey from industry to academia.



February 2, 2017

2:30pm-3:30pm

Dupuis 217

Light Refreshments

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Dr. Kelly Lyons received her PhD from Queen's University in 1994 and is currently an Associate Professor in the Faculty of Information at the University of Toronto. Prior to joining the Faculty of Information, she was the Program Director of the IBM Toronto Lab Centre for Advanced Studies (CAS). Her current research interests include service science, social media, and collaborative work. Currently, she is focusing on ways in which social media can support human-to-human interactions in service systems. Kelly has co-authored a number of papers, served on program committees for conferences, given many keynote and invited presentations, and co-chaired several workshops. She has been the recipient of NSERC Discovery Grants, an NSERC Collaborative Research and Development Grant with SAP, an NSERC Strategic

Partnership Grant, an IBM Smarter Planet Faculty Innovation Grant, has received funding through the GRAND Networks of Centres of Excellence (NCE) and has been the recipient of two NSERC Engage Grants (one with Sciencescape and one with Dell). Kelly holds a cross-appointment with the University of Toronto's Department of Computer Science, is a member of the University of Toronto's Knowledge Media Design Institute, and is an IBM Faculty Fellow. From 2008 to 2012, she was a Member-at-Large of the ACM Council and a member of the Executive Council of ACM-W. Kelly is very interested in promoting Women in Technology initiatives and has given several presentations to young people and teachers on this topic. More details can be found at: <http://individual.utoronto.ca/klyons>