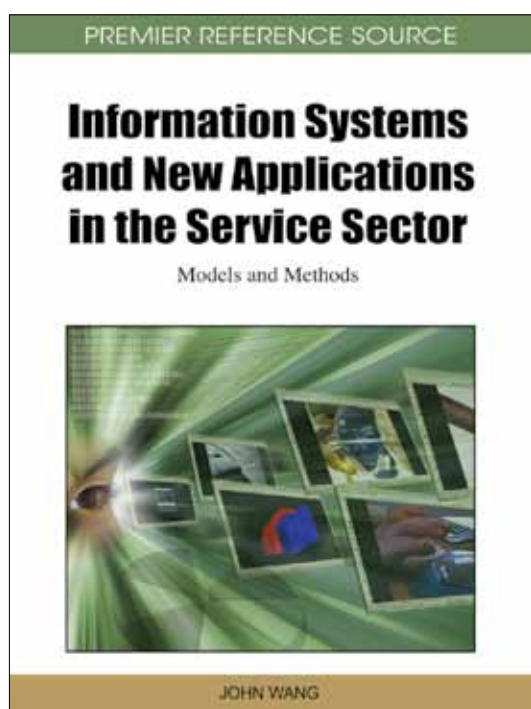


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## Information Systems and New Applications in the Service Sector: Models and Methods



John Wang (Montclair State University, USA)

In recent years, with rapidly advancing technology and a more globalized culture, the importance of Information Systems has become paramount. The application of Information Systems has made a huge impact on the service sector, both public and private.

**Information Systems and New Applications in the Service Sector: Models and Methods** examines current, state-of-the-art research in the area of service sectors and their interactions, linkages, applications, and support using information systems. This publication encompasses theoretical, analytical, and empirical research, as well as comprehensive reviews of relevant research, technical reports, and case studies of effective applications in this area. The use of new theories, technologies, models, methods, techniques, and principles are emphasized all while explaining the relationship between the advancement of the service sector and the evolution of information systems.

### Topics Covered:

- Business services
- Creative problem solving
- Logistics network configuration
- Matching supply with demand
- Multiple-objective decision making
- Optimization of service systems
- Performance measures and quality control
- Public service management
- Revenue and risk management
- Self-service systems
- Supplier relationship management
- Web services

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**Market:** This premier publication is essential for all academic and research library reference collections. It is a crucial tool for academicians, researchers, and practitioners and is ideal for classroom use.

**John Wang** is a professor in the Department of Management and Information Systems at Montclair State University, USA. Having received a scholarship award, he came to the USA and completed his Ph.D. in operations research from Temple University. He has published over 100 refereed papers and six books. He has also developed several computer software programs based on his research findings. He is the Editor-in-Chief of *International Journal of Information Systems in the Service Sector*, *International Journal of Information Systems and Supply Chain Management*. Furthermore, he is the Editor of *Data Warehousing and Mining: Concepts, Methodologies, Tools, and Applications* (six-volume) and the Editor of the *Encyclopedia of Data Warehousing and Mining, 2e* (four-volume). His long-term research goal is on the synergy of operations research, data mining and cybernetics.

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