

Targeting Digital Services

“Second Karlsruhe Service Summit“ brings together Experts from Science, Politics, and Industry



*Karlsruhe Service Summit: Steps towards perfect digital service.
(Photo: Markus Breig)*

How can digital services be offered in an intelligent, user-friendly, and efficient way? What is required for a good IT architecture and price, above all when services are provided jointly by several suppliers? These topics will be in the focus of the “Second Karlsruhe Service Summit” on Friday, July 23, 2010. The Karlsruhe Service Research Institute (KSRI) of KIT will bring together more than 160 renowned experts from science and decision-makers from politics and industry in order to discuss current and future developments in service research.

Journalists are cordially invited to come to the summit on July 23, 10.00 to 19.00 hrs (Tulla-Hörsaal, Englerstraße 11, building 11.40) (kindly register using the form enclosed).

This second service summit follows the very successful “First Karlsruhe Service Summit” in 2008. The keynote speaker this year

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will be Dirk Wittkopp, IBM Germany, Vice President Research & Development Lab. Other speakers will be Dr. Kamal Bhattacharya (IBM Research India), Professor Christos Nikolaou (University of Crete, Greece), Professor Bo Edvardsson (Karlstads Universitet, Sweden), and Professor Eric Dubois (Centre de Recherche Public Henri Tudor, Luxembourg). Two panel discussions focusing on both on technical as well as on economic and societal aspects of service research will complement the expert lectures.

The service summit is part of the “Karlsruhe Service Summer”. Prior to the service summit, from July 18 to 22, young international scientists and practitioner already will have the opportunity to attend a summer school (“First Karlsruhe Summer School on Service Research”) and to learn about current research results and trends in lectures, workshops, and IT exercises offered by renowned lecturers in the fields of Service Innovation, Service Design, Service Economics, Service (IT) Architecture, and Service Semantics & Intelligence, IDEAS” in short.

The Karlsruhe Service Research Institute (KSRI) was founded in January 2008 and is funded jointly by KIT and IBM Deutschland GmbH. Under an innovative “industry-on-campus” concept, researchers from industry and university are working in joint teams. Interdisciplinary teaching and research activities of the institute focus on IT-based and IT-supported services. Currently, KSRI consists of four research groups: Service Innovation & Management (Prof. Dr. Gerhard Satzger), Knowledge Management (Prof. Dr. Rudi Studer), Economy and Technology of eOrganization (Prof. Dr.-Ing. Stefan Tai), and Information & Market Engineering (Prof. Dr. Christof Weinhardt).

Detailed information on the Karlsruhe Service Summer and the program of the service summit may be obtained at www.service-summer.org, and www.ksri.kit.edu

Karlsruhe Institute of Technology (KIT) is a public corporation and state institution of Baden-Württemberg, Germany. It fulfills the mission of a university and the mission of a national research center of the Helmholtz Association. KIT focuses on a knowledge triangle that links the tasks of research, teaching, and innovation.

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