

*International Journal of*

# Services Operations and Informatics

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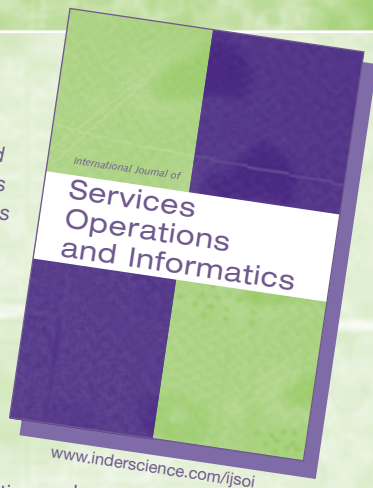
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# Scope of the Journal

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*Advances in distributed computing and networks make it possible to link people, heterogeneous service providers and physically isolated services efficiently and cost-effectively. As the economic dynamics and complexity of service operations continue to increase, it becomes a critical challenge to leverage information technology in achieving world-class quality and productivity in the production and delivery of physical goods and services. IJSOI addresses state-of-the-art R&D in the areas of service operations and the role of informatics towards improving their efficiency and competitiveness.*



## Topics covered include:

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- Service networks, management, sustainability
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- Homeland security networks
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- Customer relationship management
- Production planning, scheduling, control
- System integration/modelling, information integration, decision support systems
- Production and service information systems
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