Editorial

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Timothy R. Anderson is an Associate Professor of Engineering and Technology Management at Portland State University. He received his MSIE and PhD in Industrial Engineering from the Georgia Institute of Technology after receiving his BS in Electrical Engineering from the University of Minnesota. He has worked for and consulted with a variety of companies including Honeywell, Oki Electric, Menlo Logistics and the US Postal Service. He is currently the Program Chair for PICMET. His current research interests are productivity analysis, operations research, service engineering, technology forecasting and new product development. He is a fellow in the American Indian Science Engineering Society.

This special issue of the *International Journal of Services Technology and Management* is born from the papers presented and published from recent Portland International Conference on the Management of Engineering and Technology (PICMET) conferences. It examines a range of topics related to process and metrics for service innovation. Specifically the role of technology management is explored.

The issue starts with a perspective paper which provides a research agenda for technology management in the service sector. The paper reports out from a symposium sponsored by the National Science Foundation (NSF) and held during PICMET.

Following five papers represent recent research in service innovation. They provide insight into multiple approaches to the process for service innovation and potential metrics to be used in those processes. Lee et al. present a framework that will help policy makers and business executives in managing service innovation. The framework includes processes such as value proposition, deployment and appropriation at the industry level and service design, development and delivery at the firm level. Kim et al. explore how manufacturing-based companies can leverage their core competencies in designing services and propose a new process called 'Design for service innovation'. Spivey et al. identified the relationship between the balanced scorecard framework and revenue growth among small, technology service firms. They also found that the importance of client intimacy is a key to growth. Weng and Lai developed a network-based of citation-analytic methodology to look at technological isomorphism in the insurance industry. Gammelgard et al. present a method for assessing the business value of information system scenarios which was also tested in a comprehensive case study at a large European power company.

Final two papers present cases which would help us in our comprehension of service innovation. Coccia and Rolfo study an Italian public research lab which had a recent organisation structure change. The paper identifies benefits as well as deficiencies of this structure. Sommestad and Lilliesköld look at a case from the electric utility industry and develop a comprehensive planning tool which provides estimates for multiple projects undertaken.

Research for service innovation in the field of services, technology and management is still at its early stages and there is a gap that needs to be filled. Several examples of recent research provide good alternatives to filling parts of this gap. We conclude that further research is required to improve efficiency in the service sector.