

INDERSCIENCE PUBLISHERS

International Journal of Service Operations and Informatics (IJSOI)

Description

The advances in distributed computing and networks make possible linking people, heterogeneous service providers, and physically isolated services efficiently and cost-effectively. As the economic dynamics and the 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. The International Journal of Service Operations and Informatics (IJSOI), a fully refereed journal, provides the primary forum for both academic and industry researchers and practitioners to propose and foster discussion on state-of-the-art research and development in the areas of service operations and the role of informatics towards improving their efficiency and competitiveness.

Objectives

The objectives of the journal are: 1) to establish an effective channel of communication between policy makers, government agencies, academic and research institutions and persons concerned with the science and technology of service operations and information technology; and 2) to promote research and practice of new strategies, operations, and technologies for realising competitive advantages of both service providers and enablers around the world. The international dimension is emphasized in order to overcome cultural and national barriers and to meet the needs of accelerating service globalisation and technological change and changes in the global economy. IJSOI will publish high quality papers in all areas of service design, operations, and management; service process engineering; event management; production; integrated logistics & supply chain networks; productivity and quality management; and communications & information systems. Ultimately, the presented empirical results, discovered science and technology in the areas of service operations and informatics can be effectively disseminated in academia and explained to policy makers, practicing professionals and managers.

Readership

IJSOI is a forum to help researchers, professionals, business analysts, managers, and policy makers, working in the field of service operations and information technology, to exchange their learning and disseminate their findings of the science and technology in the areas of service operations and information technology.

Content

IJSOI publishes innovative and original papers, survey papers, technical correspondence, case studies, conference reports, management reports, and book reviews. Special Issues devoted to important topics in Service Operations and Informatics will occasionally be published.

Subject Coverage

IJSOI topics include, but are not limited to:

- *Service planning, engineering and management*
- *Service modelling and delivery*
- *Healthcare delivery network*
- *Homeland security network*
- *Logistics planning and integrated logistics network*
- *Supply and demand forecasting*
- *Customer relationship management*
- *Production planning, scheduling and control*
- *System integration and modelling*
- *Production and service information system*
- *Event management system*
- *Real time identification and tracking technology*
- *Sensor-based networks for service operations*

- *RFID technology and application*
- *Warehouse and distribution*
- *Intelligent transportation system*
- *Simulation*
- *Information integration and decision support system*
- *Data warehousing, data mining and knowledge integration*

Specific Notes for Authors

All papers are refereed through a double blind process. A guide for authors, sample copies and other relevant information for submitting papers are available on the *Papers Submission* section under [Author Guidelines](#)

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Editor-in-Chief
IEL Editorial Office
PO Box 735
Olney, Bucks MK46 5WB
UK
Fax: +44 1234-240515
E-mail: ijsoi@inderscience.com

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Editor in Chief

Prof. Robin G. Qiu
Department of Information Science
The Pennsylvania State University
30 East Swedesford Road
Malvern, PA 19355, USA
robinqiu@psu.edu