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## **ABSTRACT**

As the ideas about Service Oriented Architectures (SOA) and Web services mature and become more widely accepted and used by industry new ways of using the Web service technology emerge. Users start recombining and mediating other providers' services in ways that have not been anticipated by their original provider. This idea is captured in the term of a *Service Ecosystem*.

This thesis addresses the question of how quality management can be performed in a service ecosystem. It is an initial research that addresses the specific aspects of service ecosystems.

To assist in the establishment of adequate quality management a reference model for quality management in service ecosystems is proposed. The reference model is aligned to the service life cycle and supports recursive service compositions. The model consists of the three core functions *Service Level Management*, *Subjective Service Quality Measurement*, and *Dynamic Service Provisioning* which are accompanied by a set of six supporting and related functions. Together, they form a relationship map highlighting the interconnection between the functions.

In order to validate the completeness of the model, a comparison with the industry tool HP OpenView is performed. Furthermore, the application of the reference model in a case study with the Queensland Government Department of Tourism, Fair Trading and Wine Industry Development shows how the processes can be operationalised and applied in a real world scenario.

## **SPEAKER**



**Christoph Riedl** is currently Visiting Student at Queensland University of Technology in Brisbane writing his Master's Thesis. He is born in Germany, where he normally studies Information System at Technical University of Munich.