

Published by



Series title, number and
report code of publication

VTT Working Papers 68
VTT-WORK-68

Author(s) Eckhardt, Jenni, Öörni, Risto, Hautala, Raine, Lehtonen, Mikko & Leviäkangas, Pekka		
Title Information Service Model Generic model for information system services		
Abstract VTT Technical Research Centre of Finland has developed the Service Model for planning, re-engineering and evaluation of information services. The Service Model has taken into account the whole service system viewpoint. The generic Service Model can be applied to specific cases. The whole service system, its operating principles and the techniques used can be illustrated by using the model. The Service Model comprises of three levels: Value net outline describes interdependencies between different actors related to information and cash flow, other economic benefits, authority regulations as well as administrative and contractual relations. Service process describes actors, operations and interfaces to other processes, and the flows (e.g. information and cash flows) between them. Service process provides a view to realisation of the service. It is based on the Finnish telematics architecture (TelemArk). Technology view is a simple illustrated overview of techniques and hardware used for the service. Service process is the most extensive of these descriptions and includes also the information presented in the other levels. However, value net outline and technology view help to perceive and illustrate the described service. Hence, it is recommended to use all the three levels when describing a service. The Service Model is useful for planning the organization of a service and as a tool for the evaluation of the entire service system. It can also be used for more specific evaluations. The Service Model can be used for evaluation in every stage of the service life cycle. It is probably most advantageous in the stage of concept design.		
ISBN 978-951-38-6619-8 (URL: http://www.vtt.fi/publications/index.jsp)		
Series title and ISSN VTT Working Papers 1459-7683 (URL: http://www.vtt.fi/publications/index.jsp)		Project number 4306
Date January 2007	Language Finnish, English abstr.	Pages 22 p. + app. 6 p.
Name of project EVASERVE	Commissioned by	
Keywords information services, service models, value network, evaluation, service processes, technology view, service architecture	Publisher VTT P.O. Box 1000, FI-02044 VTT, Finland Phone internat. +358 20 722 4404 Fax +358 20 722 4374	