

SPIRAL Event

Services Innovation

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- Services in Luxembourg
- Services Sciences definitions
- Services Innovation challenges
- Services Innovation process
- Services Innovation open business model
- Services Innovation programmes for Luxembourg
- Services Innovation examples for Luxembourg



➤ Finance sector

- ✓ Strategic & foresight & regulation bodies (CODEPLAFI – COBMA -CSSF)
- ✓ Many professional associations : ABBL, ALFI, IRE, IIA, PRIM, ALCO, PSF de support, ISACA, CLUSSIL,...
- ✓ *Quality & Innovation in finance services become a « strategic issue »*

➤ Economical diversification in services

- ✓ Public initiatives : Secure IT Infrastructures, e-commerce, logistics, IPR,
- ✓ FEDIL new Branding : Business Federation Luxembourg
- ✓ *Services become a « economical issue »*

➤ R&D in Services

- ✓ 2004 : R&D in Services – International Reports
- ✓ 2005 : OECD report on Innovation & R&D Luxembourg System
- ✓ 2006: CITI defines its strategy in Services Science
- ✓ 2007 : Foresight FNR : one of the priorities on Services Science
- ✓ *Services become a « research issue »*

Service Science & the U.S. National Innovation Investment Act

➤ US House and Senate voted to approve on August 2nd,, 2007; President has signed.

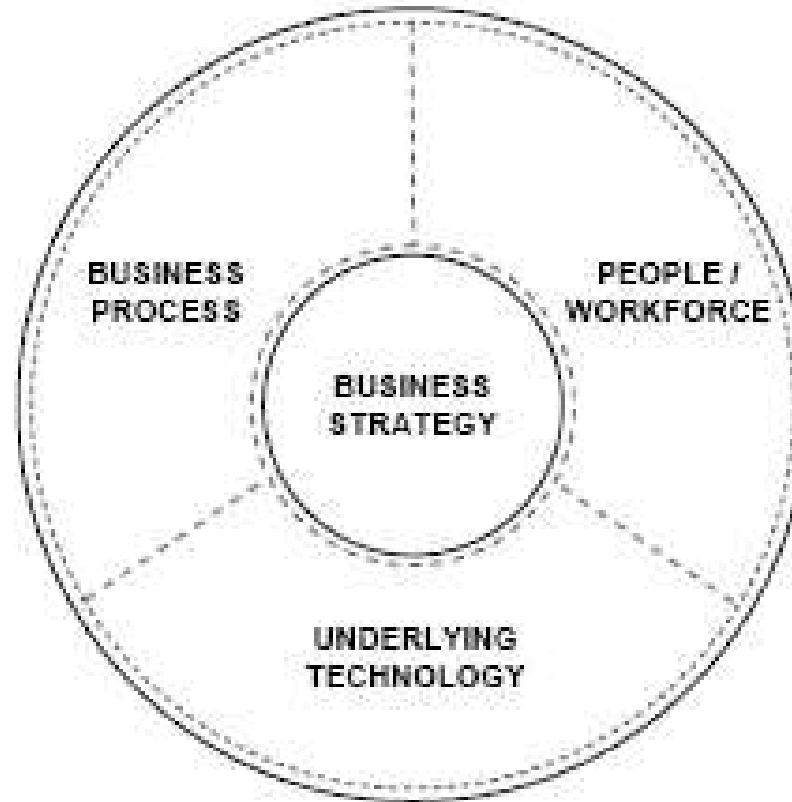
➤ ***EC. 1106. STUDY OF SERVICE SCIENCE.***

(a) Sense of Congress- It is the sense of Congress that, in order to strengthen the competitiveness of United States enterprises and institutions and to prepare the people of the United States for high-wage, high-skill employment, the Federal Government should better understand and respond strategically to the emerging management and learning discipline known as service science.

(d) Service Science Defined- In this section, the term `service science' means curricula, training, and research programs that are designed to teach individuals to apply scientific, engineering, and management disciplines that integrate elements of computer science, operations research, industrial engineering, business strategy, management sciences, and social and legal sciences, in order to encourage innovation in how organizations create value for customers and shareholders that could not be achieved through such disciplines working in isolation.

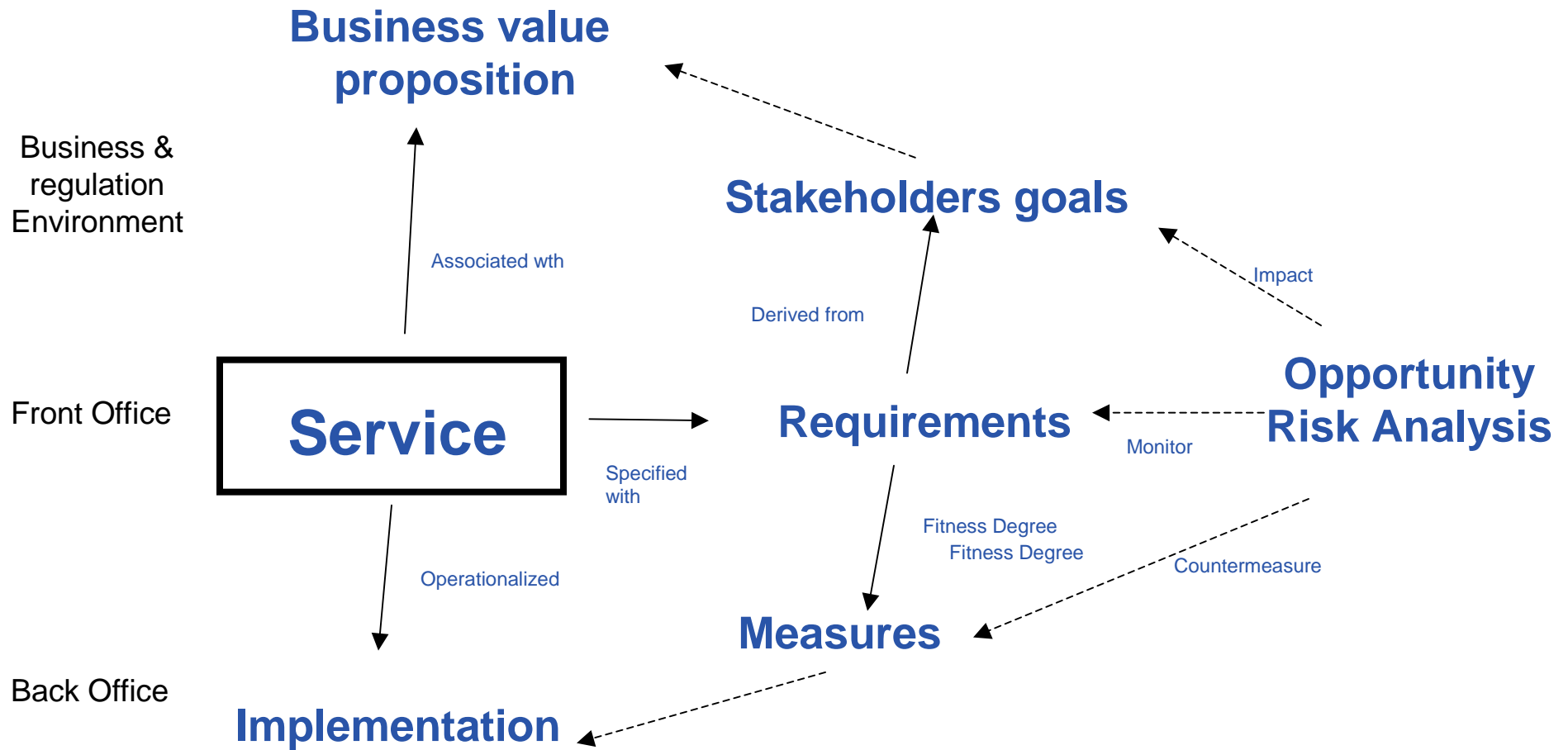


Regulatory framework



A Conceptual Model of Major Business Components

Building Trusted Services





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Services Innovation Challenges



Business Models
Key drivers
Risk analysis

Business & regulation Alignment
Measurable quality of Service
References & Standards

ICT as an enabler of innovation in services



Services Innovation Process

1. Business Service Value
 - ✓ Services Identification
 - ✓ Risk/Opportunity analysis
 - ✓ Business model
2. Requirement for trusted service
 - ✓ Regulatory & normative Requirements
 - ✓ Quality-based requirements
3. Service Institutionalisation
 - ✓ Experimentation Analysis
 - ✓ Services Models Validation
4. Service Operations
 - ✓ Training & Assessment
 - ✓ Deployment & Improvement
5. Service Capitalisation
 - ✓ Service Measures analysis
 - ✓ Service Knowledge Management

Innovation Outputs

Service Definition

Service Design

Service Marketing

Service Management

Service Improvement

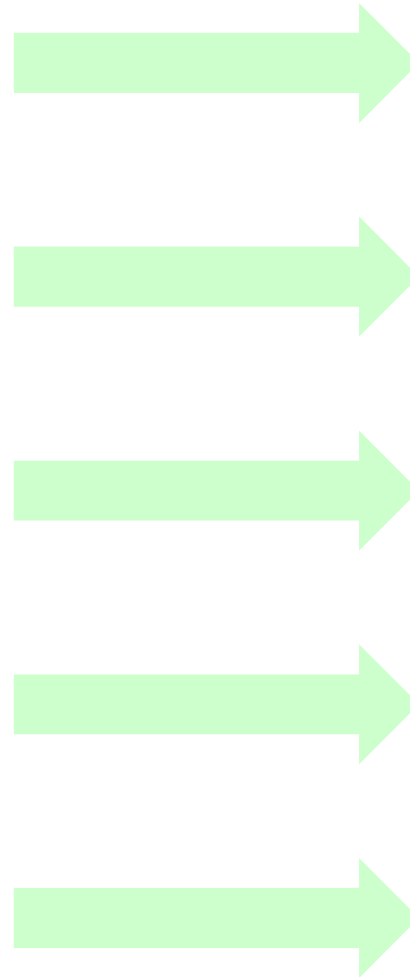
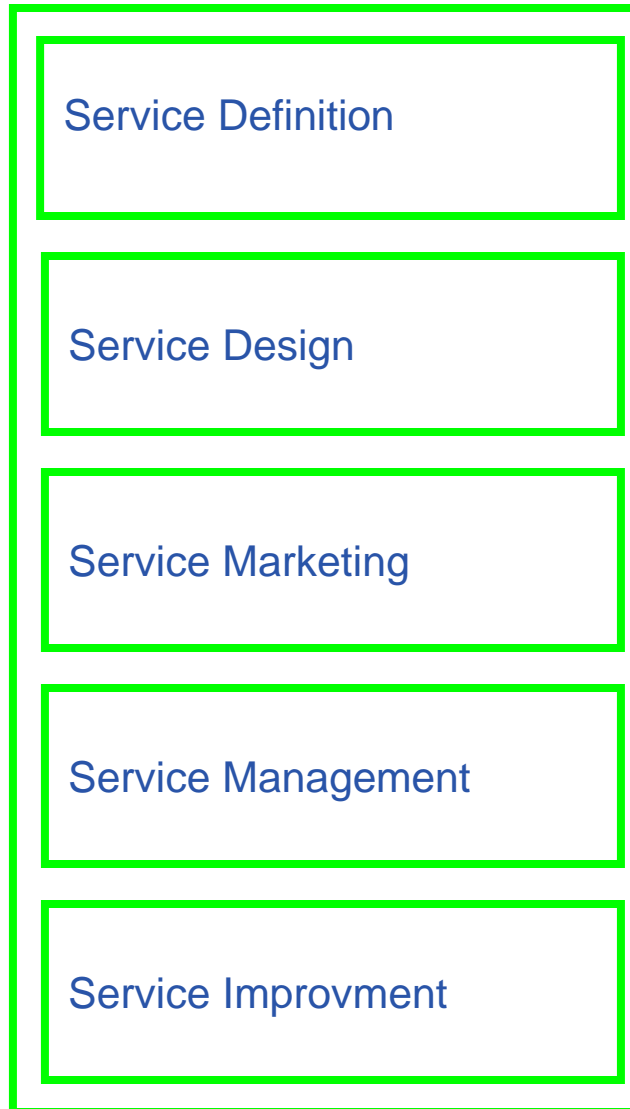


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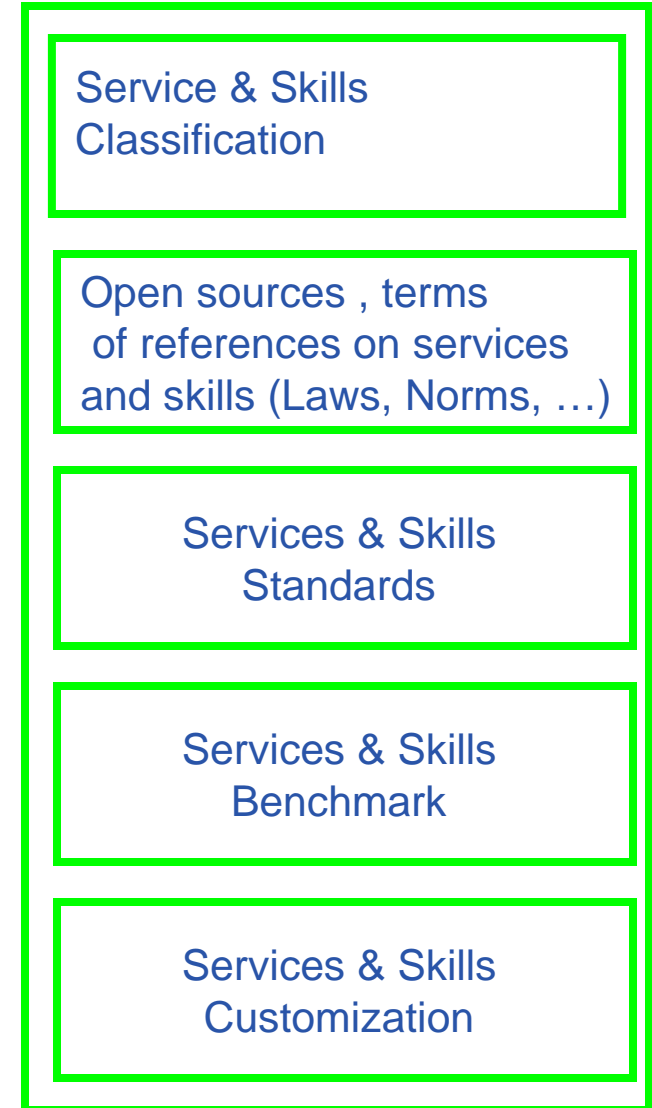


From Closed to Open Innovation

Innovation Outputs



Open Standard Data Base



Professional Associations & Networks

- ✓ Professionnal Support in kind
- ✓ Standards Services identification & validation

Research Organisations

- ✓ Financial Investments for R&D
- ✓ R&D competencies in Services Science
- ✓ Innovation & standardisation Services Process

Public bodies sponsoring a dedicated market

- ✓ Financial Support for public goods
- ✓ Open Standards Data Base

Business actors from the dedicated Market

- ✓ Financial Investments for business
- ✓ Adoption & use of the open standards

Open Standard Data Base

Service & Skills
Classification

Open sources , terms
of references on services
and skills (Laws, Norms, ...)

Services & Skills
Standards

Services & Skills
Benchmark

Services & Skills
Customization

Examples of Open Innovation Programmes for Luxembourg

Service Innovation

1. EXCELLENCE IN SERVICES EXPLOITATION

Business alignment,
portfolio & risk management,
compliance of services,
services assessment, improvement and audit
service management – Service contracts

2. EXPLORATION OF NEW SERVICES

Innovation strategy and new business models
Services design and innovation

3. INNOVATION & HUMAN CAPITAL

Knowledge Management, elearning, etesting
Collaborative work,
Skill cards, Skills assessment, training and certification



Innovation Markets

Finance Services

Public services

Human Ressources services

Mobile & interactive Media

Software Services

Construction Sector

Consulting for SME'S



- **Services governance, assessment, improvment, audit :**
 - Bâle II compliant operational risk models
 - Legislation compliant governance (risk) model for PSF de Support
 - ISO2000 Compliant Service Management assessment (AIDA)
 - COTS selection Methodology

- **New sustainable services design :**
 - New sectoral e-services : Construction, Transport, Tourism, Finance,
 - Knowledge & innovation Management Models
 - E-learning/E-testing Quality Methods based on Open Sources Software

- **Skills governance, assessment, training, certification :**
 - Quapital Hermes Project Manager certification
 - RSSI anticipative skill card & RSSI certification
 - IT security consultant in SME labeled by CASSIS

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