

Challenges and Responses in Services Industries

Please let me know if you want a meeting with the speakers (Siming Li, silli@cs.stonybrook.edu).

Speakers: Dr. Nianjun Zhou, Dr. Chang-shing Perng, IBM T.J. Watson Research Center

Title: Challenges and Responses in Services Industries

Location: Wireless Seminar Room CS 2311

Time: April 1st, 2:20-3:20 pm

Food: Followed by donut hour reception at 3:30 pm, lobby

Abstract:

As a new emerging discipline, services research and its applications into services industry have been gradually recognized as a necessity in preparing students for the service dominated economic landscape. As any discipline in its early stage, educators and the industry are struggling to understand the challenges presented by the highly competitive global market. In the meantime, new challenges continuously arise from the technology and social horizon. Devising Responses to the challenges can never end.

In this talk, we will enumerate the real challenges to services research, discuss the implication of new technology like cloud computing to services, and identify the gaps in the current compute science and information technology education. We will also present some current fundamental and applied research areas in services areas.

Short bio:

Dr. Nianjun Zhou is a research staff member (RSM) of IBM T.J. Watson Research Center. Currently, his research is in the areas of services computing, cloud computing, SOA architecture, and software estimation. Dr. Zhou received his Ph.D from RPI focused on Ad Hoc/Sensor network routing overhead for variable topology network.

Dr. Chang-shing Perng is a research staff member in IBM T. J. Watson Research Center. He received his Ph.D. degree in computer science in 2000 from the University of California, Los Angeles, and has been at IBM since then. His research theme is applying data mining technology to system and service management. His current research interests include cloud economics, temporal data mining, autonomic computing and intelligent system management design.