Title: Service Science: Enabling Systematic Service System Innovation

Bio:

[Paul P. Maglio](http://cogsci.ucmerced.edu/sites/pmaglio/%22%20%5Ct%20%22_blank) is a Professor of Technology Management at the University of California, Merced, and a research staff member at IBM Research, Almaden. He holds a bachelor’s degree in computer science and engineering from MIT and an M.S. and a Ph.D. in cognitive science from the University of California at San Diego. One of the pioneers of the field of service science, Dr Maglio is Editor-in-Chief of the INFORMS journal [Service Science](http://pubsonline.informs.org/journal/serv%22%20%5Ct%20%22_blank) and lead editor of Springer's [Handbook of Service Science](http://link.springer.com/book/10.1007/978-1-4419-1628-0%22%20%5Ct%20%22_blank). His co-authored book, [Taming Information Technology: Lessons from Studies of System Administrators](https://global.oup.com/academic/product/taming-information-technology-9780195374124?cc=us&lang=en&" \t "_blank), examines work practices in service delivery. Dr Maglio has published more than 100 refereed papers in computer science, cognitive science, and service science. He has taught service science at UC Merced since 2007, and is director of UC's cross-campus [California Center for Service Science](http://ccss.ucmerced.edu/%22%20%5Ct%20%22_blank).

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