James C. Spohrer, Ph.D., IBM University Programs

(a) Professional Preparation

Undergraduate Institution Major Degree and Year

MIT Physics BS, 1978

Graduate Institutions Major Degree and Year

Yale University Computer Science MS, 1984

UC San Diego Computer Science PhD, 1989

Postdoctoral Institution Area Dates

University of Rome, Italy Artificial Intelligence 1989

(b) Appointments

IBM Director, Cognitive Opentech Group (2016 - present)

IBM Director University Programs (2009-2016)

IBM Director Almaden Service Research (2002-2009)

IBM CTO Venture Capital Relations Group (1999-2002)

IBM Functional Manager, Computer Science Foundations (1999-1999)

IBM Functional Manager, User Experience Group (1998-1999)

Apple Distinguished Engineer Scientist and Technologist, (1994-1998)

Apple Manager Authoring Tools and Learning Communities (1993-1998)

Apple Senior Research Scientist, Business Learning Research (1989-1993)

Verbex Senior Research Scientist, Speech Understanding Research (1978-1982)

 (c) Publications

(i) Relevant publications

Chesbrough, H., & Spohrer, J. (2006). A research manifesto for services science. Communications of the ACM, 49(7), 35-40.

Spohrer, J., Maglio, P. P., Bailey, J. & Gruhl, D. (2007). Steps toward a science of service systems. *Computer, 40*, 71-77.

Spohrer, J. & Maglio, P. P.(2008). The emergence of service science: Toward systematic service innovations to accelerate co-creation of value. *Production and* *Operation*s *Management*, *17*(3), 1-9.

Maglio, P. P., Kieliszewski, C. A., & Spohrer, J. C. (Eds.). (2010). *Handbook of service science.* New York: Springer.

Spohrer, J. & Maglio, P. P. (2010). Service science: Toward a smarter planet. In W. Karwowski & G. Salvendy (Eds.), *Introduction to service engineering.* New York: Wiley & Sons, pp. 3-30.

 (ii) Other significant publications

Smith, D. C., Cypher, A., & Spohrer, J. (1994). KidSim: programming agents without a programming language. Communications of the ACM, 37(7), 54-67.

Norman, D. A., & Spohrer, J. C. (1996). Learner-centered education. Communications of the ACM, 39(4), 24-27.

Spohrer, J. C. (1999). Information in places. IBM Systems Journal, 38(4), 602-628.

 (d) Synergistic Activities

(i) Board of Directors, ISSIP, International Society of Service Innovation Professionals, 2012-present

(ii) Current editorial advisory board: *Journal of Service Research,* Sage Publications, 2006-present; Service *Science*, INFORMS, 2010-present; Business Express Press, *Service Systems and Innovations Collection* Co-Editor.

(iii) Journal special issues: Co-editor, *IBM Systems Journal, Special Issue on Service Science, Management, and Engineering,* 47(1), February 2008; Co-editor, Special Issue of Communications of the ACM, *Service Science*, 49(7).

Recent conference organization: General Co-Chair, *The Human-Side of Service Engineering*, San Francisco CA, July 2012; Co-chair, *Frontiers in Service*, San Francisco CA, October, 2007;

(v) Recent honors and awards: *Service-Dominant Logic Award*, Naples Forum on Service. June 2013; *Evert Gummesson Outstanding Service Researcher Award*, Naples Forum on Service, June 2013; *Major Outstanding Innovation Achievement Award* – IBM, August, 2010.

(e) Collaborators and Other Affiliations

(i) Collaborators since 2008

Clara Bassano, University of Naples; Henry Chesbrough, UC Berkeley; Mark M. Davis, Bentley University; Haluk Demirkan, University of Washington; Ray Fisk, University of Texas; Louis Freund, San Jose State University; Michael Gorman, University of Virginia; Andrew Neeley, University of Cambridge; Cheryl Kieliszewski, IBM Research; Vikas Krishna, IBM Research; Stephen Kwan, San Jose State University; Paul Maglio, UC Merced; Irene Ng, U Warwick; Stephen L. Vargo, University of Hawaii.

(ii) Graduate Advisor

Elliot Soloway, Yale University, New Haven, CT (PhD advisor at Yale, graduated 1989)