

International Journal of Service Science, Management, Engineering, and Technology

October-December 2013, Vol. 4, No. 4

Table of Contents

RESEARCH ARTICLES

- 1 **A Model Curriculum for Undergraduate Program in IT SSME**
Amer Al-Badarneh, Jordan University of Science & Technology, Irbid, Jordan
James Spohrer, IBM Almaden Research Center, San Jose, CA, USA
Basheer Al-Duwairi, Jordan University of Science & Technology, Irbid, Jordan
- 19 **Using Word Trees, Word Networks, and Tag Clouds to Provide Meaningful Insights: A Case Study of Electronic Word of Mouth for Hotel Service Delivery**
Anil Bilgihan, Florida Atlantic University, Boca Raton, FL, USA
Denver Severt, University of Central Florida, Orlando, FL, USA
Jay Kandampully, Ohio State University, Columbus, OH, USA
- 43 **Identifying Different Forms of Innovation in Retail Banking**
Véronique Favre-Bonte, Laboratory Institut de REcherche en Economie et en GEstion (IREGE), University of Savoie, Annecy-le-Vieux, France
Gardet Elodie, Laboratory Institut de REcherche en Economie et en GEstion (IREGE), University of Savoie, Annecy-le-Vieux, France
Catherine Thevenard-Puthod, Laboratory Institut de REcherche en Economie et en GEstion (IREGE), University of Savoie, Annecy-le-Vieux, France
- 58 **A Unified Model of Product Service Systems Representation**
Lujing Yang, School of Engineering, University of South Australia, Mawson Lakes, Australia
Ke Xing, School of Engineering, University of South Australia, Mawson Lakes, Australia
David Ness, Barbara Hardy Institute, University of South Australia, Mawson Lakes, Australia

Copyright

The **International Journal of Service Science, Management, Engineering, and Technology (IJSSMET)** (ISSN 1947-959X; eISSN 1947-9603), Copyright © 2013 IGI Global. All rights, including translation into other languages reserved by the publisher. No part of this journal may be reproduced or used in any form or by any means without written permission from the publisher, except for noncommercial, educational use including classroom teaching purposes. Product or company names used in this journal are for identification purposes only. Inclusion of the names of the products or companies does not indicate a claim of ownership by IGI Global of the trademark or registered trademark. The views expressed in this journal are those of the authors but not necessarily of IGI Global.

The *International Journal of Service Science, Management, Engineering, and Technology* is indexed or listed in the following: Bacon's Media Directory; Cabell's Directories; DBLP; Google Scholar; INSPEC; JournalTOCs; Library & Information Science Abstracts (LISA); MediaFinder; The Standard Periodical Directory; Ulrich's Periodicals Directory