

Conceptual model of Smart Services

How to understand the structure of services in Smart City

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Purpose – The key problem of Smart Cities development leads in the understanding of the complexity of services structure. The paper will use Service Dominant Logic and Service Science to improve current models of Smart City Services structure to develop conceptual model of Smart City.

Design/Methodology/approach – The paper proposes a literature review to present the state of the art in the Smart City Services structure analysis. Building upon this, using the principles of Service Dominant Logic and Service Science, the multi-contextual conceptual model will be presented. Also, the paper will show the basic examples of its usage, including the advantages of the model.

Findings – The paper proposes a complex and innovative structure of Smart City Services. The main advantage of this new approach is interconnection of the services and contexts, affected by them. It will lead to better understanding of the complexity of Smart City.

Research limitations/implications – Even the model has been practically tested, there are several limitations of its usage, based on high variability of the Smart City environment. The development of the model needs to be discussed in service science community for getting the insights to its development.

Practical implications – The presented model has direct influence to the practical usage in Smart City methodology. The current status, where every country and city is using a different approach to the services structure, is based on missing of common conceptual model of Smart City. In the case of accepting this model, the sharing of knowledge and information among cities and countries would be much easier and valuable.

Originality/value – The paper is using current knowledge in Service Dominant Logic and Service Science to develop a new approach of understanding the Smart City Structure. This approach is unique and can be developed only thanks to continuous service research on this field. The presented model is tackling the problem of understanding the relationships among the services and help to manage them too.

Key words: Service Dominant Logic; Service Science; Smart Cities, Smart Services,

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