

Annual Report 2008

Prepared by the President of ServTech

Presented at the

General Meeting

December 5, 2008

in Vienna

1. Activities

May and June 2008 ServTech was involved in the financial management of the Second International Workshop and Summer School on Service Science, Management and Engineering (SSME 2008), which was held in Palermo, June 2-6. Again the registration software used for ICSOC 2007 was adapted and successfully used. The registration management (communication with participants, payment checking, invoicing) was outsourced as none of the ServTech members had capacity to handle this work.

From August on, ServTech was busy with the financial management of ICSOC 2008. Again the registration handling was outsourced.

2. Finances

In January 2008 ICSOC 2007 could be successfully concluded with a final payment to the Technical University of Vienna that advanced ICSOC 2007 expenses.

SSME also produced a small surplus. It was agreed before with the workshop organizer that 3.000 € would be used for sponsoring next year's SSME in case a surplus of that amount or higher results.

This time, both the University of New South Wales and the University of Technology in Sydney, where the conference was held, were unable to advance expenses for ICSOC 2008. Therefore, ServTech continuously had cover expenses for advance payments of meeting rooms, social event venues, bag, proceedings, etc., which were covered from the reserves until sufficient income was generated.

3. Sponsorship

ServTech received a reintegration grant application from a young scientist who had interrupted her professional career for a year due to family obligations. She was Prof. Krämer's PhD student and had acquired a binational PhD degree from both FernUniversität in Hagen and Shanghai Jiao Tong University. After graduation and before giving birth to her first child, she worked in Prof. Krämer's research group, financed by a Lise-Meitner Scholarship. A grant of 500€ was awarded in an executive board decision.

4. Membership

No membership applications were submitted in 2008. Dr. Paolo Traverso resigned from ServTech as he felt unable to further participate after he was assigned the role of a director at IRST in Trento.