

International Society of Service Innovation Professionals
Q4 2014 Board of Directors Meeting Minutes
Jan 9, 2015

Board Members:

Present: Charlie Bess Haluk Demirkan, Jim Spohrer ,Sunil Kripalani

Not Present: Ralph Badinelli

Quorum present? Yes

Others Present:

Last Name	First Name
Cusack	Conor
Banerjee	Raja
Botella	Pere
Christman	David
DeCusatis	Casimer
Dill	Franz
Fodell	Dianne
Frank	Nick
Hefley	Bill
Lawrie	Stewart
McDavid	Doug
Morrow	Monique
Morse	Doug
Papapanagiotou	Ioannis
Ray	Kristal
Rayes	Ammar
Rucinski	Andrzej
Sainani	Tarun
Spohrer	Jim
Stamenkov	Gjoko
Welser	Jeff
Atinaf	Muluneh
Brody	Jeffrey
Burt	Paul
Gandour	Fabio
Kane	Patrick
Kennedy	Valinda
MacLeod	Scott
McMaster	Rick
Moghaddam	Yassi

Mora	Manuel
Srinivasa	Chethan
Tom	Leslie
Tseng	Fang-Mei
Ward	Peter
ling	zong

Presentation material:

pdf: http://www.issip.org/wp-content/uploads/2015/01/ISSIP_BOD-20150109_presentation_Final1.pdf

Duration: ~1 hour

The following agenda was covered:

- **Thank you ISSIP 2014 President, Welcome ISSIP 2015 Leadership**, Jim Spohrer, Director, IBM
- **Welcome San Jose State University** – Jeff Welser, ISSIP President 2015, VP IBM
- **ISSIP Ideal State**, Yassi Moghaddam, Executive Director, ISSIP
- **ISSIP Events**: Haluk Demirkan, Professor U. of Washington, ISSIP BOD, Chair of Conferences Committee
- **SIGs and Community of Interest Updates:**
- **Cognitive Systems Institute**: Dianne Fodell, IBM Program Director
- **Education & Research**: Jim Spohrer & Haluk Demirkan, SIG Co-Chair(s)
- **IoT/IOE SIG, Ammar Rayes, ISSIP Founding President**, Distinguished Eng., Cisco
- **Servcie Innovation & Futures SIG**: Heather Yurko, Senior Manager, Cisco, SIG Chair
- **SDN SIG**: Casimer DeCusatis, Professor, Marist University, IBM, SIG Chair
- **User Experience**: Nick Frank, SIG Member, Frank-Partners
- **ISSIP Open Innovation Coaching Program**, Yassi Moghaddam
- **Operations Update**: Yassi Moghaddam
- **Open Discussion**: Ask of the Board

Jim Spohrer (to Organizers):

Please Call in # (USA) : 888426-6840 Participants code: 48982031 For other countries dial in number - see <http://tinyurl.com/c3eerkl>

Jim Spohrer (to Organizers):

Jeff Welser, new ISSIP President 2015, welcomes SJSU new Institutional Member of ISSIP, and provides some of his background linking service science, IEEE, Technology Management Council - managing technical people

[Jim Spohrer \(to Organizers\):](#)

Jeff Welser describing benefits and challenges of being an umbrella organization - how to make that real

[Jim Spohrer \(to Organizers\):](#)

How to make the umbrella role real - as a convener with influence

[Jim Spohrer \(to Organizers\):](#)

Yassi describes ISSIP "ideal state" workshop and documents - available in a document and wiki: <https://sites.google.com/site/issipwiki/>

[Jim Spohrer \(to Organizers\):](#)

Yassi describes - ISSIP "Ideal State" - and top ten programs, members recognition and award tops the list

[Jim Spohrer \(to Organizers\):](#)

(thanks to all ISSIP volunteers who do so much to advance the organization)

[Jim Spohrer \(to Organizers\):](#)

Haluk Demirkan described IBM sponsored conferences

[Jim Spohrer \(to Organizers\):](#)

Dianne Fodell describing new Community of Interest, Cognitive - and the role of cognitive assistants for all occupations in smart service systems

[Jim Spohrer \(to Organizers\):](#)

Jim and Haluk giving an update on the SIG Education and Research - thanks to so many for making the SIG successful

[Jim Spohrer \(to Organizers\):](#)

Ammar Rayes, Cisco DE describes Internet-Of-Things/Internet-Of-Everything SIG

[Jim Spohrer \(to Organizers\):](#)

Yassi describes service innovation SIG

[Jim Spohrer \(to Organizers\):](#)

Nick Frank describing interesting discussions in the User Experience SIG

[Jim Spohrer \(to Organizers\):](#)

Nick described a paper - that might be good for INFORMS Service Science journal, Paul Maglio Editor-In-Chief

[Jim Spohrer \(to Organizers\):](#)

Casimer DeCusatis describing Service Defined Network SIG - including Workshop for ATMAE annual conference,

[Jim Spohrer \(to Organizers\):](#)

Also, IEEE ICC (Smarter Cities type conference)

[Jim Spohrer \(to Organizers\):](#)

Congrats to Casimer for his many decades at IBM as DE, and now transitioned to academics at Marist

[Jim Spohrer \(to Organizers\):](#)

Students Open Innovation Coaching Program update - Pro. Andrzej Rucinski (UNH) leading and help from IBM's Wendy Murphy and Jeff Brody

[Jim Spohrer \(to Organizers\):](#)

Yassi providing thanks and recognition to ISSIP Members

[Jim Spohrer \(to Organizers\):](#)

Digital Design and Content - thanks!

[Jim Spohrer \(to Organizers\):](#)

Also Lou Freund on ISSIP T Measurement tool