The Global Information and Service Economy

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Abstract:
All major economies world-wide are dominated by their service sectors in terms of GDP, and most in terms of employment as well. Another major trend that is now in process is that towards information. The confluence of these trends means that information intensive services are already the largest piece of the US economy, and this is the future for all major economies in the world, although at different rates. This talk will briefly outline these trends, and then review our current research in services and information intensive sectors. Some topics include the underlying drivers for the economic trends, collaborative services, experiential services, information chains (examples from entertainment, business information), and information intensive services (retail banking, data delivery).