

Title	ITソリューションサービスにおける異なる知識空間を有するアクターによるサービス価値共創の研究
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## Abstract

The development of information technology has created services with new service value. When utilizing information technology to create new service value, value creation can not be achieved even if only knowledge of information technology is possessed. It is necessary to create the service value by combining knowledge of information technology and business knowledge. However, at this time, it would be relatively easy to combine the knowledge of information technology and the knowledge of business if they have those two knowledge within one person or one organization, However, in fact, not only in such cases, it is possible that the necessary knowledge is spread among a plurality of people and a plurality of organizations. At such cases, it is necessary to combine their knowledge among multiple actors with different knowledge to co-create service value. In previous studies, the process for service value co-creation has been specified. However, no mention was made as to how to carry out the process.

This research considers a service value creation methodology in IT solution service based on knowledge science. There are many business cases and research studies on IT solution services. However, these studies do not consider knowledge itself for creating IT solution. The most important issue is how to extract and integrate different knowledge in different people for effective IT solution.

In this research, there are 4 cases studies based on knowledge science, which are one coordinator helps IT solutions case, two IT consulting cases, and Technology Intelligence Activity in a company. From analyzing these cases, this research shows the importance of “Ba” which is knowledge space for creation the solution, and the importance of knowledge co-creation management for service value co-creation by IT solution service providers. Furthermore, we clarified that the management of "awareness", the management of knowledge sharing, and the management of emergence are inherent in the management of this knowledge co-creation. Moreover, this research reveals the following two points. That is, it is important that "management of awareness" for service value co-creation, and management of "awareness" has a mechanism of the co-creation that it extracts explicit knowledge from implicit knowledge of the field using "abstraction knowledge".

By carrying out the results of this research, the KIKI model, which is the service value creation process, is extended for IT solution service. And, in addition to the process model in value co-creation so far, the mechanism for value creation was clarified from the knowledge science point of view. In addition, in the value creation of actual IT solution services, it is considered useful for effective service value co-creation to present new service value creation mechanisms by actors with different knowledge such as business knowledge and IT technology knowledge.

**Keywords:** service value, IT solution service, knowledge space, “Ba”, knowledge management