

A Taxonomy of Information Technology Services: Web Services as IT Services

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Abstract. This paper examines the web services model in the context of models of a broader set of information technology (IT) services. It compares and contrasts the web services model with these models and proposes an approach to describing and classifying IT services on the basis of the complexity (as reflected in the structure and uncertainty) of the wider range of services. It also explores some critical implications of such a taxonomy, including a discussion of issues relating to managing and contracting for IT services which need to be comprehensively addressed in the service-oriented computing paradigm.