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Editorial

Frontiers in Service Science

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This issue marks the publication of the first paper in the invited series on “Frontiers in Service Science.” Contributors include department editors whom I have asked to submit thought pieces reflecting on their respective editorial areas and discussing opportunities for new research. We hope the series will serve as a catalyst for new research that indeed pushes the frontiers of the state of the art and reimagines service research for the 21st century.

The first paper in the series “Ride-Matching for Peer-to-Peer Ridesharing: A Review and Future Directions” is by Yafeng Yin (Department Editor for Urban Services and Mobility) and coauthors Amirmahdi Tafreshian and Neda Masoud. The paper maps out the landscape for peer to peer mobility and describes new lines of inquiry that this emerging area opens up.

Stay tuned for future papers by Gad Allon and Ravi Bapna on “Digital Services and Online Platforms,” Francis de Vericourt and Georgia Perakis on “Big Data Analytics” and Guillaume Roels and Aleda Roth on “Service Design and Innovation,” among several others.

In this issue, you will also find an announcement for a special issue on “Reimagining the Science of Service in a Post-Pandemic World” edited by Marshall Fisher, Andy Neely and Rohit Verma with a unique format and an intent for rapid publication. These two initiatives are examples of an ongoing effort to position the journal not only as an outlet for farsighted research on service but also as an outlet that responds with timely research on service that addresses society’s most pressing needs.