



Service Science

Publication details, including instructions for authors and subscription information:
<http://pubsonline.informs.org>

Service Science Editorial Board, 2020

To cite this article:

(2020) Service Science Editorial Board, 2020. Service Science 12(2-3):C3-C3. <https://doi.org/10.1287/serv.2020.eb.v12.n2-3>

Full terms and conditions of use: <https://pubsonline.informs.org/Publications/Librarians-Portal/PubsOnLine-Terms-and-Conditions>

This article may be used only for the purposes of research, teaching, and/or private study. Commercial use or systematic downloading (by robots or other automatic processes) is prohibited without explicit Publisher approval, unless otherwise noted. For more information, contact permissions@informs.org.

The Publisher does not warrant or guarantee the article's accuracy, completeness, merchantability, fitness for a particular purpose, or non-infringement. Descriptions of, or references to, products or publications, or inclusion of an advertisement in this article, neither constitutes nor implies a guarantee, endorsement, or support of claims made of that product, publication, or service.

Copyright © 2020, INFORMS

Please scroll down for article—it is on subsequent pages



With 12,500 members from nearly 90 countries, INFORMS is the largest international association of operations research (O.R.) and analytics professionals and students. INFORMS provides unique networking and learning opportunities for individual professionals, and organizations of all types and sizes, to better understand and use O.R. and analytics tools and methods to transform strategic visions and achieve better outcomes. For more information on INFORMS, its publications, membership, or meetings visit <http://www.informs.org>

EDITOR-IN-CHIEF

Saif Benjaafar
University of Minnesota

DEPARTMENTS AND DEPARTMENT EDITORS

Customer Experience, Behavior, & Decision Making

Tony Haitao Cui, University of Minnesota
Özalp Özer, University of Texas at Dallas
Digital Services, Online Platforms, & Social Media

Gad Allon, University of Pennsylvania
Ravi Bapna, University of Minnesota
Financial Services & Fintech
Anna Chernobai, Syracuse University
Michael Pinedo, New York University
Healthcare
Pinar Keskinocak, Georgia Institute of Technology

Andrew Schaeffer, Rice University Marketing of Services & Revenue Management

Guillermo Gallego, Hong Kong University of Science and Technology
Ming Hu, University of Toronto
Retail, Hospitality, Tourism, and Entertainment

Rohit Verma, Cornell University
Service Analytics & Big Data
Francis de Véricourt, ESMT Berlin
Service Design & Service Innovation
Guillaume Roels, INSEAD

Aleda Roth, Clemson University Service Operations

Ger Koole, Vrije Universiteit Amsterdam
Serhan Ziya, University of North Carolina
Supply Chain Services & Logistics
Geert-Jan van Houtum, Eindhoven University of Technology

Jeannette Song, Duke University
Urban Services & Mobility
Karan Girotra, Cornell University
Yafeng Yin, University of Michigan
Other Topics in Service
Saif Benjaafar, University of Minnesota

ASSOCIATE EDITORS

Ashish Agarwal, University of Texas at Austin
Vishal Agrawal, Georgetown University
Zeynep Aksin Karaesmen, Koç University
Chris Anderson, Cornell University
Gah-Yi Ban, London Business School
Opher Baron, University of Toronto
Michael Barrett, University of Cambridge
Rahul Basole, Accenture
Elena Belavina, Cornell University
Ebru Bish, Virginia Tech
Jeanette Blomberg, IBM Research, Almaden
Tamer Boyaci, ESMT Berlin
Ryan Buell, Harvard Business School
Gordon Burtch, University of Minnesota
Timothy Chan, University of Toronto
Cynthia Chen, University of Washington
Li Chen, Cornell University
Sunmee Choi, Yonsei University
HaeEun Helen Chun, Cornell University
Morris Cohen, University of Pennsylvania
Filippo Curti, Federal Reserve Bank
Mark Daskin, University of Michigan
Laurens Debo, Dartmouth College
Sarang Deo, Indian School of Business
Michael Dixon, Utah State University
Adam Elmachtoub, Columbia University

Nikolas Geroliminis, EPFL
Jose Guajardo, University of California, Berkeley
Haresh Gurnani, Wake Forest University
Pavithra Harsha, IBM Research
Zhongsheng Hua, Zhejiang University
Krishnamurthy Iyer, Cornell University
Baojun Jiang, Washington University in St. Louis
Oualid Jouini, Ecole Centrale Paris
P. K. Kannan, University of Maryland
Stelios Kavadias, University of Cambridge
Sang Kim, Yale University
Rene de Koster, Erasmus University
Simge Küçükyavuz, University of Washington
Donald Lee, Emory University
Grace Lin, Institute for Information Industry
Ho-Yin Mak, University of Oxford
Stefan Minner, Technical University of Munich
Velibor Misic, University of California, Los Angeles
Marco Nie, Northwestern University
Omid Nohadani, Northwestern University
Nikolay Osadchiy, Emory University
Rhonda Righter, University of California, Berkeley
Soroush Saghafian, Harvard University

Siqian Shen, University of Michigan
Pengyi Shi, Purdue University
Hyoduk Shin, University of California, San Diego
Steve Shugan, University of Florida
Bradley Staats, University of North Carolina
Peng Sun, Duke University
Wei Sun, IBM Research
Gary Thompson, Cornell University
Nikolaos Trichakis, Massachusetts Institute of Technology
Mark Van Oyen, University of Michigan
Sriram Venkataraman, University of South Carolina
Liana Victorino, University of Victoria
Zizhuo Wang, University of Minnesota
Xiaole Wu, Fudan University
Lizhen Xu, Georgia Institute of Technology
Yuqian Xu, University of Illinois at Urbana-Champaign
Candace Yano, University of California, Berkeley
Song Yao, University of Minnesota
Yimin Yu, City University of Hong Kong
Karen Zheng, Massachusetts Institute of Technology
Sean Zhou, The Chinese University of Hong Kong

ADVISORY BOARD

Margaret Brandeau, Stanford University
Richard Chase, University of Southern California
Brenda Dietrich, Cornell University
Frances Frei, Harvard Business School
David Gann, Imperial College, London

Patrick Harker, Federal Reserve Bank of Philadelphia
Cheng Hsu, Rensselaer Polytechnic Institute
Uday Karmarkar, University of California, Los Angeles
Richard Larson, Massachusetts Institute of Technology

Robin G. Qiu, Pennsylvania State University
Aleda Roth, Clemson University
James Tien, University of Miami
Irving Wladawsky-Berger, American Academy of Arts and Sciences