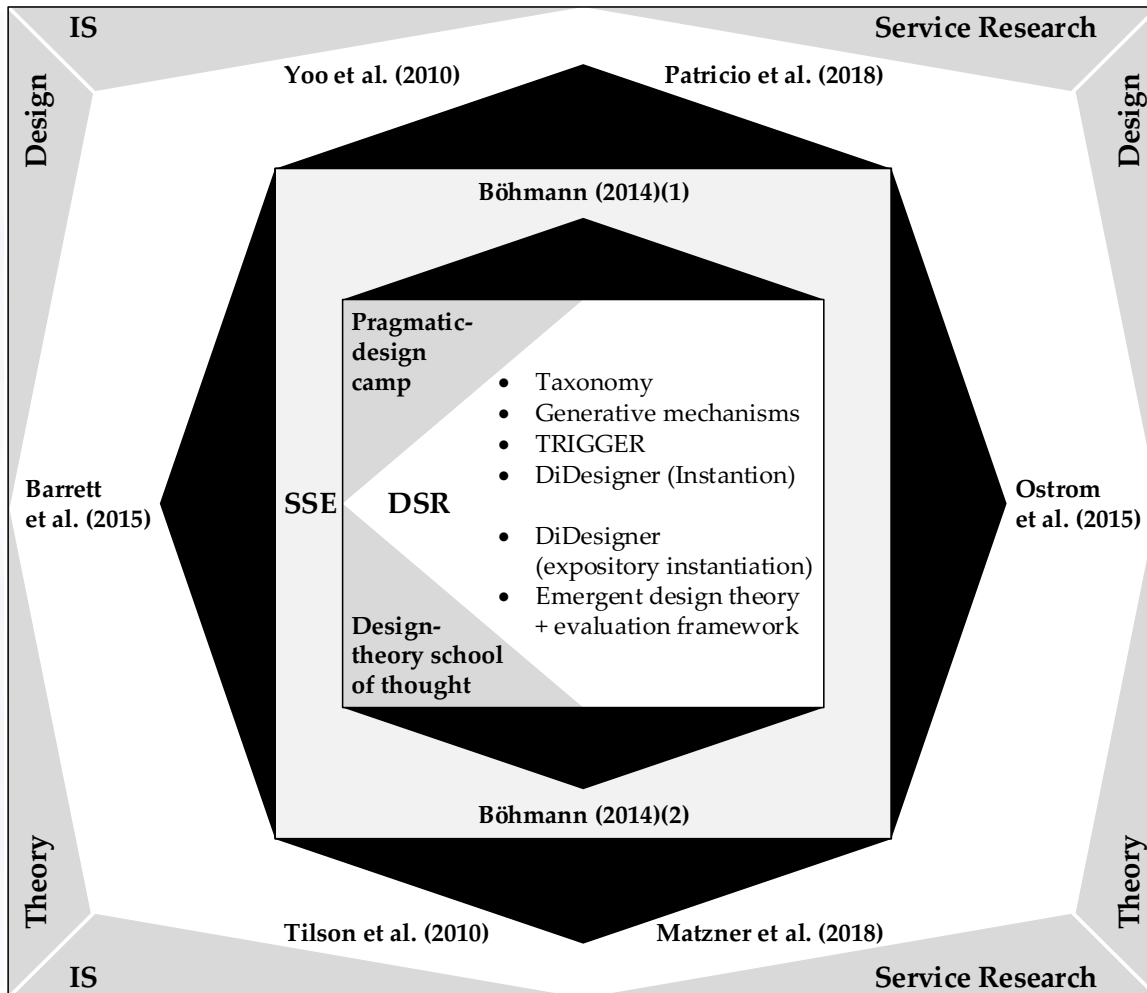


The contributions of SmartDiF are manifold



Research Directions	
Böhmman et al. (2014, p. 74) (1)	Call for „research leading to actionable knowledge for systematically designing, developing and piloting service systems, based upon understanding the underlying principles of service systems.“
Böhmman et al. (2014, p. 77) (2)	Research gap in terms of „little research exists on service systems engineering that develops or tests theories for prediction, theories for prediction and explanation or even theories for design and action.“
Barrett et al. (2015, p. 139)	Research opportunity dealing with “how might digital technology embedded in products enable innovation in service systems?”
Ostrom et al. (2015, p. 136)	Call for „research focused on evolving systems engineering approaches for developing services.“
Tilson et al. (2010, p. 9)	Call for “new theoretical lenses to understand the paradoxical nature of change and control in digital infrastructures.”
Yoo et al. (2010, p. 733)	Call for research on “what are the appropriate principles that govern the social context of developments of boundary resources and digital components in doubly distributed innovation networks?”
Patricio et al. (2018, p. 10)	Call for research on „how service design can support organizations in reacting to technology change, namely, by exploring how to create novel product service system solutions to support value cocreation in this technology enabled, networked environment.“
Matzner et al. (2018, p. 14)	Call for „a new grammar and vocabulary for innovation, which is desperately needed to facilitate radically new solutions designs and application schemes.“

Future work should deal with the socio-technical system context of engineering digitally enabled service systems

