

## Special section on The Human Side of Service Engineering

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World Wide Web gratefully acknowledges the editorial work of the following scholars:

- Wojciech Cellary, *Poznań University of Economics*
- Louis Freund, *San José State University*

on this special section on The Human Side of Service Engineering.

The papers in this section include:

- “ICT Services for Open and Citizen Science” by **Mikolaj Morzy**
- “Automatic Summarization of Risk Factors Preceding Disease Progression: An Insight-driven Healthcare Service Case Study on Using Medical Records of Diabetic Patients” by **Pei-Yun S. Hsueh, Xin Xin Zhu, Mark J. H. Hsiao, Selina Y. F. Lee, Vincent Deng, and Sreeram Ramakrishnan**
- “Service Economy, Knowledge, and the Need for T-shaped Innovators” by **Sergio Barile, Marialuisa Saviano, and Cristina Simone**