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## publications

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### Journal paper

Schindlholzer, B., Uebernickel, F., & Brenner, W. (2011). A Method for the Management of Service Innovation Projects in Mature Organizations. *International Journal of Service Science, Management, Engineering, and Technology*, 2(4), 25-41.

### papier de conférence

Schindlholzer, B., Uebernickel, F., & Brenner, W. (2010). Management of Service Innovation Projects: A Case Study from a German Financial Service Provider. In *Proceedings of the 2nd International Symposium on Services Science (ISSS)*.

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Brocke, H. F., Hau, T., Vogedes, A., Schindlholzer, B., Uebernickel, F., & Brenner, W. (2009). Design Rules for User-Oriented IT Service Descriptions. In *Proceedings of the Hawaii International Conference on System Sciences (HICSS-42)*.

Hochstein, A., Schindlholzer, B., & Brenner, W. (2009). Service Consumer Model: Understanding and Describing Consumers for New Service Development. In *Proceedings of the Americas' Conference on Information Systems 2009*.