

Dr. James (“Jim”) C. Spohrer



IBM Innovation Champion and Director of IBM University Programs World Wide (IBM UP), Jim works to align IBM and universities in regional innovation ecosystems globally. Previously, Jim helped found IBM’s first Service Research group, the global Service Science community, and was founding CTO of IBM’s Venture Capital Relations Group in Silicon Valley. During the 1990’s while at Apple Computer, he was awarded Apple’s Distinguished Engineer Scientist and Technology title for his work on next generation learning platforms. Jim has a PhD in Computer Science/Artificial Intelligence from Yale, and BS in Physics from MIT. His current research priorities include applying service science to create smarter (less waste and more capabilities) universities and cities, also known as tightly-coupled holistic service systems that provide “whole service” to the people within them. He has published more than 90 articles, received 5 patents, and is a Fellow of the SRII (Service Research and Innovation Institute). More information on Jim at <http://almaden.ibm.com/coevolution/bio/index.shtml?spohrer>

Titles & Honors

- Service Science Co-Founder
- Special Advisor and Fellow of SRII (Service Research and Innovation Institute)
- Founding Director, Almaden Service Research, IBM Research ("IBM's first service research group")
- Founding CTO, IBM Venture Capital Relations Group, during Silicon Valley's Internet Boom
- Director, IBM University Programs World-Wide (IBM UP) with a focus on universities as "holistic service systems" and the knowledge-engines of regions
- In 1994, while at Apple, received Apple Computer's DEST (Distinguished Engineer, Scientist, and Technologist) award for vision of next generation learning tools and systems
- PhD in Computer Science/Artificial Intelligence, Yale University
- BS in Physics, MIT
- Six patents and over 80 publications, including the recently edited book *The Handbook of Service Science* with Maglio and Kieliszewski ("pronounced "Kill-Chef-Ski")
- Numerous keynote and plenary speeches, and guest university course lectures, on the founding and vision for future of the emerging field of service science

- Numerous government, university, and other advisory roles and boards, including juror for the 2010 Brock Prize for Outstanding Impact on Education to nominate and decide on awardee