

The international
Society of
**Service
Innovation**
Professionals



ISSIP

2024

Advancing innovation to benefit people, business and society

www.issip.org



1,750+
~~1600~~

Individual members



450+
Companies



200+
Universities



42
Countries

Who is ISSIP?

A diverse, inclusive and growing community of innovators, founded in 2012 by major IT companies and respected university partners

ISSIP Board of Directors



Dr. Jeffrey Welser
COO & VP, IBM
Research
[Linkedin](#)



Warner de Gooijer *
Global Lead Innovation &
Incubation
Cisco
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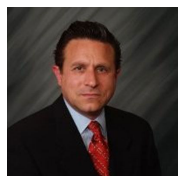
Annie Hardy *
Senior Visioneer
Cisco
[Linkedin](#)



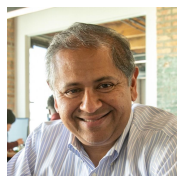
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Jim Spohrer *
ISSIP Co-Founder &
Board Sec/ Treasurer
Distinguished Fellow
IBM, Retired
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(* ISSIP Executive Committee)

ISSIP Leadership 2024

ISSIP Executive Leadership Team



Deb Stokes *
President ISSIP
Leader External Research,
Office of the CTO, **Dell
Technologies**
[Linkedin](#)



Nicole Reineke
ISSIP VP & Chair
Strategy Council
Co-founder, CTO
Shift.ai
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Michele Carroll *
ISSIP Executive Director
President
Carrollco Marketing
[Linkedin](#)



Christine Ouyang
IBM Distinguished
Engineer
**ISSIP Ambassadors
Lead**



Haroon Abbu
SVP **Bell & Howell**
ISSIP Awards Lead



Debra Satterfield
Dept Chair **CSULB**
ISSIP AI COLLAB
Lead

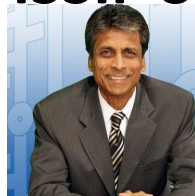


Zahrah Shasaih
ISSIP News/AI COLLAB
Content program mgr



Vaishali Mane
ISSIP Community Lead

ISSIP Strategy Council



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Alex Kaas
Fellow & Principal
Director
Accenture Labs
[Linkedin](#)





AWARDS

Recognizes
Excellence in Service
Innovation



EVENTS

Hosts Regular Events
for Exchange of Ideas,
Best Practices



PUBLISH

Assist members with
research, write,
publish books, white
papers



COLLABORATION

Ambassadors & AI
Collaborations

We advance innovation to benefit people, business and society.



Conferences

EXPLORING ISSUES, CHALLENGES AND RECOGNIZING ACHIEVEMENTS

Leading sessions or tracks, to reviewing paper submissions and awarding recognitions and digital credentials related to contribution to service excellence or innovation.

Discovery Summit

MODERATED PANELS AND DYNAMIC PARTICIPANT INTERACTION

Recognized for the high powered blend of industry, academic and government leaders sharing innovative ideas on hot topics.

Weekly Speaker Series

ISSIP EXCELLENCE IN SERVICE INNOVATION AWARD WINNERS

Featuring organization and team's impact to business, impact to society or impact on innovation itself

Ambassador Panels

MONTHLY EVENTS LED BY ISSIP AMBASSADORS

With an invited moderator and panel on a hot topic of the ISSIP Ambassador choosing

19 Events in 2023



EVENTS

Hosts Regular Events
for Exchange of Ideas,
Best Practices

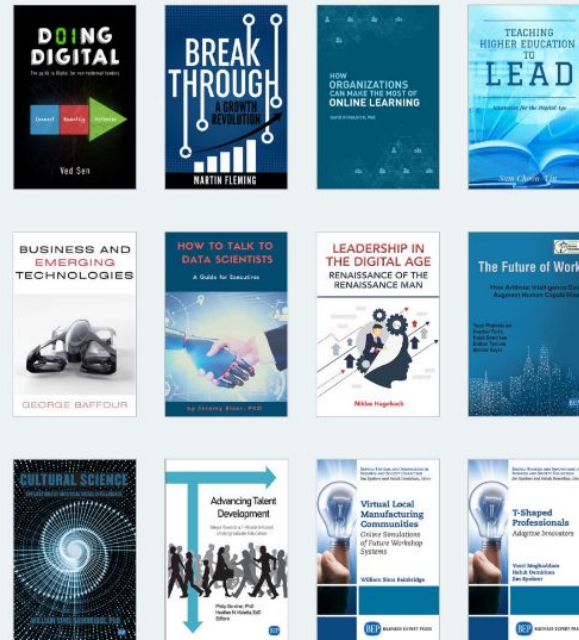


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Service System Innovations



Collaborative Intelligence



*ISSIP supports members to write and publish books, with collaboration, editorial and publishing assistance – **at no cost to current members.***

**BOOKS IN THE ISSIP-BEP COLLECTIONS HAVE BEEN USED AS
ADDITIONAL READING RESOURCES FOR LEADING UNIVERSITIES
INCLUDING HARVARD BUSINESS SCHOOL.**

Our two collections include **200+** short books & articles that explain practical advances that best exemplify service innovations from multiple disciplinary perspectives.



PUBLISH

Assist members with
research, write,
publish books, white
papers

Ambassadors & AI Collaborations

With over 90+ active ambassadors and a growing list of ambassador organization collaborations



academic institutions, government, companies, non-profits, foundations

A vast network made up of all types of industry



COLLABORATION

Ambassadors & AI
Collaborations

How to get involved?

Join ISSIP



Individual

Volunteer Time & Talent (free)

- Network, learn from, and with, peers across industry sector facing and solving similar problems
- Earn digital credentials and recognition for speaking, publications, and offerings recognized and celebrated by the ISSIP community
- Research, write and publish in collaboration with ISSIP:
- Gain leadership experience and make a difference in a service innovation focus area important to you



Institutional Member

Tiered Investment/ Engagement Levels

- All the ISSIP individual member perks, plus application fees are waived for awards, etc.
- Build awareness and brand prominence for your team and organization
- Impact and steer Service Innovation topic priorities
- Leverage the ISSIP thought leadership platform to co-create value
- Craft solutions jointly with ISSIP, and effect change





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Institutional Membership Tiers

CHOOSE A PLAN THAT'S RIGHT FOR YOU.

VOLUNTEER

Contribute time & talent for access to some of ISSIP's events and networking opportunities

\$ 2,500

PARTICIPATE

- ✓ ISSIP Discovery Summits
- ✓ Speaker Series
- ✓ Logo, visibility
- ✗ Speaking

\$ 5,000

CONTRIBUTE

- ✓ ISSIP Discovery Summits
- ✓ Logo, visibility
- ✓ Weekly speaker Series & Ambassador Panels
- ✓ Speaking
- ✗ Publish

\$ 15,000

LEAD

- ✓ ISSIP Discovery Summits
- ✓ Logo, visibility
- ✓ Weekly speaker Series, Speaking & Ambassador Panels
- ✓ Publish
- ✓ Thought Leadership Platform/ Co-Create Value
 - Collaborate with Ambassadors, Academic Institutions & Partners Organizations

\$ 30,000

ADVANCE

- ✓ ISSIP Discovery Summits & Logo, visibility
- ✓ Speaking & Ambassador Panels
- ✓ Thought Leadership Platform/ Co-Create Value
 - Engage, Publish Collaborate
 - with Ambassadors, Academic Institutions & Partners Organizations
- ✓ ISSIP Leadership Role (s) custom events/ topics
- ✓ ISSIP Innovation Research/ Academic/ Industry (AI) Collaboration
- ✓ + Collaborate/ Define + Lead Programs with ISSIP a Ambassadors & Partner Organizations

\$ 45,000

INNOVATE

- ✓ All ISSIP events, visibility & promotion
- ✓ Speaking & Weekly speaker Series & Ambassador Panels
- ✓ Thought Leadership Platform/ Co-Create Value
 - Engage, Publish Collaborate
 - with Ambassadors, Academic Institutions & Partners Organizations
- ✓ ISSIP Leadership Role (s)
 - SIG Launch
 - Strategy Council votes(s)
 - BOD/ Program leads
- ✓ **Global, International Scope: + Custom Events, directed topic**
- ✓ **+ Define/ Shape/ ISSIP Innovation Research/ Labs/ Discovery Summits/Academic/ Industry (AI) Collaboration**

CONTACT ISSIP



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