

The Service Economy

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Organization for Economic Co-operation and Development (OECD). 2000. *The Service Economy*. Science Technology Industry (STI) Business and Industry Policy Forum Series. Paris, France: OECD. Available:
<http://www.oecd.org/dataoecd/10/33/2090561.pdf>.

Usage

This source is considered a primary reference for the Service Systems Background article.

Annotation

This report discusses the evolution of the service economy, particularly in knowledge-based areas, and examines how it affects business and society. The report also highlights the contribution of the Internet and electronic commerce to the rapid growth of an increasingly sophisticated range of innovative service products.

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