CONTENTS

Special Issue: “Service Innovation and Artificial Intelligence” (2)
Editor’s Introduction to “Service Innovation and Artificial Intelligence” (2) .......................... Hideaki Takeda 713
Introduction to Service Science ................................................................................................. Hiroyuki Yoshikawa 714
Fan-Out of Ontology Centered Service Design by Service Engineering .......................... Yoshiki Shimomura and Tamio Arai 721
Value of Artifacts and Service Study ......................................................................................... Kanji Ueda, Hajime Asama and Takeshi Takenaka 728
Large Scale Data Observation, Modeling, Service Design and Applying Loop for Service Innovation ........................................................................................................... Yoichi Motomura, Yoshifumi Nishida, Masaaki Mochimaru, Motoyuki Akamatsu, Koh Naito and Koiti Hasida 736
Dual-Directed Recommendation Systems for Small-Sized Long-Tail Business .................... Takao Terano and Masakazu Takahashi 743

Special Issue: “Trust Assessment of Web Information”
Editors’ Introduction to “Trust Assessment of Web Information” .................................................. Akiko Aizawa and Manabu Okumura 750
Search Engines’ Trustworthiness ................................................................................................. Hayato Yamana 752
Web Spam Techniques and Countermeasures ............................................................................. Masashi Toyoda 760
Trustworthiness Analysis of Web Search .................................................................................. Satoshi Nakamura 767
Information Trust for Information Commerce ........................................................................ Katsuya Watanabe, Masaya Ando and Noboru Sonehara 775
Information Credibility Criteria Project .................................................................................... Sadai Kurohashi 783
On Selection Bias of Web-Based Opinion Research and Its Adjustment .......................... Takahiro Hoshino 791
Blog Author Profiling towards Bias Adjustment .......................................................................... Manabu Okumura 798

Commentary Series: “Methodology for Analyzing Multi-Party Interaction” (8)
Question and Answer for The Commentary Series ................................................................. Mayumi Bono and Katsuya Takanashi 803

Lecture Series: “Intelligent Computing and Related Issues” (11)
Computing That Concerns Uncertainty .................................................................................... Yoichi Motomura 811

Special Issue: “Intelligent Systems”
Editor’s Introduction to “Intelligent Systems” ........................................................................... Takahira Yamaguchi 821
Abstract .................................................................................................................................. 822

Technical Papers

Abstract .................................................................................................................................. 832

My Bookmark

Human Communication Support ................................................................................................. Yoko Nishihara 837

Published Bimonthly by the Japanese Society for Artificial Intelligence
OS Bldg. 402, 4-7 Tsukudomachi, Shinjuku-ku, Tokyo 162-0821, Japan.