IESS 2020

10th International Conference on Exploring Service Science

The 10th International Conference on Exploring Service Science, IESS 2.0, will be organized by the Faculty of Engineering of the University of Porto (FEUP), on February 05-07, 2020 in Porto, Portugal. The conference will bring together academics, service industry practitioners and their worldwide partners in a collegial and stimulating environment. According to its tradition, IESS 2.0 will cover major areas of R&D and education related to service science and service innovation, including new emerging research trends. Contributions should be grounded in one or several contexts and multi-disciplinary approaches are particularly encouraged.

CONFERENCE TOPICS

Papers are solicited on topics related to one or several topics of the following list, but not limited to them. Contributions should be grounded in one or several contexts, and be open to multi-disciplinary approaches.

- **Open Topics for Exploration in Service Science**
  - ✓ Design Science Research in Services
  - ✓ Business transformation/expansion through Service Science
  - ✓ Sustainability and Resilience in services
  - ✓ Governance of service systems
  - ✓ Governance by means of services
  - ✓ Multi-disciplinary and multi-organizational services
  - ✓ Emerging Science Research in Services
- **Service Design and Innovation:**
  - ✓ Bringing service design and design thinking into innovation processes
  - ✓ Integrating service design and technology approaches to service innovation
  - ✓ Service design and innovation in technology enabled services
  - ✓ Service design and innovation in complex value networks and ecosystems
  - ✓ Embedding service design and innovation in the creation of new product systems
  - ✓ Involving customers and other actors in service design and innovation
  - ✓ Research in service design and innovation
- **Service Business Models:**
  - ✓ Innovation of new service business models driven by ICT
  - ✓ Data/Service-driven Business Model Innovation
  - ✓ Organizational transformation triggered by service innovation
  - ✓ Methods and tools for business model innovation
  - ✓ Socio-economic changes triggered by services
  - ✓ Design of digital services and digital service systems
- **Digitalization of Services:**
  - ✓ Application of machine learning and AI to address service challenges
  - ✓ Social media analytics for service business and service systems
  - ✓ Data/Service-driven methods to manage and measure customer experience in services
  - ✓ Big data technology to improve well-being through transformative service
  - ✓ Advanced analytics in smart service systems
  - ✓ Design and development of Smart Service platforms and processes
  - ✓ Services for flexible and scalable data management and integration
  - ✓ Real-time data integration and processing as services
  - ✓ Responsible Semantic web technologies for Smart Services
  - ✓ Marketplaces for offering Smart Services
  - ✓ Services for sensor data processing and integration
  - ✓ Self-organizing and autonomous systems as services

STEERING COMMITTEE COORDINATORS

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PUBLICATIONS

Authors are kindly asked to submit original, not published or being considered elsewhere full papers in Springer LNBIP format via the Easy Chair conference management system that will be available on the conference website http://iess2020.fe.up.pt.

Contributions must be submitted in English and are limited to 14 pages (maximum), according to the paper formatting rules (website: "Submission/Instructions for authors" tab). Submissions will be evaluated through a double-blind review process.

All accepted and presented papers will be published in the Springer Series "Lecture Notes in Business Information Processing", abstracted/indexed in CPCI (ISI) Proceedings, SCOPUS, DBLP, EI, Google Scholar and Springerlink.

At least one author for each accepted paper must attend the conference and present the work. The online submission system will be available on the conference website: http://iess2020.fe.up.pt.

IMPORTANT DATES

OPEN PAPER SUBMISSION	May 1, 2019
DEADLINE FOR PAPER SUBMISSION	September 15, 2019
NOTIFICATION OF ACCEPTANCE (FULL PAPER)	November 1, 2019
CAMERA READY	November 22, 2019
CONFERENCE	February 5 – 7, 2020

We look forward to your submissions as well as welcoming you in Porto, for this very special 10th edition of the IESS Conference.
If there are any questions left, don´t hesitate to contact us at iess2020@fe.up.pt

CONTACTS

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