ICSSI 2022
International Conference on Service Science and Innovation

Call for papers ICSSI 2022

Theme: Service Science in the Era of Metaverse

Dates: November 17~19, 2022

Venue: National Sun Yat-sen University, Taiwan

Website: http://icssi.s3tw.org.tw/

Contact: icssi2022@mis.nsysu.edu.tw

Background

Service Science, an interdisciplinary study of service systems, has been tightly connected with the human-centered design and innovation for social wellbeing and sustainability. The availability of artificial intelligence and big data realize the smart services and boost digital transformation. Thus, the heavy involvement of service science with service innovation that integrates human-centered design and technology-enabled implementation leads service science research, education, and practice to face up-to-date social and industrial challenges. At the beginning stage of the metaverse, services by leveraging the advance of technologies, especially the VR (Virtual Reality), AR (Augmented Reality), MR (Mixed Reality), or XR (Extended Reality) in various industries and application domains. The innovative services and business models might be created in the integration of the physical and virtual world. It motivates service science professionals to pay attention to the trends of service system innovation in the era of the metaverse. Thus, the theme of ICSSI 2022 is set as "Service Science in the Era of Metaverse."

The Service Science Society of Taiwan (s3tw) founded in 2011 serves as the professional community for scholars and practitioners interested in service science related research, education, and practice in Taiwan. This conference mainly sponsored by the s3tw has served as an international platform for scholars and practitioners to share knowledge and engage potential collaborative relationships in past years. Via ICSSI conferences, we were able to cooperate with organizations and individuals from academics and industries to organize academic paper presentations, service design workshops, industrial forums and site visits. Following the established foundations, ICSSI 2022 is organizing the activities to attract scholars and practitioners to contribute to the success of this bi-annual congregation.

Programs

To explore the theme of "Service Science in the Era of Metaverse" in ICSSI 2022, we organize three types of activities for the conference. One is the academic paper presentation by calling for paper submission from researchers in related disciplines. The second activity is a service design workshop for participants to practice service design methodologies and tools for solving design issues related to integrating the physical and virtual world. Another activity is an industrial forum that brings practitioners in various industries to share their experiences and ideas about extending service design to the virtual world in the era of metaverse.

The followings are tracks for paper submission to the conference:

- Theories of service science
- Service management
- Service innovation
- Service design
- Technology-enabled services
- Smart services
- Digital transformation for service
- Service innovation for sustainability
- Extending service to the virtual world

Submissions Categories

The paper submission could be one of the following categories. Please visit ICSSI 2022 website for the submission information and the formats for these two types of submission.

- A full paper within 10 pages for completed research work.
- The extended abstract within 4 pages for work-in-progress.

Potential Publication on Journals

The accepted papers have the potential to be selected by various journals (including Journal of Electronic Commerce Research and others, please check our website for the complete list) to go through their fast track of reviewing process to be published on their special or regular issues.

Important dates for the conference (2022)

June 30: Paper submission deadline
July 31: Notification of the acceptance/rejection
August 31: Deadline for early bird registration
September 30: Deadline for Authors to Submit Final Manuscript for Publication
September 30: Deadline for at least one author of to register for ICSSI 2022
October 15: Deadline for non-authors early bird registration
October 31: Deadline for regular registration
November 17~19: Conference date