

2018 INFORMS Conference on Service Science

(<https://easychair.org/cfp/INFORMS-CSS2018>)

November 3, 2018, Phoenix, Arizona, USA

CALL FOR PAPERS

Conference Scope and Theme

2018 INFORMS Conference on Service Science (CSS2018) program committee is committed to organizing a quality program with diverse participants sharing their vision, knowledge and experience in Service Science Research, Education, and Applications. This program is a preconference of INFORMS 2018 (<http://meetings2.informs.org/wordpress/phoenix2018/>), to be held right before the annual meeting.

This conference presents excellent opportunities for you to present your Service Science related research, education, and implementation work, to learn about the emerging technology and applications, and to network with international leaders of the profession in the field. We invite you to submit a paper, which will be published in a proceedings by Springer if accepted.

Paper Submission/Areas of Interest

Papers are welcome in any area of Service Science Research, Education, and Applications including but not limited to:

- Service Theories and Development
- Service Research, Education, and Practice
- Service Management, Operations, Engineering, Design, and Marketing
- Service System, Modeling, and Simulation
- Smart Cities and Public Services
- Big Data, Machine Learning, and Artificial Intelligence in Service
- Service Analytics and Applications in Healthcare, Education, Energy, Finance, Information Technology, Transportation, Sports, Logistics, and Public Services

Submission & Publication

Manuscripts must be written in English, be at most eight pages long (including figures, tables, and references), formatted in the INFORMS journal paper format (<https://pubsonline.informs.org/authorportal>), and submitted as a PDF through the conference website: <https://easychair.org/conferences/?conf=css20181>. All paper submissions are peer reviewed.

Accepted papers will be published in the conference proceedings by Springer. A list of selected papers will be invited to submit to a special issue of INFORMS Service Science.

Important Dates

- 1 June, 2018 Deadline for submission of full papers
- 1 July, 2018 Acceptance/Rejection notification
- 1 Aug., 2018 Final camera-ready papers due

Information and Enquiry

Website: <https://easychair.org/cfp/INFORMS-CSS2018>

Conference Co-chairs: Robin Qiu and Hui Yang

Program Chair: Weiwei Chen, wchen@business.rutgers.edu

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Committee: Ozgur Araz (Nebraska-Lincoln, USA), Ralph Badinelli (Virginia Tech, USA), Youakim Badr (INSA, France), Weiwei Chen (Rutgers, USA), Gregory Heim (Texas A&M, USA), Ming-Hui Huang (NTU, Taiwan), Kwang-Jae Kim (POSTECH, Korea), Richard Larson (MIT, USA), Ying Tat Leung (Noodle.AI, USA), Haitao Li (Missouri, USA), Chiehyeon Lim (UNIST, Korea), Yingdong Lu (IBM, USA), Julie Ma and Xin Ma (Turner Broadcasting System, USA), Paul Maglio (UC Merced, USA), Rym M'Hallah (Kuwait U.), Paul Messinger (UAlberta, Canada), Aly Megahed (IBM, USA), Sunil Mithas (Maryland, USA), Ashkan Negahban (Penn State, USA), Vo Ngoc Phu (Duy Tan University, Vietnam), Michael Pinedo (NYU, USA), Patrick Qiang (Penn State, USA), Robin Qiu (Penn State, USA), Changrui Ren (IBM Beijing, China), Roland Rust (Maryland, USA), Hui Yang (Penn State, USA), Qi Xu (Donghua, China), Muge Yayla-Kullu (UCF, USA).

Registration Fees:

\$75 for a student SS member. \$100 for a regular Service Science (SS) member. \$120 for a non-SS member. \$112 for a non-SS retired member. One of the authors of an accepted paper must register for both CSS2018 and INFORMS 2018 annual meeting.