

2022 INFORMS Conference on Service Science

City, Society and Digital Transformation

(Conference website <http://icss2022.servicescienceglobal.org>)

CALL FOR PAPERS or ABSTRACTS

July 2-4, 2022, Shenzhen, China *

Shenzhen is located on the east bank of the Pearl River estuary on the central coast of southern province of Guangdong, bordering Hong Kong. The city features contemporary buildings, such as the 600m-tall skyscraper Ping An International Finance Centre, and a number of amusement parks. The city is a modern metropolis and one of the fastest growing cities in the world. With a population of 17.56 million as of 2020, Shenzhen is the fourth most populous city proper in China. Shenzhen is a global center in technology, research, manufacturing, finance, and transportation, and the Port of Shenzhen is the world's fourth busiest container port. **Welcome to Shenzhen!**



Conference Scope and Theme

2022 INFORMS Conference on Service Science (ICSS 2022) program committee is committed to organizing a quality program with diverse participants who will share their visions, knowledge and experience in Service Science Research, Education, and Applications. The conference theme is *City, Society, and Digital Transformation*.

This conference presents an excellent opportunity for you to present your Service Science related research, education, and implementation work, to learn about the emerging technologies and applications, and to network with international leaders and professionals in the field. We sincerely invite you to submit a paper/abstract.

Abstract or Paper Submission/Areas of Interest

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

- Service Theories and Development; Service Research, Education, and Practice
- Service Management, Operations, Engineering, Design, and Marketing
- Smart Cities, Sustainable Systems, IT and Service System Analytics, and Self-service Systems
- Public Health Service, Policy, Administration, Response, and Systems
- Smart and Intelligent Service, Healthcare Analytics, FinTech, Learning Analytics, and Others
- Big Data, Machine Learning, Artificial Intelligence, and Data-driven Decision Making
- Systems Modeling, Management, and Simulation in Manufacturing, Supply Chain, Logistics, and Others
- AI, Data Analytics, and Data-driven Applications in Health, Energy, Finance, Transportation, Sport, Governmental/Public Services, etc.

Submission & Publication

The conference welcomes submissions of both original unpublished research (full paper or 1 page abstract) or published work (abstract only). All full paper submissions must be written in English, at most **ten (10)** pages long (including figures, tables, and references) and submitted as a word or PDF file. All full paper submissions will be peer reviewed. Accepted full paper will be published in the conference proceedings, which will be submitted for potential inclusion in EI or CPCI (Web of Science). Accepted abstracts will be arranged for oral presentations, but not included in the conference proceedings.

This year's conference will be organized using Tracks. Please select the Track for which you think your paper has the best fit. We are accepting Track proposals (see Important Dates below) but currently, we plan to have the following Tracks: 1) **Data Analytics and AI**, 2) **Blockchain for Business Applications**, 3) **Digital Economy and Social Media**, 4) **Healthcare**, 5) **Information-Driven Service OM**, 6) **Interface on Operations, Finance, and Technology**, 7) **Machine Learning and Data-driven Decision Making**, 8) **Optimization and Risk of Service System**, 9) **Service Design, Operations, and Analytics**, 10) **Service Marketing**, and 11) **Smart City and Energy**

- The conference will organize (1) **Best Student** and (2) **Best Conference** paper awards competitions. Only full papers are qualified for the awards. The finalists selected by the award committee must present their work at the conference to compete for the awards.

Important Dates

- March 1, 2022 Deadline for submission of an invited track proposal
- April 1, 2022 Deadline for paper or abstract submission
- May 1, 2022 Acceptance/Rejection notification
- June 1, 2022 Final camera-ready papers and copyright transfer form

Special Tracks

If you are interested in organizing an invited track. Please contact Prof. Youakim Badr (yzb61@psu.edu) and Prof. Canrong Zhang (crzhang@sz.tsinghua.edu.cn).

General Inquiry: Email: servicescienceglobal@gmail.com

* The safety and well-being of all conference participants is our highest priority. The conference might be held in either a hybrid or virtual format due to the safety need and travel restrictions.