Call for papers ICSSI 2020

**Theme:** Service Science in the Era of Digital Transformation  
**Dates:** October 15~17, 2020  
**Venue:** National Tsing Hua University, Taiwan  
**Website:** [http://icssi.s3tw.org.tw/](http://icssi.s3tw.org.tw/)  
**Contact:** icssi2020@gapp.nthu.edu.tw

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**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. Following the trend of smart services by leveraging the advance of technologies, especially the artificial intelligence and availability of big data in various industries and application domains. 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. Meanwhile, the social lives and industrial performance have been heavily affected by the deployment of technologies and the business models triggered by digital transformation. It motivates service science professionals to pay attention to the trends of service system innovation in the era of transformation. Thus, the theme of ICSSI 2020 is set as “Service Science in the Era of Digital Transformation.”

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 been served as an international platform for scholars and practitioners to share knowledge and engage potential collaborative relationship in past years. Via ICSSI conferences, we were able to cooperate with organizations and individuals from academics and industries to organize academic paper presentation, service design workshops, industrial forum and site visits. Following the established foundations, ICSSI 2020 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 Digital Transformation” in ICSSI 2020, 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. Another activity is to organizes service design workshop for participants to practice service design methodologies and tools to solve issues related to digital transformation for achieving sustainability. The other activity is to hold industrial forums that bring practitioners in various industries to share their experiences and ideas in business transformation for better quality of life in the era of digital transformation.

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

Submissions Categories

The paper submission could be one of the following categories. Please visit ICSSI 2020 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 to go through their fast track of reviewing process to be published on their special or regular issues. The following journal is confirmed and we will edit in additional journals once they are confirmed.

- Pacific Asia Journal of the Association of Information Systems (PAJAIS)

Important dates for the conference (2020)

June 30: Paper submission deadline
July 31: Notification of the acceptance/rejection
August 30: Deadline for early bird registration
September 15: Deadline for Authors to Submit Final Manuscript for Publication
September 15: Deadline for at least one author of to register for ICSSI 2020
September 30: Deadline for regular registration
October 15~16: Conference dates