

**CALL FOR CHAPTER PROPOSALS**

**Proposal Submission Deadline: *September 30, 2018***

**Examining the Transformation and Impact of Service 4.0**

A book edited by Dr. Shai Rozenes and Dr. Yuval Cohen

**Afeka Tel Aviv Academic College of Engineering**

**Introduction**

Service 4.0 is a new paradigm that evolved with the industry 4.0 paradigm shift. Service 4.0 harness the capabilities of big-data, IoT, and modern AI, in order to meet and exceed customers' increased expectations by fundamentally transforming the way services are offered and delivered.

Customers increasingly expect their service interactions to be simple, intuitive, and highly personalized. They also want real-time access to service providers and seamless interactions across multiple channels. Service 4.0 is the framework that provides a platform for fulfilling these needs.

In today's competitive business environment, organizations are facing challenges in dealing with big-data issues and real-time decision-making for improved customer satisfaction. Many service providers are not ready to manage big data due to the lack of smart analytic tools. Germany is leading a transformation toward 4th Generation Industrial Revolution (Industry 4.0) based on Cyber-Physical System-enabled manufacturing and service innovation. As more software and embedded intelligence are integrated in various services, advanced technologies can further interlace intelligent algorithms with computing capabilities. These technologies will then be used to for the benefit of managing the customer journey as well as customer satisfaction.

Service 4.0 is in its fledgling phase and is expected to go through a major transformation as the fourth revolution (4.0) would take an effect. This book tries to lay sound foundations for the Service 4.0 revolution.

**Objective of the Book**

Service 4.0 is evolving science that combines quantitative and qualitative methodologies. This subject has an enormous impact on the value offered by service organizations, and enables them to make a significant progress in both efficiency and effectiveness (including prevention and corrective actions). This book is intended to cover many new facets of "Service 4.0 ". This is specially required since there has not been one publication that brought the subject on a single cohesive framework.

### **Target Audience**

All who are interested in the future of Service management and service science. This includes both academicians and practitioners of service science, and academicians and practitioners of evolving technologies to be implemented in service systems. In addition, the book will be of interest to some readers from the management science, and the Industry 4.0 domain

### **Recommended topics include, but are not limited to, the following:**

- A review of service 4.0
- Transforming organizations to service 4.0
- Service 4.0 Dimensions
- Harnessing IoT for Service 4.0
- Cyber infrastructure and big-data for service 4.0
- Designing the service 4.0 operations
- The agile approach for implementing service 4.0
- Service 4.0 ontology
- Social aspects of Service 4.0
- Health service 4.0
- Service improvement wait reduction in Service 4.0 era
- Managing Tourism in the Service 4.0 era
- Sustainable and green service provision
- Customer's journey in the Service 4.0 environment
- Dynamic real-time capabilities in the Service 4.0 era.

### **Submission Procedure**

Researchers and practitioners are invited to submit on or before **September 30, 2018**, a chapter proposal of 1,000 to 2,000 words clearly explaining the mission and concerns of his or her proposed chapter. Authors will be notified by **October 30, 2018** about the status of their proposals and sent chapter guidelines. Full chapters are expected to be submitted by **March 30, 2019**, and all interested authors must consult the guidelines for manuscript submissions at <http://www.igi-global.com/publish/contributor-resources/before-you-write/> prior to submission. All submitted chapters will be reviewed on a double-blind review basis. Contributors may also be requested to serve as reviewers for this project.

Note: There are no submission or acceptance fees for manuscripts submitted to this book publication, *Examining the Transformation and Impact of Service 4.0*. All manuscripts are accepted based on a double-blind peer review editorial process.

### **Publisher**

This book is scheduled to be published by IGI Global (formerly Idea Group Inc.), an international academic publisher of the “Information Science Reference” (formerly Idea Group Reference), “Medical Information Science Reference,” “Business Science Reference,” and “Engineering Science Reference” imprints. IGI Global specializes in publishing reference books, scholarly journals, and electronic databases featuring academic research on a variety of innovative topic areas including, but not limited to, education, social science, medicine and healthcare, business and management, information science and technology, engineering, public administration, library and information science, media and communication studies, and environmental science. For additional information regarding the publisher, please visit <http://www.igi-global.com/publish/contributor-resources/before-you-write/>. This publication is anticipated to be released by 2020.

### **Important Dates**

**September 30, 2018:** Proposal Submission Deadline

**October 30, 2018:** Notification of Acceptance

**March 30, 2019:** Full Chapter Submission

**June 30, 2019:** Review Results Returned

**September 30, 2019:** Final Acceptance Notification

**November 30, 2019:** Final Chapter Submission

### **Editorial Advisory Board Members:**

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