

## CALL FOR PAPERS AND WORKSHOPS

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IESS 1.3 – The 4th International Conference on Exploring Service Science

Proceedings of IESS 1.3 will be published in the Springer Lecture Notes in Business Information Processing (LNBIP)

6-8 February 2013, Porto, Portugal

[www.fe.up.pt/iess1.3](http://www.fe.up.pt/iess1.3)

[iess1.3@fe.up.pt](mailto:iess1.3@fe.up.pt)

36 Hours in Porto:

<http://travel.nytimes.com/2011/11/27/travel/36-hours-in-porto-portugal.html>

### SUBMISSION DEADLINES

Deadline for paper and short paper submission: 15th October 2012

Authors' notification: 6th November 2012

Final camera ready and early registration: 16th November 2012

Deadline for Workshop proposals: 15th October 2012

Workshop notification: 31st October 2012

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### INVITED KEY NOTE SPEAKERS

Eduardo de Souto Moura, University of Porto, Pritzker Architecture Prize winner 2011

Jim Spohrer, IBM Almaden Research Center

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Organized by:

FEUP: Faculdade de Engenharia, Universidade do Porto, Portugal ([www.fe.up.pt](http://www.fe.up.pt))

With the support of:

ISS: Institute of Service Science, Université de Genève, Switzerland ([iss.unige.ch](http://iss.unige.ch))

SSI: Service Science and Innovation, Public Research Centre Henri Tudor, Luxembourg ([www.ssi.tudor.lu](http://www.ssi.tudor.lu))

Since 2010, the IESS conferences provide a forum for the presentation and exchange of research results and practical experiences within the new field of Service Science, bringing together researchers and practitioners from many different areas.

Services represent the largest sector of the economy in many nations. Service Science aims to understand and study the conception, design, implementation, deployment, maintenance and operation of services, in particular technology based services such as IT services. Service Science represents an interdisciplinary approach to systematic innovation in service systems, integrating management, social, legal and engineering aspects to address the theoretical and practical aspects of the challenging services industry and of its economy.

Building on previous editions and the growing momentum in this emerging and exciting discipline, IESS is further strengthening its position as an academic conference focusing on the exploratory aspects surrounding service science. The goal of IESS is to offer academics, researchers and

practitioners of all disciplines this exploratory forum to communicate and share results. The conference programme will feature paper presentations, workshops, and interactive panel sessions.

In February 2013 the conference will be held in Porto, Portugal, declared by UNESCO as World Heritage in 1996. Porto is also the most important centre of education and research in the North of Portugal. The conference and associated workshops and panels will be held in the campus of FEUP, the School of Engineering of the University of Porto, in the heart of the main research and academic district of the city.

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## **CONFERENCE THEME**

### **ENHANCING SERVICE SYSTEM FUNDAMENTALS AND EXPERIENCES**

Complex multi technology based service systems are being deployed covering most aspects of life in our society. The sustainability of service systems involves technical, economic, and social responsibility issues, and therefore its fundamentals need to be better understood. Opportunities for radical innovation arise in this environment, and new transdisciplinary exploratory work is deemed essential to address all the challenges being faced. Service system value co-creation requires also improved understanding of the experiences that are being designed for the benefit of everyone. Service Science needs to explore enhanced methods, approaches and techniques for a more sustainable and inclusive economy and society.

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## **RELEVANT TOPICS**

IESS 1.3 welcomes theoretical, experimental, or survey-based studies that make a novel contribution. Submissions should describe original, previously unpublished research, not currently under review by another conference or journal. Topics include, but are not limited to, the following:

- Service engineering
- Web-services
- Service-oriented architectures
- Ubiquitous and mobile services
- Service orchestration
- Enterprise architectures, service security and safety engineering
- Service management, IS/IT service management, IS/IT governance
- Compliance with laws and regulations
- Project management for IS/IT services
- Service evolution
- QoS management
- Business intelligence
- Human concerns in service design, engineering and management
- Conceptualizing and modelling service systems.
- Serv(ic)ing a smart(er) society.
- Managing knowledge for service centred innovation
- Applications of services science: health, transportation and logistics, government...
- Emerging issues and trends for IS/IT service
- Innovations in business service models and modelling
- Future trends in services and service science
- Case studies and experience reports related to the above topics
- Other topics on exploring service science

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## CALL FOR PAPERS AND SHORT PAPERS

The conference organisers solicit theoretical, experimental, or survey-based papers that make a novel contribution. Submissions should describe original, previously unpublished research, not currently under review by another conference or journal. Topics include, but are not restricted to, the areas indicated by the topics mentioned above.

Papers should not exceed 5,000 words. Short papers should not exceed 2,000 words. A separate cover sheet should be enclosed containing the title of the paper, the author(s) and affiliation(s), and the address (including e-mail address and fax number) to which correspondence should be sent. This is the only place where the names of the authors should appear. The cover sheet should also contain 2 - 3 keywords indicating the area of the paper.

The best short papers will also be accepted for publication in the Proceedings.

Submissions should follow the Springer Lecture Notes in Business Information Processing template available on the IESS 1.3 Web page.

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## PUBLICATION OF PAPERS

Proceedings of IESS will be published in the Springer Lecture Notes in Business Information Processing (LNBIP). The best papers of the conference will be proposed for publication (after revision and additional refereeing) in special issues of International Journals.

Proceedings of previous IESS Conferences have been published by Springer as Lecture Notes in Business Information Processing, ISSN 1865-1348:

- IESS 1.2: Exploring Services Science, LNBIP 103, Springer, 2012, ISBN: 978-3-642-28226-3, Mehdi Snene (Eds).
- IESS 1.1: Exploring Services Science, LNBIP 82, Springer, 2011, ISBN: 978-3-642-21546-9, Mehdi Snene, Jolita Ralyté, Jean-Henry Morin (Eds).
- IESS 1.0: Exploring Services Science, LNBIP 53, Springer, 2010, ISBN: 978-3-642-14317-2, Jean-Henry Morin, Jolita Ralyté, Mehdi Snene (Eds).

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## SUBMISSIONS

Submission instructions can be found on the conference website [www.fe.up.pt/iess1.3](http://www.fe.up.pt/iess1.3). Only electronic submissions through EasyChair will be accepted.

As mentioned, submissions should follow the Springer Lecture Notes in Business Information Processing template available on the IESS 1.3 Web page.

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## CONFERENCE ORGANIZATION

Steering Committee

Michel Leonard, Université de Genève, Switzerland [michel.leonard@cui.unige.ch](mailto:michel.leonard@cui.unige.ch)

Eric Dubois, Centre de Recherche Public Henri Tudor, Luxembourg [eric.dubois@tudor.lu](mailto:eric.dubois@tudor.lu)

João Falcão e Cunha, Universidade do Porto, Portugal [jfcunha@fe.up.pt](mailto:jfcunha@fe.up.pt)

## General Chair

João Falcão e Cunha, Univ. do Porto, Portugal [jfcunha@fe.up.pt](mailto:jfcunha@fe.up.pt)

## Program co-Chairs

Mehdi Snene, Université de Genève, Switzerland [snene@cui.unige.ch](mailto:snene@cui.unige.ch)

Henriqueta Nóvoa, Universidade do Porto, Portugal [hnovoa@fe.up.pt](mailto:hnovoa@fe.up.pt)

## Organising Committee co-Chairs

Henriqueta Nóvoa, Universidade do Porto, Portugal [hnovoa@fe.up.pt](mailto:hnovoa@fe.up.pt)

Isabel Horta, Universidade do Porto, Portugal [imhorta@fe.up.pt](mailto:imhorta@fe.up.pt)

Vera Miguéis, Universidade do Porto, Portugal [vera.migueis@fe.up.pt](mailto:vera.migueis@fe.up.pt)

## Workshop chairs

Michel Leonard, Université de Genève, Switzerland, [michel.leonard@cui.unige.ch](mailto:michel.leonard@cui.unige.ch)

Jean Henry Morin, Université de Genève, Switzerland, [Jean-Henry.Morin@unige.ch](mailto:Jean-Henry.Morin@unige.ch)

Erik Proper, Centre de Recherche Public Henri Tudor, Luxembourg [erik.proper@tudor.lu](mailto:erik.proper@tudor.lu)

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José Palazzo, Universidade Federal do Rio Grande do Sul, Brazil, [palazzo@inf.ufrgs.br](mailto:palazzo@inf.ufrgs.br)

## Website and Registration Support

Ana Sofia Marques, Mercatura, Portugal [iess1.3@mercatura.pt](mailto:iess1.3@mercatura.pt)

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**Visit the IESS 1.3 web page:**

IESS 1.3 - The 4<sup>th</sup> International Conference on Exploring Service Science  
ENHANCING SERVICE SYSTEM FUNDAMENTALS AND EXPERIENCES

[www.fe.up.pt/iess1.3](http://www.fe.up.pt/iess1.3)

[iess1.3@fe.up.pt](mailto:iess1.3@fe.up.pt)

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Facebook Event:

<http://www.facebook.com/events/387941601270815/>

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IESS 1.2 (February 2012): <http://iess.unige.ch/>