



[IESS 2.3, The 13th International Conference on Exploring Service Science](#)

February 15-17, 2023 in Geneva, Switzerland ([iess.online](#))

IESS On-going project workshop

February 15, 2023, Geneva, Switzerland – affiliated to the conference IESS 2.3
[iess.online/workshop](#)

CALL FOR PAPERS

OBJECTIVES

The objectives of this highly participative workshop on **on-going projects** are:

- to improve the awareness of the advancement in **service science** and its applications,
- to inspire practitioners of its success stories, in *improving productivity, augmenting human capability and capacity, gaining new insights, accelerating discoveries, advancing state of the art, creating new services, providing stability for growth, assuring agility, efficiency, and sustainability,*
- to collaborate and to define the way forward to meet the future challenges

SCOPES

IESS on-going project workshop covers the value propositions on the following actions:

- Services **Melioration**: to improve productivity and to augment capacity/capability,
- Services **Exploitation**: to provide further insights and uncover hidden patterns,
- Services **Ideation**: to explore and to trigger new ideas
- Services **Education** to innovate service curricula and to create new curricula
- Services **Innovation** and Research to validate improved system, new utilities, and to advance the state of the art
- Services **Inception** for Design and Governance to provide stability for growth, assuring agility, efficiency, sustainability

INVITATION

We would like to invite you as, users, practitioners, integrators/innovators, educators, researchers, decision makers to actively participate to the workshop by: i) submitting your work to enrich the community with your contributions to the advancement of service science, or ii) just sitting in to be informed, to swap ideas, and to interactively debate of the way forward for service science.

SUBMISSION

You are invited to submit a position paper to the EASYCHAIR platform and at max 3/4 pages or slides as proposed below by means of this link: <https://easychair.org/conferences/?conf=iess23>
You may need to sign up to create a new account. Thus, select your role as an author and fill out the forms to provide citation information, such as author names, a title, an abstract, and keywords. Finally, please choose a track for your paper: choose *Workshop*, and deposit your paper or slides.



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Reach out to us at workshop@iess.online

IMPORTANT DATES

- November 28, 2022 Deadline to submit papers
- December 19, 2022 Notification of acceptance

EXAMPLES OF PROJECT TYPES FOR THE ACTIONS

Mélioration	Exploitation	Ideation	Education	Innovation	Inception
Automation. Digital transformation. Rules-driven AI (Artificial Intelligence). Robotics. Improved security/privacy. Integration. Value co-creation projects.	Analytics. Optimisation. Big Data. Data-driven AI. Mass-customisation. Service quality & measurements. Waste reduction. Idle resource reduction. Smart cities.	New automation. Mass-utilization. Ideation for new services.	Teaching technologies and methodologies. New domain curricula. Integrated curricula.	Utility enhancement New services and service domains. Service impacts. Service value creation.	Organisation design. Start-upping (funding, accompanying...) Multi- and trans-disciplined projects. Leadership, management. Business modelling. Process optimization. Disruption / Emergency management. Security/Privacy.

REVIEW

The submitted position papers will be reviewed to be accepted or not for presentation at the workshop. Further editing and refereeing will be done after the workshop for consideration for publication in a collection of IESS letters (of maximum 5 pages each paper).

WORKSHOP PROGRAM COMMITTEE

- Diem Ho, United Solutions, USA
- Carlos Casanueva, ESCP Business School, France
- Eric Dubois, Luxembourg Institute of Science and Technology (LIST), Luxembourg
- Thang Le Dinh, Business school, Université du Québec à Trois-Rivières, Canada
- Kresimir Lugaric, President & CEO of Internet Institut Wien, Austria
- Marco de Marco, Dean of Uninettuno University, Rome, Italy
- Mislav Ante Omazic, Faculty of Economics and Business – University of Zagreb, Croatia
- Andy Rindos, IBM, USA
- James C. Spohrer, International Society of Service Innovation Professionals (ISSIP.org), USA
- Michel Léonard, University of Geneva, Switzerland