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14TH INTERNATIONAL CONFERENCE ON EXPLORING SERVICE SCIENCE

Conference Program

2024 feb. 8-9 – Brno (CZ)

Faculty of informatics, Masaryk University

Service Science
To promote intelligence augmentation



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#Day 1

Feb. 8	h. 8:30	Registrations	
	h. 9:00	Opening Session	<i>Czech Rep. & Brno welcome</i> Mister of the Environment (video)
			2.4. IESS Conference welcome M. Leonard, J. Falcão e Cunha, L. Walletzky, M. Drăgoicea, L. Carrubbo
	h. 9:30	Plenary Session	<i>Service Science & Intelligence Augmentation: Past, Present, and Future Research Questions</i> J. Spohrer (co-Founder of Service Science) <i>Service platform for Smart Cities</i> M. Svítek (prof. Czech Technical University of Prague)
	h. 11:30	Coffe Break	
	h. 12:00	Paper Session	1. Smart Society, Smart Cities & Smart Citizens (chair: L. Walletzky) F. Caputo - <i>Fostering Citizens' Engagement in Smart City within Digital Era</i> Z. Schwarzová, L. Walletzky, M. Ge, P. Procházka - <i>Application of Context-driven Methodology for Implementing the Smart City Concept in Czech Republic</i> J. Ohnesorg, N. Fakhouri, N. Eltahawi, M. Ge - <i>A Review of AI-Based Trust Management in Smart Cities</i>
	h. 13:00	Lunch break	POSTER CORNER V. Çekani, G. Guazzo - <i>Multiple Case Study: Municipal Waste Management Smart Solutions</i>
	h. 14:30	Paper Session	2. Smart Healthcare & Pharmacy (chair: L. Carrubbo) S. Rozenes, A. Fux, I. Kagan, M. Hellerman, B. Tadmor, A. Benis - <i>Novel Ways to Analyse and Cope Alert-Fatigue Phenomenon in Intensive Care Units</i> L. Carrubbo, A. Megaro - <i>Intelligence Augmentation and capability co-elevation in healthcare</i> N. Badr, M. Khiami - <i>Improving Access to Prescription Based Care through a Patient Centered Smart Pharmacy Ecosystem</i>
	h. 15:30	Coffe Break	
	h. 16:00	Paper Session	3. Smart Tourism & Local commerce (chair: J. Falcão e Cunha) M. Heidari, D. Verderese, M. Saviano - <i>Examining the smart tourism ecosystem from the lens of sustainable value co-creation and neuroscientific approach</i> F. Carignani, L. Clemente, F. Bifulco - <i>The impact of the Rijksstudio on the museum business model as tool for value creation</i> C. Pagano, C. Pipino, D. Squillante, G. Rocco, L. Carrubbo - <i>Preserve Local Commerce and 'Made in Italy' in Global E-commerce Era: The Case of CiShoppo</i>
	h. 19:00	Gala Dinner	



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#Day 2

Feb. 9	h. 9:30	Paper Session	1. <i>Smart HR, Recruitment & Education (chair: M. Leonard)</i> F. Shahzad, M. De Marco, L. Varriale - <i>Smart recruitment for workers with disability: A systematic literature review</i> P. Briganti, T. Volpe, E. Veglianti, L. Varriale - <i>Technology for Sustainability in the Educational Context: A portrait of the Italian Universities</i> A.R. Gagliardi, P. Magliocca, F. Caputo - <i>Mapping the journey for the digital revolution in the sphere of education through examining the future progress of technology</i> C. Pipino, G. Rocco, C. Pagano, A. Cipriano - <i>An innovative blockchain-based system for human resources digitalization with traceable relationship management</i>
	h. 11:00	Coffe Break	
	h. 11:30	Paper Session	2. <i>Value-driven & data-driven smart applications (chair: M. Drăgoicea)</i> B. Steffen, E. Duparc, T. Tegeler - <i>Value-Driven Industry Transformation: Leveraging Open-Source to Establish new Standards</i> R. Halvorsrud, F. Mannhardt, O. Prillard, C. Boletsis - <i>Customer journeys and process mining – challenges and opportunities</i> C. Bassano, F. Caputo, P. Barile, P. Piciocchi - <i>Empowering Service Systems through Intelligence Augmentation (IA) in Digital Society</i>
	h. 12:30	Lunch break	
	h. 13:30	Closing Session	<i>Awards' recognition & Future plans</i> J. Spohrer, M. Leonard, J. Falcão e Cunha, D. Ho, L. Walletzký, M. Drăgoicea, L. Carrubbo
	h 14:30	The End	Tour in City Center



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