

The 15th International Conference on Exploring Service Science February 5-7, 2025 in Naples, Italy (iess.online)

Call for papers

The 15th International Conference on Exploring Service Science (IESS 2.5) will be organized by the University of Naples ‘Parthenope’, on February 5-7, 2025, in Naples, Italy. According to the IESS tradition, IESS 2.5 will cover major areas of research and education related to service science and service innovation, including new emerging research trends. In the IESS conferences, the digital part of services constitutes a main component of Service Science exploration.

Contributions grounded in multi-disciplinary approaches to enable transdisciplinary services are particularly encouraged. In this case, they will explore traditional disciplines, like IT, justice, medicine and health, tourism and sport management, economy, private and public administration, and engineering, to rebuild some of their foundations toward enabling transdisciplinary services.

The IESS 2.5 conference will unite academics and service practitioners in a collegial and stimulating environment. The IESS 2.5 edition has a special theme ‘**Towards Socially Conscious Service Systems Design**’, service science to promote responsible and socially conscious environments. This topic aims to enlighten the potential actions of Service Science adopting design perspectives and actions able to respect human rights and community values by offering a great opportunity:

- to continue to deepen the previous topics of the last IESS 2.2, IESS 2.3, and IESS 2.4 conference: Service Innovation Roadmaps and Responsible Entities Learning, Service Science to Ground Sustainable Development Goals, Service Science to promote intelligence augmentation.
- and to discover sustainable and responsible ways of setting up resilient and enduring ecosystems using trans-disciplinary, trans-institutional, and transnational services systems.

There is a growing recognition that service systems must also be designed with social consciousness in mind, thus going beyond the traditional approach adopted by service systems design, primarily focused on efficiency, profitability, and customer satisfaction. This shift reflects a broader societal awareness of the interconnectedness of social, economic, and environmental factors, and the impact that service systems can have on communities and individuals. Socially conscious service systems design embodies a holistic approach that considers the broader implications of service delivery beyond mere transactional interactions. It encompasses principles of sustainability, equity, diversity, and inclusion, aiming to create systems that not only meet the needs of customers but also contribute positively to society.

While this special theme is relevant to all conference topics, the IESS 2.5 conference invites forward-looking studies that examine how service science can help individuals, organizations, societies, and countries develop organizations, processes, activities, and tasks able to reinforce human responsibility, resilience, and sustainability, creating a society where services can be designed adopting ecological, environmental, ethical, social, inclusive and equity principles and criteria.

IMPORTANT DATES

November 30th, 2024 Deadline to submit papers

December 15th, 2024 Notification of acceptance

January 15th, 2025 Revision deadline for conditionally accepted papers
January 18th, 2025 Final notification for conditionally accepted papers
January 22nd, 2025 Deadline for camera-ready papers

PAPER SUBMISSION

Authors can submit their work as a short paper (regular or position paper) as completed and validated research or work-in-progress research. All the submitted papers can present new ideas or work-in-progress, addressing any challenges related to service science and service innovation.

All the submitted papers must not exceed 10 pages (approx. 3000 – 4000 words).

POSTER SUBMISSION

To submit a poster, the author must describe its purpose in the abstract. The possible structure is the title, description of the problem, and value proposition related to the conference topics. The presence of at least one author is mandatory.

PAPER PRESENTATION

Accepted conference papers may be presented virtually or in person. Although virtual presentations enable participants who are unable to attend the conference in person to participate, we still think that in-person presentations provide participants with an engaging and dynamic experience.

PUBLICATION

The conference papers will be published in the proceedings under a CC license by EDP Sciences on the [Web of Conferences](#) platform.

The paper must be formatted according to the [EDP guidelines \(one-column format\)](#) and be submitted on the EasyChair platform using [this link](#).

Every accepted paper will be reviewed (blind review) by at least 2 program committee members, who have no conflict of interest with the authors and the subject of the paper.

One person can be the co-author of up to 2 accepted papers in the IESS 2.5 conference.

Each IESS 2.5 accepted paper will receive a special DOI identifier and be submitted for indexing in Clarivate Analytics, Google Scholar, and ProQuest.

Instructions for the PhD students with a poster: Use EasyChair to present the topic of your poster (authors + title + abstract). In the abstract, also highlight your poster's relevance to the conference's topics. In case of more than one author of the poster, all authors can pay the reduced fee.

A selection of best papers, after the feedback received during the Conference and in their long version, will be invited to be published in a Springer volume indexed on Scopus. We are also arranging agreements for fast access to journals, including special issues.

Formatting rules and submission guidelines are available on the conference website (<http://www.iess.online>).

DOCTORAL CONSORTIUM 2025

We are also organizing the “IESS 2.5 Junior Faculty and Doctoral Consortium 2025” in the same venue on the first day of the conference on Wednesday morning (February 5).

Please encourage students and early-career researchers to take part. More information is available on the conference webpage: <http://www.iess.online>