

2021 INFORMS Conference on Service Science

AI and Analytics for Smart Cities and Service Systems

(Conference website <http://icss2021.servicescienceglobal.org>)

CALL FOR PAPERS or ABSTRACTS

Aug. 10-12, 2021, Live and All-Virtual*

Conference Scope and Theme

2021 INFORMS Conference on Service Science (ICSS 2021) program committee is committed to organizing a quality program with diverse participants who will share their visions, knowledge and experience in Service Science Research, Education, and Applications. The conference theme is *AI and Analytics for Smart Cities and Service Systems*.

This conference presents an excellent opportunity for you to present your Service Science related research, education, and implementation work, to learn about the emerging technologies and applications, and to network with international leaders and professionals in the field. We sincerely invite you to submit a paper/abstract.

Abstract or Paper Submission/Areas of Interest

Abstracts or Papers are welcome in any area of Service Science Research and Applications including but not limited to:

- Service Theories and Development; Service Research, Education, and Practice
- Service Management, Operations, Engineering, Design, and Marketing
- Smart Cities, Sustainable Systems, IT and Service System Analytics, and Self-service Systems
- Public Health Service, Policy, Administration, Response, and Systems
- Smart and Intelligent Service, Healthcare Analytics, FinTech, Learning Analytics, and Others
- Big Data, Machine Learning, Artificial Intelligence, and Data-driven Decision Making
- Systems Modeling, Management, and Simulation in Manufacturing, Supply Chain, Logistics, and Others
- AI, Data Analytics, and Data-driven Applications in Health, Energy, Finance, Transportation, Sport, Governmental/Public Services, etc.

Submission & Publication

The conference welcomes submissions of both original unpublished research (full paper or 1 page abstract) or published work (abstract only). All full paper submissions must be written in English, at most **ten (10)** pages long (including figures, tables, and references) and submitted as a word or PDF file. All full paper submissions will be peer reviewed. Accepted full paper will be published in the conference proceedings, which will be submitted for potential inclusion in CPCI (Web of Science). Accepted abstracts will be arranged for oral presentations, but not included in the conference proceedings.

This year's conference will be organized using Tracks. Please select the Track for which you think your paper has the best fit. We are accepting Track proposals (see Important Dates below) but currently, we have the following Tracks: 1) **Data Analytics and AI**, 2) **Blockchain for Business Applications**, 3) **Digital Economy and Social Media**, 4) **Healthcare**, 5) **Information-Driven Service OM**, 6) **Interface on Operations, Finance, and Technology**, 7) **Machine Learning and Data-driven Decision Making**, 8) **Optimization and Risk of Service System**, 9) **Service Design, Operations, and Analytics**. 10) **Service Marketing**, and 11) **Smart City and Energy**.

- The conference will organize (1) **Best Student** and (2) **Best Conference** paper awards competitions. Only full papers are qualified for the awards. The finalists selected by the award committee must present their work at the conference to compete for the awards.

All-virtual Format Presentation

During the conference period, live sessions will be virtually hosted for plenary presentations & parallel sessions. We plan to have 2 to 3 live, all-virtual plenary presentations a day. Small parallel sessions based on subject will be organized and hosted as usual. We will ask for a pre-recorded presentation from each abstract/paper. Live sessions are available. However, all recorded presentations will be posted on the conference website, grouped by sessions. Live Q & A will be encouraged.

Important Dates

- ~~March 15, 2021~~ Deadline for submission of an invited track proposal
- May 31, 2021 Deadline for paper or abstract submission
- June 30, 2021 Acceptance/Rejection notification
- July 15, 2021 Final camera-ready papers and copyright transfer form

Registration

Registration fees will be abstract- or paper-based. Free (Service Science member) or \$35 (non SS member) for an abstract-based presentation. \$100 (Service Science member) or \$135 (non SS member) for a full paper. \$0 (for free) for registered audience.

General Inquiry

Email: servicescienceglobal@gmail.com

* The safety and well-being of all conference participants is our highest priority. The conference will be held in a virtual format due to the safety need and travel restrictions.