

2023 INFORMS Conference on Service Science

Digital Transformation for Better Life

(Conference website <http://icss2023.servicesscienceglobal.org>)

CALL FOR PAPERS/ABSTRACTS/POSTERS

Oct. 14, 2023, Phoenix, AZ, USA

Phoenix keeps soaring, as one of the largest and sunniest cities in the U.S. Located in the Sonoran Desert, one of the wettest and greenest deserts in the U.S., and nestled among several mountain ranges, Phoenix provides a wonderful setting for outdoor adventure, including hiking, biking and horseback riding, or golf; and, a chance to explore ancient Native American culture. With a foundation nestled deep in the past, Phoenix is looking ahead to a bright future, with major industries including high-tech manufacturing and green construction, and a determination to become carbon neutral by 2050. (©INFORMS 2023 Annual Meeting)



Conference Scope and Theme

2023 INFORMS Conference on Service Science (ICSS 2023) 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. This year's conference theme is *Digital Transformation for Better Life* at Work and Home.

After going virtual for 3 years, this year's conference will be **in-person** and as a **pre-conference** of the 2023 INFORMS Annual Meeting. It 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/poster.

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:

- Digital Transformation in Business, Organizations, and Society
- AI, AR/VR, Metaverse, and Digital Applications in Healthcare, Energy, Finance, Transportation, Sport, Education, Governmental/Public Services, etc.
- Service Theories and Development; Service Research, 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

Submission & Publication

The conference welcomes submissions of original unpublished research (full paper only for competition or 1 page abstract), published work (abstract only), and posters (abstract only). Full paper submissions must be written in English, at most **fifteen (15)** pages long (including figures, tables, and references) and submitted as a word or PDF file. Paper submissions will be considered for the Best Conference Paper award. No conference proceedings will be published.

This year's conference will be organized using Tracks. Please select a **Track** (please refer to the conference website for the list of tracks) for which you think your paper has the best fit. We are accepting Track proposals (see Important Dates below). The conference will organize (1) **Best Poster** and (2) **Best Conference Paper** awards competitions. Only full papers are qualified for the best paper award. The finalists selected by the award committee must present their work at the conference to compete for the awards.

A special issue in *Digital Transformation and Society* (DTS) will be compiled from a list of full papers recommended by the Best Paper award committee. Recommended papers must be submitted to DTS website. The review of recommended full papers will be expedited by DTS. DTS is an open access journal, free of article processing charges.

Important Dates

- Mar. 31, 2023 Deadline for Track Proposals
- May 31, 2023 Deadline for paper and abstract (including poster) submission
- July 15, 2023 Acceptance/Rejection notification
- Aug. 1, 2023 Deadline for Registration

General Inquiry: Email: servicesscienceglobal@gmail.com