

CALL FOR PAPERS

The 5th International Conference on Serviceology - ICServ2017

July 12 - 14, 2017

University of Vienna, Vienna, Austria

SCOPE AND TOPICS:

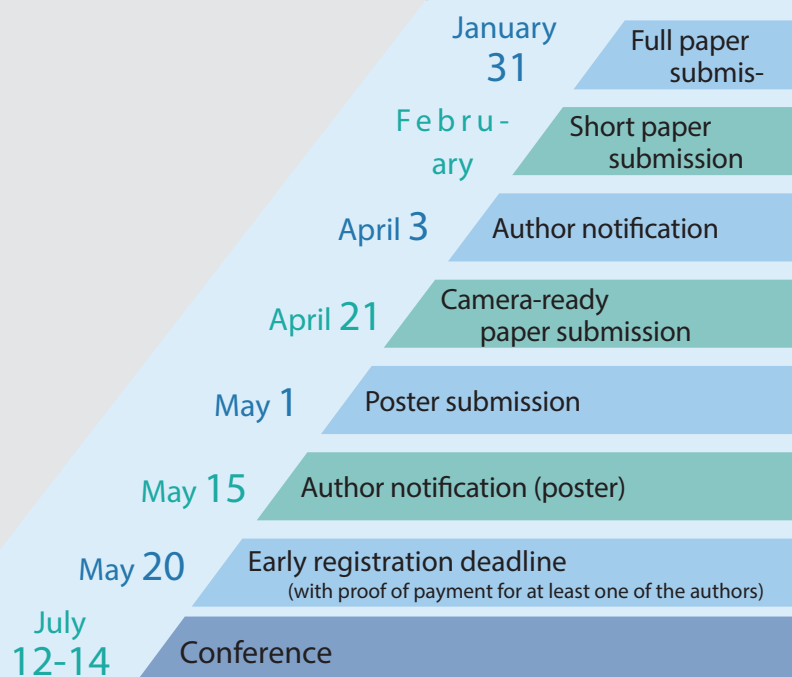
The International Conference on Serviceology is an annual academic event initiated by the Society of Serviceology (www.serviceology.org) in Japan aiming to bring together researchers, academics and industry leaders, active and interested in the latest technologies, methodologies, and case studies addressing (co)-creation of services in a sustainable society.

ICServ2017, to be held in Vienna, is the fifth event in this series, following three successful events in Japan (2013, 2014, 2016) and one in the USA (2015). As its predecessors ICServ2017 aims to be an interdisciplinary forum for people to share their views, to exchange ideas, to develop new insights and to report state of the art research results.

We invite researchers from all over the world to submit original, unpublished contributions reporting substantive new work in the fields of service science, management, engineering and technology. All topics relevant to serviceology are of interest, but the conference particularly encourages submissions addressing:

- SERVICE INNOVATION
- SERVICE DESIGN
- SERVICE MARKETING
- SERVICE MANAGEMENT AND OPERATIONS
- SERVICE CAPABILITY
- THEORETICAL PERSPECTIVES ON SERVICE
- VALUE CO-CREATION & CONTEXT
- SERVICE ECO-SYSTEM
- HUMAN-CENTERED SERVICE SYSTEM
- SERVICE ENGINEERING & TECHNOLOGIES
- SERVICIZATION AND PRODUCT-SERVICE-SYSTEMS
- IoT-BASED SERVICES
- SERVICES IN INDUSTRY 4.0
- SERVICE ECONOMICS & POLICY
- SERVICE PRACTICES (healthcare, tourism, hospitality, education, communication, retail, food service, contents service, gaming, etc.)

IMPORTANT DATES 2017:



PUBLICATION:

Prospective participants are requested to electronically submit either papers (6-12 pages), studies-in-progress, survey papers or posters of their work. The conference organizers aim to publish the conference proceedings with Springer, therefore authors are asked to preferably use the Springer LNAI/LNCS template. Poster templates will be available on the conference website.



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