

Call for Papers

The 15th International Conference on Service Systems and Service Management

ICSSSM'18

July 21-22, 2018

Hangzhou, China

<http://www.rcem.tsinghua.edu.cn/ICSSSM/>

Co-Sponsored by:

IEEE SMC

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Topics of Interest:

The topics of interest include, but are not limited to, those listed in the following tracks:

Track 1 – Theory and Principle of Service Sciences

Service concepts and strategies, quality assurance, performance metrics.

Track 2–Information systems (or electronic commerce) and service management

With the rapid development of information technology and information systems, people could provide better services by using a wide range of information systems. For instance, Didi and Uber typically change the taxi industry and user behavior. This track calls for both the micro- and macro-level analyses of information system development and service management.

Track 3– Service management and service innovation

Innovation is one of the key issues in the new age of economics. This tracks calls for how innovative services are developed and applied.

Track 4–Service Marketing and Financial Management

Demand forecasting, customer relationship management, public relations, customer behavior, satisfaction, and retention, service cost evaluation and analysis, profitability of service investment, risk

management, revenue management.

Track 5–Supply Chain Management for Service

Supply chain planning, value delivery, supply chain management based on emergency, supply chain cluster, transportation management systems, return logistics, supplier relationship management, logistics visibility and control, procurement.

Track 6–Specific Industrial Service Management

Information service, tourism and hotel management, public service, hospital, finance and insurance service, sports service, exhibitions.

Track 7–Service Empirical Studies and Case Studies

Education, public service, transportation, telecommunication, maintenance, finance/ insurance/real estate, distribution/retail, tourism, after-sales service, service for social, economic, and cultural events (e.g., exhibitions, sports, festivals).

Track 8–Electronic business new models and strategies

Internet finance, cloud computing and big data for e-business/e-service, open innovations for e-business/e-service, online to offline marketing, information sharing in e-business/e-service environment, distribution channels and product variety of e-business/e-service, e-logistics management

Track 9–Data analytics and service management

Big data computing and application, data analytics, data mining, predictive analytics, knowledge discovery, classification, risk detection for service management.

Important Dates:

March 25, 2018,	Extended abstracts or full papers (maximum 6 pages) submission
May 15, 2018,	Notification of paper acceptance or rejection
June 15, 2018,	Final camera-ready papers submission deadline
July 21-22, 2018,	Conference

Paper Submission:

1. Please format your final Camera-ready paper According to the IEEE format Style.
2. Then submit your electronic version of your Camera-ready paper in both .PDF (make sure there is no page number on each page) and .DOC files to icsssm_2018@163.com.

Call for Invited Sessions and Tracks:

The goal of invited sessions (5 papers for each session) and invited tracks (at least two sessions) is to provide focused discussions on new topics or innovative applications. Each prospective session/track organizer is invited to submit a proposal, including the title of the session/track, and a list of authors with extended abstracts before March 25, 2018, the final version of full papers of all submissions must be submitted before June 15, 2018.

Best Paper Award:

The Best (Student) Paper Award will be announced to recognize excellence of the papers to be presented in the conference. Up to three awards in each track may be granted. In addition to a certificate, the best papers will be recommended for publication in the *Journal of Systems Science and Systems Engineering* (a SCI Journal).

Publication:

The conference proceedings will be published in CD-ROM with ISBN. From 2005 to 2017 the proceedings of ICSSSM have been indexed by EI Compendex. Some accepted papers will be selected for extension and review again for publication in the *Journal of Systems Science and Systems Engineering* (indexed by SCI).