CALL FOR PAPERS Joint International Conference of
Service Science and Innovation (ICSSI 2018) and Serviceology (ICServ 2018)
November 13–15, 2018, Taichung, Taiwan

Pursuing excellence in service research

SERVICE+

Co-hosted by Service Science Society, Taiwan and Society for Serviceology, Japan
Organized by Asia University, Taichung, Taiwan

CONFERENCE THEME

The meaning of "**SERVICE+**" has three folds: First, it refers to "A+", indicating pursuing excellence in service R&D; Secondly, it implies that service has become a "plus" for everything and everyone, and; Thirdly, for the first time, two major institutes in service research in Asia co-host an academic conference, manifesting a new era for development of tertiary industries.

TRACKS

Papers to be accepted should fit at least one of the following attributes:

Science – service management, service X-logy (ontology, epistemology, methodology) etc.

Engineering - service engineering, smart systems, IoT, VR/AR, autonomy, etc.

Reinventing – service innovation, service design, service tools, intellectual property, etc.

Value – service value, knowledge, performance, business, industry, government, environment, etc.

Integration – service mindset, theories, procedures, technologies, industries, etc.

Co-creation – with users, employees, clients, governments, international providers, etc.

Economy - experience economy, sharing economy, circular economy, creative economy, etc.

+(plus) – emerging concepts (ex: artificial humanity) or things that are relevant to service.

SUBMISSION CATEGORIES

All submissions will be in format of extended abstract (250-500 words) with optional figures and tables. When submitting the abstract, the authors choose one of the following formats to prepare the final camera ready: Full paper (8-10 pages), Short paper (4-6 pages), and Poster paper (up to 4 pages). A mentor will be assigned to review a full paper and to provide feedbacks for refinement.

Authors should submit abstracts through Easychair https://easychair.org/conferences/?conf=icssi2018icserv2018 One person can make only one submission as a first author. There can be another submission(s) if the person is not the first author.

CONFERENCE PROCEEDINGS

All accepted papers (including Poster paper, but not the poster itself) will be published in digital format.

JOURNAL SPECIAL ISSUES

Several journals including Journal of Serviceology, International Journal of Cultural and Creative Industries, and Journal of Design will have a special issue on this conference. Selected full papers will be recommended for these special issues. The full papers will be handled according to the journals' review policy and acceptance is by no means guaranteed.

IMPORTANT DATES (2018)

April 1	Abstract (250-500 words) Submission deadline
May 1	Notification of acceptance
July 1	Paper submission (Full paper, Short paper and Poster paper)
Aug. 15	Full paper feedback
Sep. 15	Camera-ready Full papers submission (for refined papers only)
Sep. 1-30	Early bird Registration
Nov. 13-15	Conference

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WEB : http://icssi.s3tw.org.tw

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