



Services Computing in the
Tide of Artificial Intelligence

The 11th International Conference on Service Science

May 11-13, 2018, Shanghai, China

Organizers



上海大学
Shanghai University

Honorary Chair

Junliang Chen, Professor of BUPT,
Academician of Chinese Academy of Sciences, China

Conference Co-Chairs

Xiaofei Xu, Harbin Institute of Technology
Xiaowei Shen, IBM Research China
Minghong Wu, Shanghai University

Overview

International Conference on Service Science (ICSS) is an annual academic event initiated by IBM and directed by the Advisory and Steering Committee on Serviceology in China, and is also one of the top events of service science community in China. The previous ten ICSS events were successfully held at Beijing (2008 and 2009), Hangzhou (2010), Taipei (2011), Shanghai (2012), Shenzhen (2013), Wuxi (2014), Weihai (2015), Chongqing (2016), and Xiamen (2017). Over 120 experts around the world attended each of the ICSS conferences. ICSS features a unique mix of academic, industrial, and cross-discipline topics, and provides a platform for the presentation and exchange of research results and practical experiences as well as education development on serviceology. The speakers in the conference include many of the leading service science experts from both academia and service industries around the world.

Service Science, an emerging cross-discipline area, addresses key research and practice issues in developing modern service industries. ICSS focuses on the complementary and synergistic aspects of established fields such as computer science, informatics, software engineering, operation research, industrial engineering, management science, social and cognitive sciences, which are expected to contribute to the further development of service sciences. Furthermore, ICSS also encourages exploring and studying scientific and practical issues that are fundamental to the service sector.

Research Track

The ICSS 2018 research track seeks original, unpublished research papers reporting substantive new work in various aspects of services science, management, engineering, and technology. Research papers must properly cite related work and clearly indicate their contributions to the field of serviceology and related fields. All topics relevant to serviceology are of interest, but the conference program committee particularly encourages submissions in the following categories:

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|--|----------------------------------|
| 1. Intelligent and Cognitive services | 2. Service Science |
| 3. Service Management | 4. Service Innovation and Design |
| 5. Software Service Engineering and DevOps | 6. Big Data and Big Services |
| 7. Cloud Services, IoT Services, and Edge Services | |

Important Dates

Submission Due:	March 12 th , 2018	March 27 th , 2018 (Extended)
Notification of Acceptance:	April 12 th , 2018	April 18 th , 2018 (Extended)
Author Registration Due:	April 25 th , 2018	
Conference Date:	May 11 th -13 th , 2018	

Paper Submission

High quality research papers and case studies are invited to be submitted through the following link:

<https://easychair.org/conferences/?conf=icss2018>

An original article would normally consist of 5000-7000 words (excluding figures, tables and references), although high-quality articles which exceed 7000 words will be considered.

All articles must be written in English. If English is not your first language, please ask an English-speaking colleague to proofread your article.

Paper Publication

ICSS 2018 has its proceedings with short paper format and will be published on the ICSS 2018 website. All the high quality accepted papers will be extended and recommended to the special issues of the following journals:

- International Journal of Services Technology and Management (EI Compendex)
- International Journal of Information Technology and Management (EI Compendex)
- International Journal of Internet Manufacturing and Services (EI Compendex)

In addition, for several best accepted papers of ICSS 2018, we would help authors revise and submit their extended versions to the following journals:

- International Journal of Web Services Research (SCI)
- IEEE Transactions on Services Computing (SCI)

Steering Committee

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<http://icss2018.shu.edu.cn>