



Welcome to ICISO 2014

Service Science and Knowledge Innovation IFIP WG8.1 Working Conference

Service science is a young discipline that has attracted great attention by academia and industry because of the increasing prominence of service economy and the need for a scientific approach to guide the study of services. Service, as opposed to product, is regarded as an intangible commodity that is characterised by extensive use of information and knowledge in the activities that lead to the creation and addition of social, economic, environmental or other value. Typical service industry includes financial services, hospitality, retail, health and education, as well as recent types such as data services, knowledge management and consultancy. In parallel to the service industry, other industrial sectors such as manufacturing, construction and agriculture, having realised the added value from the service associated with the product, have been incorporating service into their value network.

In the current economy, the value network of a large organisation may be connected to suppliers, customers and many other stakeholders, often in a complex and extensive form spreading over many distributed locations and even multiple jurisdictions. In such a setting, information has two roles: one is that information itself is the valuable commodity to be delivered to the customers; and another role is that information must be effectively managed and used in communication to coordinate the human activities and the moves of materials. For small and medium sized enterprises that the value network may be simpler, information is still important in value creation through, e.g. proper use of information in coordination of production activities, marketing, customer relationship management and supply chain management.

The conference topics of interest include, but are not limited to:

- Organisational semiotic theory, concepts, methods and techniques, and their practical applications
- Semiotically inspired approaches to information management
- Operations research in service
- Decision analysis and methods
- Big data, data science and business intelligence
- Systems modelling and simulation
- Information management and engineering
- Technology and knowledge management
- Information processing and intelligent systems
- E-business and e-commerce
- Healthcare systems and management
- Finance engineering and risk management
- Industrial production and service engineering
- Manufacturing system and service management
- Logistics engineering
- Service innovation and management
- Supply chain management
- Corporate social responsibility and sustainability
- Finance management and accountability in service
- Service and pervasive informatics
- Socio-technical perspectives to enterprise systems

Conference Organisation

Conference Chairs

- Prof Lanjuan Liu, Shanghai University of Finance and Economics, China
- Prof Kecheng Liu, University of Reading, UK

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- Dr Weizi Li, University of Reading, UK

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- Rongfei Zhou, Shanghai University of Finance and Economics, China

Conference email address:

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IFIP WG8.1 Working Conference
May 23-25, 2014, Shanghai, China
<http://www.orgsem.org/2014>



Submission Guidelines

Authors are invited to submit original, unpublished research papers that must not be published elsewhere and not currently under review for any other publication. The manuscripts in English must be submitted in the provided format (both as Word and Adobe PDF files) and may not exceed 10 pages. All papers will be submitted to the conference through the EasyChair system. Authors are strongly encouraged to use Springer LNCS/LNAI manuscript submission guidelines for their initial submissions.

Conference Venue

ICISO 2014 will be hosted by the Shanghai University of Finance and Economics (SUFU). SUFU enjoys a reputation of one of top-ranked research universities in China, especially in finance and economics. Shanghai is a financial capital in the world. It is the biggest city in China with strong influence in commerce, finance, media and fashion. Shanghai is also a popular tourist destination for a mixed landmark filled with historical landmarks and modern skyscrapers.

Publication

The papers will be selected based on a double blind review by PC members. At least one author per accepted paper is required to register and attend the conference. All accepted papers will be published by Springer as a volume of the series of IFIP Advances in Information and Communication Technology (IFIP AICT). The proceeding will be indexed by the following indexing services/databases: **ISI Proceedings; EI Compendex; SCOPUS; ZBL; DBLP.**

In addition, selected papers from conference proceedings will be recommended, with substantial extension, for publication in special issues or special sections of the following journals.

- *Studies in Informatics and Control* (SCI Expanded/ISI)
- *International Journal of Computers, Communications and Control* (SCI Expanded/ISI)
- *International Journal of Internet and Enterprise Management* (Elsevier); (TBC)
- *International Journal of Information Systems and Social Change* (ACM Digital Library/INSPEC); (TBC)

Important dates

Regular Paper Submission: 1 February 2014

Authors Notification: 15 February 2014

Camera-ready Submission and Registration: 1 March 2014

Conference Date: 23 - 25 May 2014

Programme Committee

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