

First International Symposium on **Service Systems** *for* **Social Innovation**

September 7-10, 2014 Warsaw, Poland



SS4SI'14

<http://fedcsis.org/ss4si>

Symposium Rationale and Context

In today's economy, services are no longer considered just as a necessary extension to products. On the contrary, almost every modern product is combined with services, and it is the joint product-service experience that is judged by customers, thus truly generating real value and corporate profit growth. Since services are provided and consumed through systems, there is a need for studies that will focus on the dedicated theories, methods, and tools for designing software systems and applications supporting provision of ICT service solutions in general, and specifically for social innovation.

The term 'social innovation' refers to all kinds of concepts, ideas, processes, activities, tools, etc. that bring about an invention that addresses a particular social need and creates economic value through risk-taking joint venturing. In the age of information and massive connectivity, the main challenges of the developed world become delivering means and infrastructure for ICT-supported lifestyle management and providing innovative services to different groups of the society, tailored to their individual needs and demands.

The emergence of consumer markets as the primary driver of ICT innovation has been a major industry shift, challenging the way companies innovate and evolve with ICT. Service innovations, new ways of service creation, orchestration and consumption, using and creating vast amounts of openly available or user-generated data offer great potential for improving everyday life of large parts of our society. New business models and ways of value creation become critical, as a big opportunity, but also

as a challenge for organizations and society at large. Consumerization describes the tendency for new information technology to emerge first in the consumer market and then spread into business and government organizations.

Important Dates

Regular paper submissions	April 11, 2014
Position paper submissions	May 5, 2014
Acceptance decision	May 19, 2014
Camera-ready version	June 17, 2014
Conference dates	September 7-10, 2014

Paper Submission and Publication

The SS4SI symposium will accept regular papers and position papers. Authors should submit an original paper in English, using the on-line submission procedure. The guidelines for paper formatting are provided at the event website. The length of a regular paper is 8-10 pages and a position paper is 6-8 pages (IEEE style).

All papers will be refereed and accepted on the basis of their scientific merit and relevance to the event. Papers that are out of the event scope or contain any form of plagiarism will be rejected without reviews. Only papers presented at the symposium will be included in the IEEE Xplore® database and submitted for indexation in: Thomson Reuters Conference Proceedings Citation Index, Elsevier Scopus, IET INSPEC, DBLP Computer Science Bibliography, and Google Scholar.

Regular papers should be original research work, present analysis of data and discussion of research findings. We invite two types of regular papers:

1) Original contribution papers describe new contributions to research in the field of social innovation and/or service system development. They define theories and/or build artifacts, describe the related research, and propose a solution validated via typical scientific methods, such as experiments, analyses, simulations, mathematical proofs or field/case studies.

2) Experience evaluation papers present existing experiences encountered in practice, define related challenges, and propose new scientifically-validated solutions to one or more of those challenges.

Position papers should relate to an ongoing research or experience. Time allowed, position papers will be

presented by the authors alongside regular papers. We invite two types of position papers:

1) Emerging research papers present preliminary research results from work-in-progress based on sound scientific approach but presenting work not completely validated as yet. They must describe precisely the research problem and its rationale. They must also define precisely the intended future work including the expected benefits from solution to the tackled problem.

2) Challenge papers propose and describe research challenges in theory or practice of software engineering. The papers in this category must be based on deep understanding of existing research or industrial problems. Based on such understanding and experience, they need to define new exciting research directions and show why these directions are crucial to the society at large.

Areas and Topics of Interest

Social Innovation

- o Life situations (Health, Shopping, Communication, Media, Housing, Mobility, Administration, Government)
- o Applications and services for consumers
- o Value chains and innovation lifecycle
- o Organizational innovation and social entrepreneurship
- o Ambient-assisted living / independent living
- o Social impact and performance measurement
- o Social networks in social innovation

Services for Society

- o Services governance and organizational transformation
- o Quality and cost of services for society
- o Methods for developing consumer services
- o Ontology and semantic technologies
- o Collaborative business processes
- o Services for sustainability and everyday living
- o Market of services for society
- o Business models for services for society
- o Entrepreneurship and service models for consumer solutions

Service Systems and Applications

- o Consumer technologies
- o User-centered software engineering
- o Requirements analysis of service systems
- o Service systems design and implementation
- o Services orchestration and maintenance
- o Services computing in mobile environment
- o Quality models and metrics for service systems
- o Service systems security, privacy and trust

Steering Committee

Bogdan Franczyk

University of Leipzig, Germany
Wroclaw University of Economics, Poland

Jan Marco Leimeister

University of Kassel, Germany
University of St. Gallen, Switzerland

Leszek A. Maciaszek

Wroclaw University of Economics, Poland
Macquarie University, Sydney, Australia

Hubert Österle

University of St. Gallen, Switzerland

Event Chairs

Leszek A. Maciaszek

Wroclaw University of Economics, Poland
Macquarie University, Sydney, Australia

Philipp Menschner

University of Kassel, Germany

Andrzej Niesler

Wroclaw University of Economics, Poland

Philipp Osl

University of St. Gallen, Switzerland

