



**The First International Symposium on Services Science (ISSS 2009),
Leipzig, Germany, 23rd - 25th March 2009**

Hosted by University of Leipzig, Department of Computer Science and
Information Systems Institute,
Institute of Applied Informatics (InfAI) e.V.
Leipziger Informatik-Verbund (LIV)

In Cooperation with:



With a keynote by Martin Jetter, Chairman IBM Germany

Important Dates

Submission of symposium papers **15.10.2008**

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Symposium dates

Mon, March 23, 2009 until Wed, March 25, 2009

Services Science has emerged as a new research discipline that receives growing attention both in academia and practice. It combines research from various disciplines which have evolved more or less separately. While theories from organizational and marketing science usually capture the nature of these products, engineering disciplines focus on shaping and developing these information goods, and the information systems field on integrating services which are perceived as encapsulated application functionalities with standardized (XML) interfaces. These research streams converge in the new interdisciplinary area of Services Science which integrates the principles, design, and management of economic and technical services.

The „First International Symposium on Services Science“ will take place in Leipzig between March 23rd and 25th, 2009 as a part of the Multi-Conference SABRE - Software, Agents and Services for Business, Research and E-Sciences. The goals of the symposium are to present the current state of the art in research and industry regarding the Services Science, to establish a platform for the exchange of interested experts from various disciplines. The symposium welcomes both scientific contribution and best practices from practitioners. The program will be completed by keynotes. The organizing committee aims at balancing theory and practice. Leipzig University is located at the heart of Germany and will celebrate its 600 years anniversary in 2009.

TOPICS

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The topics of the ISSS 2009 include but are not limited to:

- Services design & engineering
- Services modeling & simulation
- Industrialization und standardization of services
- Configuration and evaluation of business services
- Services systems and service components
- Services platforms for orchestrating and maintaining services
- Basic services technologies and architectures
- Customer Integration in Service Design, Delivery and Operation
- Services innovation & management (key success factors, service types e.g. systems integration, professional services, self services)
- Services marketing (e.g. brand building)
- Service business models (e.g. Services pricing, revenue strategies and organization) and their evolution
- Services governance and organizational transformation
- Management and customizing/localization of services
- Services operation and service offshoring
- Risk Management for services
- Legal aspects of services (assets, intellectual property building, property rights, branding)
- Service excellence and service productivity
- Service export and internationalization of services
- Other services related topics

ISSS 2009 seeks two types of contributions:

- * Full research papers (english) 10 pages,
- * Industrial experience papers (english) 6 pages,

All submitted papers will undergo a rigorous double blind peer review process. Hence, the author(s) name(s) and address(s) must NOT appear in the body of the submitted paper, and self-references should be in the third person. Only the title should be shown at the first page, without the author's information. Papers will be selected based on originality, quality, soundness and relevance. All contributions must be original, not published, accepted or submitted for publication elsewhere.

Publishing of accepted works

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All research and industrial papers will be published within a series of the Institute for Applied Informatics (InfAI) e. V. published by Logos, Berlin/Germany.

Selected best papers will be invited to create extended versions and submit to special issues of international journals (e.g. Electronic Markets Journal).

General Chair

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Rainer Alt, Klaus-Peter Fähnrich and Bogdan Franczyk, Institute for Applied Informatics (InfAI) and University of Leipzig, Germany

Organizing Committee Members

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Kyrill Meyer, Martin Gebauer, Karen Heyden and Claudia Carl, University of Leipzig, Germany

Program Committee

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Sampson Scott E., Marriott School, Brigham Young University, USA
Satzger Gerhard, University of Karlsruhe (TH), Germany
Scheuermann Gerik, Institute for Applied Informatics (InfAI) and University of Leipzig, Germany
Schuh Günther, Research Institute for Operations Management at RWTH Aachen University, Germany
Siebiera Guido, ESSADE Business School, Spain
Skarpelis-Sperk Sigrid, Germany
Smits Martin, Tilburg University, The Netherlands
Spath Dieter, Fraunhofer Institute for Industrial Engineering IAO, Germany
Spohrer Jim, IBM Almaden Research Center, USA
Stauss Bernd, Ingolstadt School of Management, Catholic University of Eichstätt-Ingolstadt (KU), Germany
Stegemann Holger, Project Management Agency part of the German Aerospace, Germany
Stich Volker, Research Institute for Operations Management at RWTH Aachen University, Germany
Stolze Markus, Technical University Rapperswil, Switzerland
Studer Rudi, KSRI - Karlsruhe Service Research Institute, Germany
Taurel Wilhelm, Association for Services Management (AFSMI) German Chapter, Germany
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Vargo Stephen, University of Hawaii
von Wangenheim Florian, Technical University of Munich, Germany
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Conference Site

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<http://isss.uni-leipzig.de>