AIS Special Interest Group Services (SIG SVC)

Pre-ECIS Workshop 2017: Service Science – New Perspectives and Directions for IS

Service Science is an emerging academic discipline that is highly relevant to IS scholars. Information systems enable the design of many services (e.g. cloud based storage), while simultaneously representing the context in which many services are co-created. However, despite substantial efforts within the field, researchers and practitioners still suffer from a lack of theory-based knowledge for engineering and managing services, and to leverage IS for service innovation. Service-focused research in IS needs to create and refine concepts, models, methods, and systems to reflect these developments. In Particular, we call upon the next generation of service scholars that started their academic careers in the last five years to address the emerging challenges through fresh thinking.

Purpose of the Workshop

This workshop intends to offer a fresh perspective on the intersection of IS research and Service Science. We call service scholars interested in questions that focus on innovative perspectives related to service that extend or even depart from conventional wisdom within IS research to participate. The workshop participants will develop their ideas in a short paper of not more than two pages (ECIS paper template) prior to the workshop and submit the paper via email. The workshop itself serves to present, discuss, and organize the ideas submitted.

Format of the Workshop

The workshop will be a one-day event, including three sessions. The first session will provide scholars working in the field of service science to present and discuss individual ideas for the future development of Service Science. In the second session, participants will form teams to jointly develop research papers based on their ideas. The third session serves for discussing the ideas and to receive immediate peer-feedback. The workshop will be concluded by the SIG Services assembly.

Time	Event
09:00 – 09:30	Welcome
09:30 – 11:00	Workshop Session 1: Paper Presentations
11:00 – 11:30	Coffee Break and Team Formation
11:30 – 13:00	Workshop Session 2: Senior Scholars' Presentations
13:00 – 14:00	Lunch Break
14:00 – 15:30	Workshop Session 3: SIGSVC Workshop
15:30 – 16:00	Coffee Break
16:00 – 17:00	AIS SIG Services Assembly

Timeline
14.04.17: Submission deadline for short papers
19.04.17: End of screening by workshop chairs
07.06.17: Workshop day

Workshop Chairs
Prof. Dr. Daniel Beverungen (Paderborn)
Dr. Christoph Breidbach (Melbourne)

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