The Sixth IEEE International Workshop on "Service Science and Systems" (SSS 2013)

In conjunction with COMPSAC 2013

Goal of the Workshop

Service sector forms a growing portion of world economy, accounting at the moment under 50% and around 70% of the total value adds in the developing and developed countries, respectively. Yet, this sector is still lagging behind other industry sectors, such as manufacturing, in terms of overall productivity. The advent of the Internet shortens the distance between service providers, service suppliers, service consumers which, coupled with the ever-increasing computing power, has become a key driver in brewing a new wave of business and technical models, promising to boost the productivity in the service sector.

A full End-to-End (E2E) service cycle covers stages of service creation, marketing, delivery, management and evolution. It is only recently that the importance of examining the scale, complexity and interdependence of service systems, in the lights of globalisation, demographic changes and technology developments, have been highlighted, calling for actions from education, research, business and government alike. A first symposium on "Service Science, Management and Engineering" and a first international conference on service science were held in Cambridge (2007) and Beijing (2008) respectively.

Service science is still in its infancy, existing main driving forces in this area are from traditional hardware and software vendors who, while possessing tremendous knowledge and experience in computing, are restricted in the width and depth of visions in service applications. This workshop intends to fill the gap; in particular, it examines key stakeholders in the service cycles and sees how modern technologies can help boost productivity of the stakeholders.

Following the successful running of BINDIS'08, BINDIS'09, BINDIS'10, SSS'11 and SSS'12 that were held in Turku, Seattle, Seoul, Munich and Izmir, we now continue to run the sixth in a series in Kyoto, Japan, 2013.

The workshop will act as a unique forum to
- Review key stakeholders, activities in service cycles,
- Identify relevant modern technologies that can help boost service cycles,
- Examine novel service systems and applications in a variety of service industries.

Theme and Scope of the Workshop

The workshop will bring together researchers and practitioners to share research results, advances and practical experience related to service science and systems, with focus on tackling barriers towards maintainability, scalability, reliability, interoperability, comprehensibility, usability, controllability, sustainability,

profitability and productivity in the service cycles. Topics of interest include, but are not limited to:

- Service creation and engineering
  - SaaS, PaaS, IaaS
  - Service repository and reuse
  - Service oriented architecture, analysis and design
  - Service conceptual modelling, composition and orchestration
  - Service design and testing methodologies
- Service marketing
  - Market detection and segmentation
  - Demand forecasting and resource planning
  - Service directory, semantics, pragmatics, markup and matchup
  - Social network and recommendation
  - Economic models for service market
- Service delivery, management and improvement
  - Service-level agreement, measurement and optimisation
  - Service automation and productivity improvement
  - Service process simulation, analysis and problem solving
  - Green computing and sustainable service
- Technology-enabled services and case studies
  - Cloud computing
  - Education, community, healthcare, government, enterprise, professional, outsourcing, etc.
  - Service standardization
  - Product servitization

Program Committee

Ezendu Ariwa, London Metropolitan University, UK
Lianne Bodenstaff, University of Twente, The Netherlands
Darek Ceglarek, University of Warwick, UK
Shu-Ching Chen, Florida International University, USA
Xiaochun Cheng, Middlesex University, UK
Tang Loon Ching, National University of Singapore, Singapore
Nam Wook Cho, Seoul National University of Technology, Korea
Shuo-Yan Chou, National Taiwan University of Science and Technology
Jen-Yao Chung, IBM Research, USA
Raymond P. Fisk, Texas State University, USA
Genady Grabarnik, IBM Research, USA
Remigijus Gustas, Karlstad University, Sweden
Sandeep Karamongikar, Infosys Technologies, India
Kwang-Jae Kim, Pohang University of Science and Technology, Korea
Yang Li, BT Research & Technology, UK
Xiaodong Liu, Napier University, UK
Zongwei Luo, Hongkong University, China
Daihwan Min, Korea University, Korea
David Mulligan, National University of Ireland (Galway), Ireland
Andy Neely, Cambridge University, UK
Christos Nikolaou, University of Crete, Greece
William Song, Durham University, UK
Daoping Wang, University of Science and Technology Beijing, China
Hongbing Wang, Southeast University, China
Jijiang Yang, Tsinghua University, China

Kongyu Yang, Beijing Information Science and Technology University, China
Kun Yang, Essex University, UK
Wan Chul Yoon, KAIST, Korea
Muhammad Younas, Oxford Brookes University, UK
Ming Yu, Tsinghua University, China
Lin Zhang, BeiHang University, China
Yong Zhang, Tsinghua University, China

Important Dates

March 20, 2013	Deadline for paper submission
April 21, 2013	Decision notification (electronic)
May 5, 2013	Camera-ready copy and author registration due

Submission and Review

Original papers will be considered. All submitted papers will be reviewed by the program committee according to its originality, significance, correctness, presentation, and relevance. We encourage authors to present position papers on practical studies and experiments, critiques of existing work, emerging issues, and novel ideas under development.

Both draft and camera-ready papers must be submitted electronically via the SSS 2013 Submission Page (http://myreview.cs.iastate.edu/SSS2013)**.** Manuscripts will be limited to six pages for regular/invited paper, four pages for short paper, two pages for fast abstract and position statement including all figures, tables, and references. Extra page charges apply. Please consult COMPSAC Paper Submission page for proper naming convention. The format of submitted papers must follow the IEEE conference proceedings guidelines (i.e., 8.5" x 11", Two-Column Format (PDF, DOC); Layout Guide (PDF, DOC)).

All accepted papers will be published in the electronic conference proceedings by the IEEE Computer Society, indexed through INSPEC and EI Index (Elsevier's Engineering Information Index), and automatically included in the IEEE Digital Library. At least one of the authors of each accepted paper must register as a full participant of COMPSAC for the paper to be included in the proceedings. Each accepted paper must be presented in person by an author.

Workshop Co-Chairs

Prof. Jijiang Yang
Tsinghua University, China
Email: yangjijiang@tsinghua.edu.cn

Dr. Yang Li
British Telecom, UK
Email: yang.li@bt.com

Prof. Kwang-Jae Kim
Pohang University of Science and Technology, Korea
Email: kjk@postech.ac.kr

Prof. Shuo-Yan Chou
National Taiwan University of Science and Technology
Email: sychou2@mac.com