Karlsruhe Service Summit – First Research Workshop
February 26th, 2015 in Karlsruhe, Germany

The Karlsruhe Service Summit is hosted by KSRI to provide a service innovation hub for researchers and practitioners in the fields of business engineering, economics, computer science, information systems, operations research, logistics and social sciences.

The Service Summit is preceded by the First KSS Research Workshop, which takes place one day prior to the Summit. The objective of the workshop is to foster academic and interdisciplinary discourse and networking amongst different generations of researchers from the field of service science. In order to achieve this objective, stimulation of academic scholarship, discussions of ideas as well as dialogue among students and researchers from different countries, disciplines and seniority is intended. The workshop commences with tutorial sessions while the afternoon will be dedicated to the actual workshop presentations followed by discussions and a joint get-together with the industry representatives of the Summit in the evening.

Call for Short Paper Submission

For KSRI's first Service Summit Research Workshop, we invite submissions of theoretical and/or empirical research dealing with one or several of the subsequent four workshop's pillars. In particular, the significant topics energy, mobility, health care, social collaboration and web technologies used in an increasingly digitized world are of interest.

We especially encourage submissions with an integrative perspective. All submitted short papers will be blind peer reviewed by at least three members of the program committee. The selected submissions will be published in post workshop proceedings of the KSRI-Service-Summit. Additionally, we consider eligible papers to be extended for submission to Service Science, an INFORMS journal (http://pubsonline.informs.org/journal/serv). In order to increase the number of active participants, a special poster session will be organized for eligible papers during the Service Summit, the day after the workshop. More information regarding the service summit is available here: http://www.service-summit.org

Submission Process

2014-12-12 Paper Submission
2014-12-22 Notification of Acceptance
2015-01-18 Final Paper Submission and Authors' Registration
2015-02-26 Workshop Date

Short papers up to 6 pages in the template provided online
Please submit through easychair: https://www.easychair.org/conferences/?conf=kss2015

Energy and Mobility Services

The energy sector continues to undergo substantial structural changes. Currently, the expanding usage of renewable energy sources, the decentralization of energy supply and the market penetration of electric road vehicles have a significant impact on the future development of energy service requirements. In the transport sector, especially in road transport and intralogistics, the understanding of energy consumption and the efficient usage of energy in material handling technology is of increasing importance. In order to actively integrate consumers into the energy system of the future, appropriate incentives (e.g. electricity tariffs), market schemes, and service level concepts need to be developed and introduced. This requires among others new products in electricity retail markets, innovative marketing and comprehensive acceptance research and the investigation of future business models. Furthermore, efficient usage of energy, efficiency in costs and flexibility in mobility and reconfigurability have to be combined to create successful future mobility services, e.g. in logistics. This pillar therefore seeks contributions enhancing the understanding of the future role of services in energy economics, and e-mobility and logistics. Moreover, presentations and papers addressing the appropriate use of decision support methods in different phases of service innovation and marketing in these domains are welcome. Relevant topics include, but are not limited to:

* Service innovation and marketing in energy economics and e-mobility
* Service level engineering in electricity retail markets
* Services for mobility 2.0
* Mobility services in logistics
* The role of smart grids and smart markets to foster demand-side flexibility
* Acceptance of new tariffs (e.g., dynamic pricing) or new technologies (e.g., e-mobility)
* Evaluation of business models in energy and mobility markets

Healthcare Services, Logistics and Information Systems

Demographic changes cause higher patient demands alongside severe cost pressure and increasing quality requirements. Therefore, more efficient healthcare services and logistics are desirable. Even though underlying planning problems in the area of Operations Research resemble the ones from other service or manufacturing industries (e.g., scheduling of different tasks, processes or appointments) healthcare services are especially challenging, because patients need different care than, for example, parts of cars. In addition, particularly interdisciplinary approaches are necessary for research on and improvement of healthcare services. Since Information Systems have high potentials for improving efficiency, they play an important role. Relevant topics or case studies include, but are not limited to:

* Operations Research for Healthcare Services
* Healthcare Service Networks
* Appointment Planning
* Ambulance Planning / EMS Planning
* Home Healthcare Planning
* Hospital Logistics
* Hospital Information Systems
* Telemedicine Systems

Social Collaboration meets Service Innovation

Collaborative approaches are playing an increasingly important role for individuals as well as corporations in tackling innovation endeavours. Today a variety of platforms that facilitate the multi-faceted process exist. They employ approaches contributing to the generation, conceptualization, evaluation, funding, and implementation of ideas and knowledge artefacts. However, there is a lack of interdisciplinary and mixed method approaches for disentangling and understanding the social, cognitive and collaborative processes that underpin these platforms. This workshop aims to juxtapose the social collaboration and service innovation communities with the intent to shed light on the foundational crowd aspects of social collaboration in service innovation and vice versa. Relevant topics or case studies include, but are not limited to:

- Crowd management
- Participation incentives as well as roles and responsibilities
- Notions of quality and assessment
- Analyzing social interaction in the collaboration process
- Facilitator and participant behaviors
- Social discourse and social network structures
- Service models for crowd facilitation
- Representation and ascription of competence
- Boundaries and limitations of crowds

Semantic Web Technologies, Web Services and Data Analytics

Traditional Web services based on WSDL and SOAP have dominated the world of services on the Web for a long time. Inspired by the Semantic Web community and aiming to provide a higher level of task automation through semantics, researchers focused on bridging the gap between services and semantics. However, with the proliferation of Web APIs the solutions devised in the context of traditional Web services are unsuitable for addressing the challenges faced by resource-oriented APIs, commonly called REST or RESTful services. Still, up to date, a number of challenges related to using Web services, and especially the support for APIs as well as the facilitating of their integration with data on the Web, remain unaddressed. Relevant topics or case studies include, but are not limited to:

- Frameworks, methods, models and formats for describing Web services and Web APIs
- Identifying the essential building blocks for enabling integrated use of Web services and Web APIs
- Development of intelligent and generic clients
- Use cases, applications, surveys on Web services and Web APIs
- Capturing added value through the use of Web APIs, Web resources and development of client applications