

## Preface

Writing these words means that we have reached the end of a long road, and that in some way all the obstacles because of the COVID 19 pandemic have been overcome. Just one year ago, we estimated necessary that, despite the obstacles, researchers must keep the opportunity to publish the results of their explorations of Service Science. Thus, we decided to continue the IESS conference in 2021 by digital means. We can now say that is a great pleasure to welcome you to IESS 2.1.

Service Science (SeS) enables interdisciplinary approaches to the systematic innovation in service systems, considering multiple aspects of different disciplines as engineering, IT, digital, management, social, economic, legal, health, medicine, environment, to say ones of them. SeS addresses complex and interdisciplinary situations, which entities face for their progression, by leveraging its own theoretical and practical knowledge. Thus, SeS approaches lead to the creation of transdisciplinary services.

The general purpose of the IESS conferences is to contribute to set up the SeS body of knowledge, by considering all the SeS facets.

IESS 2.1 is the 11<sup>th</sup> in the series of International conferences on Exploring Service Science. It was organized during 24-25 March 2021, by the Institute of Information Service Science of the University of Geneva.

Jim Spohrer (IBM), forerunner builder of SeS, delivered the keynote talk entitled “Service Innovation Roadmaps and Responsible Entities Learning”. It proposes key elements of next explorations in both research and service development. We thank him warmly for his very motivating presentation.

The IESS 2.1 chairpersons proposed as special topic for 2021: Why Service Science matters for sustainable and resilient society, for crisis response?

The 8 papers, selected after a peer-review process, were rather relevant to this topic, especially because of the current situations induced by the COVID effects.

- Two of them explore the foundations of resilience in the context of servitized entities and the consequences of their explorations on the SeS body of knowledge.
- Two of them explore how to rethink activities in the context of smart working and of high education.
- Another one rethinks how to integrate two aspects which are separated in disjoint digital/IT architectures.
- Another one sketches fundamental aspects from the economic point of view thanks the perspectives induced by services working with Open Data.
- Two others explore the foundations of resilient activities supported by services, in the context of Justice and Dance.

Furthermore, there are 4 position papers, which deliver substantial directions for research and development purposes in the following facets:

- Smart Data as a Service,
- Toward a (Smart) Service Science,
- Responsible Service Logic,
- Digital innovation process in the academic sector.

We would like to thank all the authors, and the Program Committee members for their valuable contributions.

We wish you a pleasant reading and a fruitful impact of these research results and perspectives on your research and applications.

We would especially like to devote a special thanks to the chairpersons, the members of the Program Committee, the authors for their valuable contributions. We also wish to give special thanks to the Institute of Information Service Science of the University of Geneva for their organisational commitment.

April 2021

Michel Léonard  
President of the IESS steering committee

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