Preface

Like the last year, for the same reason, the COVID-19 pandemic, we had to give up on a hybrid conference and finally to organize only an online conference.

Service Science 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 name a few. Service Science approaches address problems outside the usual boundaries and reach solutions based on a new understanding of complex situations, in which each entity faces different obstacles to progress by leveraging on its own theoretical and practical knowledge. Thus, they lead to the creation of transdisciplinary services.

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

IESS 2.2 is the 12-th in the series of International conferences on Exploring Service Science. It was organized during 16-18 February 2022, by the Institute of Information Service Science of the University of Geneva. It has benefited from the valuable input of two distinguished individuals from Service Science: Jim Spohrer and Diem Ho as members of its advisory board.

The IESS 2.2 chairs proposed the special topic for 2022: Service Innovation Roadmaps and Responsible Entities Learning to build on the momentum on the previous IESS 2.1 conference.

Prof. Francesco Polese is invited to deliver the keynote talk at the conference and we thank him warmly for his acceptance. He is Full professor of Business Management at the Department of Business Studies - Management & Innovation Systems in Salerno University (Italy). His research interests cover the Viable Systems Approach, Service Science, and Complexity. Since 2009 he is co-chair of the important Naples Forum on Service (www.naplesforumonservice.it).

His keynote talk is entitled: “Service Research - A view on Service Science and its links with S-D logic, Networks and Systems”. We greatly appreciate his enthusiasm for sharing the insightful considerations on Service Science.

This year’s IESS 2.2 conference was divided into 5 tracks, one general track regarding the usual IESS topics, (7 papers) and four tracks dedicated to specialized topics. These specialized tracks have been proposed by former IESS authors:
- Service science in a smart society: design research on smart working (2 papers)
- Innovative digital approaches in the academic world (4 papers)
- Smart services' innovation design (5 papers)
- Digital innovation through smart services (2 papers)

These 20 papers, were selected after a peer-review process.

We would like to devote special thanks to the authors, the members of the Program Committee and the track chairs 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 organizational commitment.

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

February 2022, the IESS 2.2 chairs

Michel Léonard, Marco de Marco, Monica Drăgoicea, Thăng Le Đình
Advisory Board
Jim Spohrer  Board of Directors, The International Society of Service Innovation Professionals (ISSIP.org)
Diem Ho  United Solutions, LLC, France

Chairpersons
Michel Léonard  University of Geneva, Switzerland
Marco di Marco  Università Telematica Internazionale Uninettuno, Italy
Thàng Le Dinh  University of Trois Rivières, Québec, Canada
Monica Drăgoicea  University Politehnica of Bucharest, Romania

Organization chair
Giovanna Di Marzo-Serugendo  University of Geneva, Switzerland

Specialized track chairs
- Service science in a smart society: design research on smart working
  Eleonora Veglianti  FGES, Université Catholique de Lille, France
  Dina Sidani  Université Saint-Joseph de Beyrouth, Lebanon
  Lapo Mola  SKEMA Business School, France
- Innovative digital approaches in the academic world
  Giovanna Di Marzo-Serugendo  University of Geneva, Switzerland
  Pierre-Yves Bugi  University of Geneva, Switzerland
  Lamia Friha  University of Geneva, Switzerland
  Laurent Moccozet  University of Geneva, Switzerland
  Jean-Henry Morin  University of Geneva, Switzerland
- Smart Services’ Innovation Design
  Leonard Walletzky  Masaryk University, Czech Republic
  Luca Carrubbo  University of Salerno, Italy
- Digital innovation through smart services
  Thàng Le Dinh  University of Trois Rivières, Québec, Canada
  Jolita Ralyté  University of Geneva, Switzerland
  Thanh Thoa Pham Thi  Dublin Institute of Technology, Ireland

Committee Program in addition to the chairs
Nabil Georges Badr  Higher Institute for Public Health, USA
David Billard  HEG Geneva, Switzerland
Theodor Borangiu  University Politehnica of Bucharest, Romania
Pierre-Yves Burgi  University of Geneva, Switzerland
Fabrizio D’Ascenzo  Sapienza University of Rome, Italy
Maria Valeria De Castro  Universidad Rey Juan Carlos, Spain
Valérie Chanal  University of Grenoble-Alpes, France
Yuval Cohen  Afeka Tel-Aviv College of Engineering, Israël
Thibault Estier  University of Lausanne, Switzerland
João Falcão e Cunha  University of Porto, Portugal
José Faria  University of Porto, Portugal
Marta Campos Ferreira  FEUP, Porto, Portugal
Lamia Friha  University of Geneva, Switzerland
Marie-Pierre Gleizes  IRIT, University Toulouse III - Paul Sabatier, France
Kazuyoshi Hidaka  Tokyo Institute of Technology, Japan
Rui José  University of Minho, Portugal
Manuele Kirsch-Pinheiro  Université Paris 1 Panthéon Sorbonne, France
Niklas Kühl  Karlsruher Institut für Technologie, Germany
Stephen Kwan  San Jose State University, USA
Yaya Li  Jiangsu University, China
Paul Maglio  University of California, Merced, USA
Esperanza Marcos-Martinez  Universidad Rey Juan Carlos, Spain
Jürg Meierhofer  Zurich University of Applied Sciences, School of Engineering, Switzerland
Valéry Merminod  University of Grenoble-Alpes, France
Vera Migueis  University of Porto, Portugal
Gheorghe Militaru  Politehnica University of Bucharest, Romania
Jérôme Mizeret  Haute Ecole ARC, Switzerland
Pham Nguyen-Cuong  Vietnam national university at Hochiminh city, Vietnam
Henriqueta Novoa  University of Porto, Portugal
Hervé Platteaux  University of Fribourg, Switzerland
Francesco Polese  University of Salerno, Italy
Shai Rozenes  Afeka Tel Aviv Academic College of Engineering, Israël
Eric Sanchez  University of Geneva, Switzerland
Dina Sidani  Université Saint-Joseph de Beyrouth, Lebanon
Nicolas Szilas  University of Geneva, Switzerland
Miguel Mira Da Silva  Universidade de Lisboa, Portugal
Maddalena Sorrentino  University of Milan, Italy
Jorge Grenha Teixeira  University of Porto, Portugal
Zhongjie Wang  Harbin Institute of Technology, China
Shaun West  Luzern University of Applied Science and Art, Switzerland
Stefano Za  Università degli Studi “G. d’Annunzio” Chieti-Pescara, Italy