

## 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<sup>th</sup> 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](http://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 Dinh

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## 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  
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 Leonard Walleitzký Masaryk University, Czech Republic  
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 - **Digital innovation through smart services**  
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