

Preface

We are pleased to welcome you to the proceedings of the 13th edition of the International Conference on Exploring Service Science (IESS 2.3), which took place in Geneva from February 16-17, 2023.

Service science is a multidisciplinary field that aims to promote the creation of transdisciplinary services by exploring new value co-creation activities involving actors from all layers of society. Since 2010, the IESS conference series has brought together researchers and practitioners from various disciplines and provides a multicultural and multidisciplinary scientific framework to share their achievements and build new collaborations. The IESS 2.3 edition had a special theme “*Service Science to ground Sustainable Development Goals (SDGs)*”, which aims at discovering sustainable ways to build resilient and sustainable ecosystems through transdisciplinary, trans-institutional and transnational service systems.

The call for submissions was organized in 7 tracks. In addition to the general track covering the usual IESS topics, authors were invited to contribute to the following tracks:

- Sustainable data spaces,
- Servitization in SMEs and entrepreneurship,
- Smart citizens for smart cities,
- Digital service-driven industry transformation,
- Organizing the e-learning,
- Digital innovation through smart services.

We thank all the track chairs for their help in promoting IESS 2.3, spreading the call and organizing the evaluation of submitted papers.

In total, IESS 2.3 received 40 submissions, from which 23 have been accepted after a peer-review process and are included in these proceedings. They reflect the current state of the IESS community, its research concerns, trends and vision, and its inspirations in the field of Service Science. The authors have tried to give some nudges to better understand the surrounding dynamics in the current economic context, which suffers from great uncertainty, unpredictability, and complexity. Articles address the sustainability of development goals, service innovation and digital transformation, inclusion, and the resilience and sustainability of digital platforms.

The "hottest topic" of this year happens to be "smart cities", which is strongly taken into consideration these days. The European Community is very focused on smart cities and the resilient society to support and co-finance R&D initiatives in all member countries, capable of fostering the progress in technology, culture, economy, ecology and wellbeing, in line with new global research proposals. In the same way, many organizations in Europe and in the rest of the world are trying to push the multidisciplinary of service science even further, by crossing different analytical perspectives, interpretative models, backgrounds, languages, and so on. All of this has inspired the IESS community to pay attention to producing many of pieces of evidence to show how relevant, topical, and influential Service Science,

Management, Engineering and Design (SSMED) can be. Articles in this volume contribute to:

- Service design: service interconnections, multi-channel services, service ecosystems,
- Smartness: smart governance, smart healthcare, smart logistics,
- Smart cities: civic and citizens engagement, urban wellbeing and resilience, sustainable practices, people-centric approaches,
- Technology push: data-management and prediction, artificial intelligence, e-learning systems, industry 4.0, digital platforms,
- General arguments on context awareness, leadership, inclusiveness, circular economy, digital transformations.

We are grateful to the program committee members for their fair and valuable contribution in evaluating and selecting papers for publication in these proceedings. We thank all the authors for sharing their work and findings in the field of Service Science and all the attendees for their lively participation and constructive feedback to the authors.

A special thank goes to those who believed in us and helped with many pieces of advice, Michel Léonard, Jim Spohrer, Diem Ho, Marco de Marco as IESS Advisory Board Members, and João Falcão e Cunha, Markus Warg, Jorge Teixeira, Leonard Wallezky as IESS Steering Committee Members.

We hope you will enjoy reading this volume and that you will find inspiration for your future research.

Geneva, February 2023

IESS 2.3 Conference Chairs

Jolita Ralyté, Luca Carrubbo, Monica Drăgoicea, Thang Le Dinh