

Preface

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1 Context

Welcome to the proceedings of the first workshop affiliated to the annual International conference on Exploring Service Science (IESS).

Service Science opens the doors to transdisciplinary, trans-institutional, and transnational services to assure the development of entity and society through digital services.

Those responsible for developing entities and society through digital services, are constantly exploring ways to, for example, improve productivity, augment human capability and capacity, gain new insights, accelerate discoveries, advance state of the art, create new services, provide stability for growth, assure agility, efficiency, and sustainability, determine the way forward to meet the future challenges. Their achievements offer new perspectives on service science in action. They deserve to be recognized and discussed, in order to enrich knowledge in Service Science and consciousness in Service Science in action.

That is just the aim of the IESS workshop to provide them with an environment in line with normal academic practice.

2 Content

The guest author is James Spohrer, the most representative of the very first creators and explorers of Service Science. We are deeply grateful to him for his support the IESS efforts, and in particular for his involvement to the IESS workshop from the outset. His article entitled “Service in the Humanity-Centered AI Era: Some Thoughts and Reflections” leads us to consider designs that are no longer just human-oriented, but humanity-oriented. Throughout his article, he prepares us step by step to consider his disturbing, essential, and invigorating concluding remark: “as responsible actors we need to learn to invest systematically and wisely using service innovation roadmaps to give and get better service”.

The other articles are rooted in one of the many facets of service science. They are interesting not only for their content, but also for the perspectives they open up for new explorations of service science in action. Here is their list:

- Advancing Sustainable Manufacturing through Pay-per-Use Servitization Model.
- Service Science Education for Industry Employability in Management Engineering: an Integrated Pathway from Bachelor to Master Level.
- Enabling Business Analytics in SMEs: The Trivi Open-source System.
- From diagnosis to melioration of sustainable development in SMEs: The SME-Sustainability Compass.
- Service design for solutions to the United Nations Sustainable Development Goals.
- Leadership and Human Values to Make the Change in the Right Direction in the Modern Service Oriented Society.
- Eudaimonic Leadership: The Why and How of building a company that nudges towards being the best version of oneself.
- People-first PPPs for Services: Operation needs.
- People-first PPPs for Services: a first attempt.

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3 Selection process

These articles were selected by the Program Committee (PC) of the 1st IESS workshop, according to the following process. First the authors submitted a concise, short, but substantial presentation, which could be made up of slides only (maximum 5). The PC Program selected the submissions. The authors presented their submission at the IESS workshop, held on February 17, 2023, at the University of Geneva. Then, in view of the content of the presentations, the PC invited the authors to write an article to publish in the IESS workshop proceedings.

4 Program Committee

The Program Committee of the 1st IESS workshop was composed of:

- Diem Ho, United Solutions, LLC, USA.
- Carlos Casanueva, ESCP Business School.
- Thang Le Dinh, Business school, Université du Québec à Trois-Rivières, Canada.
- Kresimir Lugaric, President & CEO of Internet Institut Wien, Austria.
- Marco de Marco, Dean of Uninettuno University, Rome.
- Mislav Ante Omazic, Faculty of Economics and Business - University of Zagreb, Croatia.
- Andy Rindos, IBM USA.
- Jim Spohrer, International Society of Service Innovation Professionals (ISSIP.org).
- Michel Léonard, University of Geneva.

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