

Knowledge-Intensive Smart Services and Their Applications

Description of the Track

Smart services are emerging as the evolution of service solutions in the Big data era. Smart services have the capacity of self-detecting of user needs and self-adaptation to user needs to render the services to users without explicit user requests. In this respect, user contexts, practices and knowledge play a key role to enable smart services. Big data, Cloud computing and the Internet of Things provide a huge source of knowledge that allows to determine user contexts, including location contexts, social contexts or personal contexts. The more user contexts are determined; the more accurate and suitable smart services are rendered. The challenges are how to select and gather information and knowledge that relate to their different contexts, and how to organize them in a way that can help enabling smart services. Knowledge-intensive smart services can be a potential solution that re-conciliates the service science perspective and the knowledge management perspective to design and implement smart services.

This minitrack encourages submission of research papers that address one or several topics proposed in the following list, but not limited to:

- Enabling smart services with knowledge management
- Theory, approaches and applications for design, development and deployment of knowledge-intensive smart services
- Predicting user intentions
- Self-detecting, geolocation-based services
- User knowledge management, user context in knowledge-intensive smart services
- Enabling smart services with Big data, Cloud computing and the Internet of Thing
- Smart service evolution and adaptation
- Smart services, smart services system and value co-creation network
- IS for a smart world, smart cities and smart communities

Contributions:

- Full papers
- Research in progress papers

Track Co-Chairs		
1	Name – Surname (primary contact)	Thang Le Dinh
	Title	Professor in Information Systems
	E-mail	Thang.Ledinh@uqtr.ca
	Affiliation	Université du Québec à Trois-Rivières
	URL	www.uqtr.ca/ledinh
	Short Biography	<p>Professor Thang Le Dinh is associate professor in Information Systems at the Université du Québec à Trois-Rivières, Canada and currently director of Marketing and Information systems department. He is also visiting research scientist at Adobe Research and co-director of the LARIDEPED laboratory (larideped.org), whose purpose is to promote business development in the digital age. His primary research interest focuses primarily on Service modeling, Knowledge management, Enterprise systems, E-collaboration, Project management and smart services. His recent research focuses on the management, the science and the engineering of smart services, in particular, an integrated framework that helps knowledge-intensive enterprises in building a knowledge infrastructure efficiently to support smart services.</p> <p>Dr. Le Dinh is associate program chair of International Business Informatics Challenge (IBIC'2007), Dublin, Ireland and the workshop about Crowdfunding (Colloque 625 - ACFAS), Montréal, Canada, May 2016. He is also session chair of First International Conference on Interoperability of Information Systems (INTEROP-ESA 2005), 75^{ème} Congrès Annuel de l'Acfas 2007, International Conference on Enterprise Information Systems (ICEIS 2015), International Conference on Exploring Service Science (IESS 2015 and 2016). He participated in the organization committee of the 7th International Conference on Object Oriented Information Systems (OOIS 2003), First International Conference on Interoperability of Information Systems (Geneva, 2005) and 13^{ème} CIFEPME (Congrès International Francophone en Entrepreneuriat et PME), Canada 2016.</p>
2	Name – Surname	Thanh Thoa Pham Thi
	Title	Lecturer
	E-mail	tphamthi@cs.nuim.ie
	Affiliation	Computer Science Department, Maynooth University, Co. Kildare, Ireland

	URL	https://www.cs.nuim.ie/users/dr-thanh-thoa-pham-thi
	Short Biography	Dr. Thoa Pham is a Lecturer in the Department of Computer Science, Maynooth University, Ireland. Her research interests are around the domains of Innovations in Information Systems Engineering, Services Science, Smart Services, Spatial Web Services, Data Quality Analysis and Data Analytics. She is a reviewer of many conferences and workshops in the related domains.
3	Name - Surname	Jolita Ralyté
	Title	Senior Researcher and Lecturer
	E-mail	Jolita.Ralyte@unige.ch
	Affiliation	University of Geneva, Switzerland
	URL	http://cui.unige.ch/~ralyte/
	Short Biography	Jolita Ralyté is senior researcher and lecturer in the Institute of Information Services Science at the University of Geneva, Switzerland. She holds a PhD in Computer Science from the University of Paris 1 – Sorbonne, France. The research areas of Jolita include Situational Method Engineering, Service Science, Design and Evolution of Information Services and Systems, and Requirement Engineering. She recently co-authored a book on situational method engineering published by Springer. Jolita is active in research coordination and organization of scientific events. She is Chair of the IFIP WG 8.1 and she has been involved in the organisation of many international conferences. In particular, she has served as General Chair of IFIP WG 8.1 Working Conference ME 2011 and Program Chair of IEEE RCI 2016, PoEM 2015, IEEE CBI 2014, CAiSE 2012 and IFIP WG 8.1 Working Conference ME 2007. Jolita is on the editorial board of the International Journal of Information Systems Modeling and Design and the International Journal of Information Systems in the Service Sector.

Track Associate Editors

1	Name-Surname	Dr. Trung Bui
	Title	Senior Analytics and NLP Researcher
	E-mail	bui@adobe.com
	Affiliation	Adobe research, USA
2	Name-Surname	Dr. Elaine Mosconi
	Title	Assistant Professor
	E-mail	Elaine.Paiva.Mosconi@USherbrooke.ca
	Affiliation	Université de Sherbrooke, Canada
3	Name-Surname	Dr. Nhien-An Le-Khac
	Title	Lecturer/Assistant Professor
	E-mail	an.lekhac@ucd.ie
	Affiliation	University College Dublin, Ireland
4	Name-Surname	Dr. William Menvielle
	Title	Associate Professor
	E-mail	William.Menvielle@uqtr.ca
	Affiliation	Université du Québec à Trois-Rivières, Canada
5	Name-Surname	Dr. Abdelaziz Khadraoui
	Title	Senior Researcher
	E-mail	Abdelaziz.Khadraoui@unige.ch
	Affiliation	University of Geneva, Switzerland
6	Name-Surname	Dr. Diarmuid O'Donoghue
	Title	Lecturer
	E-mail	Diarmuid.ODonoghue@nuim.ie
	Affiliation	Maynooth University, Co. Kildare, Ireland
7	Name-Surname	Éliane M.-F. Moreau
	Title	Professor
	E-mail	Eliane.Moreau@uqtr.ca
	Affiliation	Université du Québec à Trois-Rivières, Canada
8	Name-Surname	Dr. Thuong-Cang Phan
	Title	Senior Lecturer
	E-mail	ptcang@cit.ctu.edu.vn
	Affiliation	Can Tho university, Vietnam
9	Name-Surname	Dr. Markus Helfert
	Title	Senior Lecturer
	E-mail	markus.helfert@computing.dcu.ie
	Affiliation	Dublin City University, Ireland

ECIS 2018 TRACK

KNOWLEDGE-INTENSIVE SMART SERVICES AND THEIR APPLICATIONS
26TH EUROPEAN CONFERENCE ON INFORMATION SYSTEMS, UK

10	Name-Surname	Dr. Manh Chien Vu
	Title	Visiting researcher
	E-mail	manh.chien.vu@uqtr.ca
	Affiliation	Université du Québec à Trois-Rivières, Canada
11	Name-Surname	Dr. Kevin Casey
	Title	Lecturer
	E-mail	Kevin.Casey@nuim.ie
	Affiliation	Maynooth University, Co. Kildare, Ireland
12	Name-Surname	Dr. Claudia Pelletier
	Title	Professor
	E-mail	Claudia.Pelletier@uqtr.ca
	Affiliation	Université du Québec à Trois-Rivières, Canada
13	Name-Surname	Dr. Dan Thu Tran
	Title	Professor
	E-mail	tdt@hcmus.edu.vn
	Affiliation	University of Science, National University of HCM City, Vietnam
14	Name-Surname	Dr. Bao Quoc Ho
	Title	Professor
	E-mail	hbquoc@fit.hcmus.edu.vn
	Affiliation	University of Science, National University of HCM City, Vietnam
15	Name-Surname	Dr. Nguyen Cuong Pham
	Title	Senior Lecturer
	E-mail	pncuong@fit.hcmus.edu.vn
	Affiliation	University of Science, National University of HCM City, Vietnam