ICServ 2020 Osaka

(http://icserv2020.serviceology.org/)

Theorizing Digital Transformation of Services and Related Changes in the Nature of Service Work at the Age of Intelligent Machines

Paper Development Workshop (PDW)

March 14, 2020

Organizers

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Background

The evolution of digital transformation has prompted enterprises to increasingly adopt advanced technologies such as Cloud Computing, Big data Analytics, Social Media, Mobile Computing, Internet of Things, and Artificial Intelligence. Information Communication Technologies (ICTs) in this decade are different in their characteristics compared to the ones we have developed for last decades. New ICTs are more *integrative, immersive, and ubiquitous*, allowing different systems connected together seamlessly in real time.

People can access almost any information from any databases on their mobile and ubiquitous devices in their hands. Information syntheses are now becoming more a norm than exceptions. Online experiences are now preceding any offline service experiences. These newly emerging ICTs are reconfiguring previous service scape and also influencing the way and nature of the service work. Especially, the Artificial Intelligence technology along with Internet of Things and Bigdata Analytics are expected to be critically influential in this coming 4th industrial revolution, which includes "Industry 4.0"

In this PDW, we will be exploring the potential opportunities and challenges for theorizing the digital transformation of services and accompanying changes in the nature of service work at the age of intelligent machines.

We would like to jointly map currently emerging research issues for and of service innovations and related workforce changes in service sectors. This map may include various theoretical and practical aspects of services and work the researchers in human resources, organizational behavior and technology need to pay attention to. Alternative theoretical lenses might be emerging at the end of this workshop in order to address these new phenomena. This PDW may also addresses methodological challenges in investigating the future service innovations and related reconfiguration of work supporting these service innovations.

PDW Introduction

The goal of this PDW is to bring together researchers in various areas of expertise to explore opportunities and challenges for studying and theorizing service innovations and related changes in the nature of work at the age of intelligent machines. Participants will be briefed with introduction of the research in this area by the organizers, and then pre-registered participants submitted their research abstract will clustered into roundtable groups in order to present, discuss and debate on their research ideas with fellow researchers. Results of roundtables will be compiled and shared by leaders of roundtables. It is required to submit **one page research abstract** to attend PDW. **Selected papers will be published in the special issue of International Journal of Information Systems and Social Change.**

Schedule

Jan. 6th   Issue Call for Abstracts (online upload and start circulation)

Jan. 31st   Deadline for Abstract Submission (by email)

Feb. 5th   Acceptance Notice

March 14th (14:00 – 16:00)   **PDW**

PDW Structure (total 120 minutes, tentative, subject to change)

Time (minutes)	Activity	Detail
000-005 (05)	Opening	Start with a short introduction of the objective of the PDW by organizers
005-020 (15)	Setting the Scene	Present (1) background of this PDW, (2) status of submissions, (3) breakout formation for roundtables. The schedule and logistics will be explained to the participants.
020-080 (60)	Roundtables	A number of roundtable sessions will be conducted with a group leader assigned to each roundtable.
080-095 (15)	Group Debrief	Leaders from each roundtable will debrief the whole group
095-115 (20)	General Q&A	Invite contributions from the floor.
115-120 (05)	Wrapping Up	Summarize PDW and possible further steps