

# Intelligent Services and Information Systems

## Workshop Organizers

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## Theme of the Workshop

Intelligent services are continuously pervading individuals' lives, organizations, and society. This success story is based on the ever-accelerating advancement of information systems that enable to design, provide and manage intelligent services with improved value propositions for customers and users. However, the diversity in views and different research traditions of service researchers in the Information Systems discipline leaves us with a scattered knowledge base on the topic that urgently needs to be structured and prepared for future research activities. Hence, in line with this year's conference theme of ICIS 2022 “Digitization for the Next Generation”, this workshop aims to elaborate on the role of intelligent services in tackling the grand challenges of the future. We want to explore the role of innovative technology (including artificial intelligence, data-based decision making, business analytics, blockchain, and many more) that can be leveraged to serve human needs on an individual, organizational, and societal level through intelligent services. We welcome the participation and ideas of all information systems scholars interested in service research and highly appreciate contributions concerning typical service domains such as healthcare, manufacturing, logistics, retail, mobility, smart city, e-government, and all other fields being shaped by intelligent services in the future.

## Purpose of the Workshop

This workshop intends to facilitate the discourse amongst IS researchers interested in service science. We invite those interested in discussing how service research can conceptualize and investigate diverse facets of intelligent service and information systems. We want to exchange different perspectives and ideas on this year's workshop topic on intelligent services and information systems. Based on participants' various inputs, we aim to develop an idea about how service researchers in IS can contribute to advancing our knowledge on this particular topic, and discuss and plan the next steps on how we can proceed in future work, for example, by publishing a panel report.

## Format of the Workshop: Crafting a Research Agenda

The workshop will be conducted on Sunday, December 11<sup>th</sup>, as a **half-day event** in the afternoon. We will start with a brief welcome and networking session before we have short input pitches of workshop participants' thoughts and views on intelligent services and information systems. We will then proceed with a workshop where we will elaborate on the given inputs and together develop

research paths on intelligent services and information systems. We will also discuss follow-up activities as we intend to craft a workshop report and target a submission to the Communications of the AIS journal or similar initiative. The annual SIG Services assembly will complete the workshop, including elections and reports on next year’s SIG activities.

| Time                            | Event                                                              |
|---------------------------------|--------------------------------------------------------------------|
| <b>Sun, Dec 11<sup>th</sup></b> |                                                                    |
| <b>14:00 – 14:15</b>            | Welcome and Networking                                             |
| <b>14:15 – 15:30</b>            | Inputs on Intelligent Services and Intelligent Information Systems |
| <b>14:30 – 15:30</b>            | Workshop for Crafting a Research Agenda                            |
| <b>15:30 – 16:15</b>            | Coffee Break and Consolidation of Workshop Results                 |
| <b>16:15 – 16:45</b>            | Wrap-up & Annual SIG SVC Assembly                                  |

## Target Audience

The primary target audience includes the current and potential future members of the AIS SIG Services and all other researchers interested in the conceptualization, design, and analysis of intelligent services and information systems. In particular, we encourage those scholars who want to be involved in developing research directions and future venues for exploring the topic. Ideas from and participation of the ‘next generation of service researchers’ are highly appreciated.

## Important dates / Submissions of research input pitches

Accepted short input pitches will be presented in the first session of the workshop. Please hand in your slide deck (3-5 slides) via email to the workshop organizers. Acceptable pitches must outline how the ideas relate to the workshop theme of intelligent services and information systems and should also involve a discussion of state-of-the-art literature. All participants that want to pitch their thoughts on the subject are invited to submit their slide deck latest on November 30<sup>th</sup>.

The timeline for submissions is as follows:

- **2022-11-30:** Submission deadline for research inputs
- **2022-12-02:** Acceptance decisions and author notification
- **2022-12-11:** Workshop day