

2026 INFORMS Conference on Service Science

Weaving the World with Digitalization and AI

(Conference website <http://icss2026.servicescienceglobal.org>) ([Under Construction](#))

CALL FOR PAPERS or ABSTRACTS

May 30 – June 1, 2026, Hangzhou, China

Welcome to Hangzhou: Where Ancient Charm Meets Digital Future

Hangzhou, revered for millennia as "paradise on earth" for its breathtaking scenery and cultural heritage, has masterfully woven its ancient charm with pioneering digital innovation. This city isn't just a picturesque destination; it's a pulsating nerve center for digitalization, making it the perfect host for the "Weaving the World with Digitalization and AI" conference.

As the birthplace of China's e-commerce revolution (Alibaba) and a global leader in AI-driven livestream commerce, Hangzhou showcases remarkable tech supremacy. This is fueled by cutting-edge AI research, fintech breakthroughs, and smart city initiatives. The city offers a globally coveted work-life balance: a dynamic nexus of high-tech innovation and algorithmic commerce, seamlessly integrated with serene natural landscapes like the iconic West Lake – itself now a showcase for AI-powered governance and sustainability.



Conference Scope and Theme

The **2026 INFORMS Conference on Service Science (ICSS2026)** is dedicated to creating a high-quality program that brings together diverse participants. You'll have the chance to share your insights and experiences in Service Science and related Research, Education, and Applications. With the rapid acceleration of AI innovations, including generative models and agentic AI, we're seeing a profound digital transformation. This enables hyper-personalized services, autonomous decision-making systems, and hyperautomation across all facets of business and society. Digitalization and AI are set to redefine efficiency, innovation, and human-machine collaboration in both our workplaces and daily lives.

That's why the theme for ICSS2026 is "**Weaving the World with Digitalization and AI.**" This conference is an excellent opportunity to 1) present your work in Service Science research, education, and implementation, 2) learn about emerging technologies and applications, and 3) network with international leaders and professionals in the field. We warmly invite you to **submit a paper or abstract** and be part of this exciting event!

Abstract or Paper Submission/Areas of Interest

Abstracts or Papers are welcome in any area of Service Science Research and Applications including

but not limited to:

- Service Theories and Development; Service Research, Education, and Practice
- Service Management, Operations, Engineering, Design, Digitalization, and Marketing
- Big Data, Machine Learning, Artificial Intelligence, and Data-driven Decision Making
- Smart Cities, IT and Service System Analytics, and Self-service Systems
- Public Service, Policy, Administration, Response, and Systems
- Smart and Intelligent Service, Healthcare Analytics, FinTech, Learning Analytics, and Others
- Systems Modeling, Management, and Simulation in Manufacturing, Supply Chain, Logistics, and Others AI, Data analytics, and Data-driven Applications in Health, Energy, Finance, Transportation, Sport, Governmental/Public Services, etc.

Submission & Publication

The conference welcomes submissions of both original unpublished research (full paper or 1 page abstract) and published work (abstract only). All submissions (full papers or abstracts) will be arranged for oral presentations. Full paper submissions must be written in English, at most **ten (10)** pages long (including figures, tables, and references) and submitted in both a word and a PDF file. All full paper submissions will be peer reviewed. Only accepted full paper will be published in the conference proceedings after their presentations at the conference, which will be submitted for inclusion in **Scopus**.

The conference will organize the **best conference** and the **best student** paper competitions. Only full papers are qualified for the awards. The finalists selected by the award committee must present their work at the conference (on-side).

Important Dates

- Mar. 15, 2026: Deadline for paper and abstract submission
- Apr. 15, 2026: Acceptance/Rejection notification
- May 15, 2026: Registration, final camera-ready papers and copyright transfer form

General Inquiry: Email: servicescienceglobal@gmail.com