



# 2026 INFORMS Conference on Service Science

May 30 - June 1, 2026 Hangzhou, Zhejiang, China

No. 258, Xueyuan Street, Qiantang District, China Jiliang University

Dear \_\_\_\_\_

It is our pleasure to invite you to attend the 2026 INFORMS Conference on Service Science (ICSS 2026), which will take place from May 30 to June 1, 2026, in Hangzhou, Zhejiang, China.

The ICSS 2026 Program Committee is dedicated to organizing a distinguished international forum that convenes leading scholars, educators, and practitioners worldwide. The conference will serve as a platform for sharing visions, research findings, and practical experiences in Service Science research, education, and applications. Under the theme “Weaving the World with Digitalization and AI,” ICSS 2026 seeks to foster global dialogue and collaboration across diverse application domains, particularly those influenced by rapid advancements in AI, Big Data, and Digital Transformation, while highlighting cutting-edge technologies and the latest developments in the field.

ICSS 2026 is organized by INFORMS (The Institute for Operations Research and the Management Sciences) and hosted by China Jiliang University.

Unless otherwise specified by the conference organizers, invited participants are responsible for their own travel, accommodation, and other conference-related expenses, as well as for securing any required travel visas. International invitees are encouraged to review relevant travel policies and visa requirements for entry into China well in advance of making travel arrangements. The conference registration fee is to be collected by our designated conference service provider, HuaDu Culture Communication (Hangzhou) Co., Ltd., on behalf of the organizing committee.

We would be honored by your participation and sincerely hope you will join us in Hangzhou for ICSS 2026.

Conference website: <https://icss2026.servicescienceglobal.org/>

Email Contact: [xuyingzhou@cjlu.edu.cn](mailto:xuyingzhou@cjlu.edu.cn)

Phone: (+86)18768125539

Registration Details: <https://icss2026.servicescienceglobal.org/registration/>

ICSS 2026 General Chair, Prof. Haomiao Zhou  
Dean, The College of Information Engineering  
China Jiliang University, Hangzhou, China

Haomiao Zhou  
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