



13th International Conference on Computational Collective Intelligence ICCCI 2021

Hybrid Mode

29 September – 1 October 2021, Rhodes, Greece



KISSTA 2021

Special Session on Knowledge-Intensive Smart Services and Their Applications

at the 13th International Conference on Computational Collective Intelligence (ICCCI 2021)

Rhodes, Greece, 29 September – 1 October 2021

Conference website: <http://www.iccci.pwr.edu.pl/>

Special Session Organizers

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Objectives and topics

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 collective intelligence perspective to design and implement smart services.

The KISSTA 2021 Special Session at the 13th International Conference on Computational Collective Intelligence (ICCCI 2021) aims at expanding our knowledge regarding the adoption of knowledge-intensive smart services and their applications in organizations to accelerate the digital transformation. This session provides a forum for exchanging research ideas and best practices related to new models, technologies and applications of smart services within the context of digital transformation. The scope of the KISSTA 2021 includes, but is not limited to the following topics:

- Theory, approaches and applications for design, development and deployment of knowledge-intensive smart services
- Smart services for industry 4.0
- Enabling smart services with collective intelligence
- 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 Things
- Smart service evolution and adaptation
- Smart services, smart service systems and value co-creation networks
- Artificial intelligence for a smart world, smart cities and smart communities
- Smart services for crisis management

Important dates

Submission of papers: **1 April 2021**
Notification of acceptance: **1 May 2021**
Camera-ready papers: **15 May 2019**
Registration & payment: **15 June 2021**
Conference date: **29 September – 1 October 2021**

Program Committee (to be invited)

William Menvielle, Université du Québec à Trois-Rivières, Trois-Rivières, Canada
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Elaine Mosconi, Université de Sherbrooke, Canada
Abdelaziz Khadraoui, University of Geneva, Switzerland

Submission

All contributions should be original and not published elsewhere or intended to be published during the review period. Authors are invited to submit their papers electronically in pdf format, through EasyChair. All the special sessions are centralized as tracks in the same conference management system as the regular papers. Therefore, to submit a paper please activate the following link and select the track: ***KISSTA 2021: Special Session on Knowledge-Intensive Smart Services and Their Applications.***

<https://easychair.org/conferences/?conf=iccci20210>

Authors are invited to submit original previously unpublished research papers written in English, of up to 13 pages, strictly following the LNCS/LNAI format guidelines. Authors can download the Latex (recommended) or Word templates available at [Springer's web site](#). Submissions not following the format guidelines will be rejected without review. To ensure high quality, all papers will be thoroughly reviewed by the KISSTA 2021 Program Committee. All accepted papers must be presented by one of the authors who must register for the conference and pay the fee. The conference proceedings will be published by Springer in the prestigious series LNCS/LNAI (indexed by ISI CPCI-S, included in ISI Web of Science, EI, ACM Digital Library, dblp, Google Scholar, Scopus, etc.).