

2027 INFORMS Conference on Service Science

Global Ecosystems Empowered through AI and Digitalization

(June 14-16, 2027, <http://icss2027.servicescienceglobal.org>)

Heritage Meets High-Tech: The New Paris

Paris, celebrated for centuries as the world's ultimate capital of art, culture, and timeless elegance, has masterfully woven its historic grand architecture with pioneering digital innovation. This city isn't just a global cultural destination; it's a pulsating nerve center for Next-Gen technology, making it the perfect host for ICSS 2027 and its vision of "Global Ecosystems Empowered through AI and Digitalization."

As a leading European hub for frontier technology - home to vibrant startup centers like Station F and world-class research hubs shaping European AI policy and digital governance - Paris showcases remarkable technological leadership. This momentum is fueled by cutting-edge AI labs, fintech advancements, and forward-thinking smart city initiatives. The city offers an extraordinary blend of heritage and modern vitality: a dynamic nexus of high-tech enterprise and intelligent systems, seamlessly integrated with iconic landmarks like the Seine and the Louvre - themselves now evolving through digital transformation, immersive technologies, and sustainable urban innovation.

Conference Scope and Theme

The 2027 INFORMS Conference on Service Science (ICSS 2027) brings together an international community of researchers, educators, industry practitioners, and policymakers to advance the frontiers of Service Science Research, Education, and Practice.

With the rapid acceleration of AI innovations—spanning generative models and autonomous, agentic AI systems - we are witnessing a profound, systemic digital transformation. These emerging technologies enable hyper-personalized services, autonomous decision-making, and hyperautomation across all facets of business and society. Digitalization and AI are redefining operational efficiency, innovation paradigms, and human-machine collaboration in both organizational ecosystems and daily life.

Under the overarching theme of global transformation, ICSS 2027 invites high-quality abstracts and full papers showcasing interdisciplinary research, methodologically rigorous applications, and innovative educational practices.

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 the following tracks:

- **Foundations & Practice:** Service Theories & Conceptual Development; Service Research, Education, & Practice; Service Marketing & Design.
- **Engineering & Operations:** Service Management, Operations, & Engineering; Systems Modeling & Simulation; Supply Chain & Logistics Service Systems.
- **AI & Data Systems:** Big Data, Machine Learning, & Generative/Agentic AI; Data-Driven Decision-Making; Service Systems Analytics.
- **Smart Ecosystems & Infrastructure:** Smart Cities, IT & Self-Service Systems; Public Service, Policy, & Response Systems; Smart & Intelligent Service Engineering.
- **Industry & Domain Applications:** AI and Data-Driven Analytics in Healthcare, FinTech, Energy, Transportation, Sports, and Governmental Services.

Important Dates

- Dec. 15, 2026: Invited Track or Session Proposal due
- Mar. 15, 2027: Deadline for paper and abstract submission
- Apr. 15, 2027: Acceptance/Rejection notification
- May 15, 2027: Registration, final camera-ready papers and copyright transfer form