CCF International Conference on Service Science (CCF ICSS) 2025

CCF International Conference on Service Science (CCF ICSS) is an annual academic event initiated by IBM and directed by the Advisory and Steering Committee on Serviceology in China, and is also one of the top events of the service science community in China. ICSS features a unique mix of academic, industrial, and cross-discipline topics, and provides a platform for the presentation and exchange of research results and practical experiences as well as education develop-ment on serviceology. ICSS also aims to bridge researchers' perspectives and practitioners' needs.

The previous sixteen ICSS events were successfully held in Beijing (2008 and 2009), Hangzhou (2010), Taipei (2011), Shanghai (2012), Shenzhen (2013), Wuxi (2014), Weihai (2015), Chongqing (2016), Xiamen (2017), Shanghai (2018), Tianjin (2019), Xining (2020, online), Xi'an (2021), Zhuhai (2022), Harbin (2023) and Hong Kong (2024). Over 120 experts around the world attended each of the ICSS conferences. Following this trend, ICSS 2025 will be held in Nan Jing, which is a provincial capital city in Jiangsu Province.

The CCF 18th International Conference on Service Science (CCF ICSS 2025) aims to bring together scholars, students, engineers, and managers of serviceology-related areas and industries for intellec-tual exchanges, research cooperation, education, and professional development. CCF ICSS 2025 will offer keynote speeches and several research topics for inviting presentations of research findings and case studies in service science and its related fields. It also offers excellent networking opportunities to partici-pants, with a wonderful taste of local culture and scenery in Nanjing.

Manuscript Guidelines and Submission Information

CCF ICSS 2025 seeks original, unpublished research papers reporting substantive new work in various aspects of service science, management, engineering, and technology. Research papers must properly cite related work and clearly indicate their contributions to the field of serviceology and related fields. All topics relevant to serviceology are of interest, but the confer-ence program committee particularly encourages submissions in the following categories:

1. Metaverse Service: Open Challenges and Future Perspectives
2. The Policy, Regulation, and Governance of Services

3. Service Discovery, Selection, Composition and Recommendation
4. Machine Learning/Deep Learning Technologies for Services
5. Service in IoT and CPS
6. Cloud Service and Edge Service
7. Blockchain and Service
8. Software Service Engineering, Crowdsourcing, Open-source, and DevOps
9. Industrial service practices
10. Service Science Theory
11. Embodied Intelligence and Large Model
12. [Demo Paper] Service Applications and Implementations, Tools, Best Practice
13. [Dataset Paper] Service-related dataset
14. [Education Paper] Service education, including curricula, courses, and case studies
15. [Technical Paper]Focus on the application of new technologies, methodologies, or tools in service science, emphasizing technical implementation and practical examples.
16. [Invited Paper] Authored by experts in the field of service science, typically covering the latest research developments and cutting-edge topics.

The Proceedings of CCF ICSS 2025 will be published by Springer. Selected papers will be recommended to a few SCI-indexed or EI-indexed journals after appropriate extension.

Important Dates
Paper submission: March 15, 2025
Final notification to authors: April 15, 2025
Camera-ready paper: April 30, 2025
Conference date: May 9-11, 2025

Submissions via the conference submission site:
https://conf.ccf.org.cn/en/ICSS2025/paper