

WEDNESDAY May 25, 2016 [GRIGORESCU Room, 4th floor]

08:00 – 08:45	Registration
08:45 – 09:00	Opening Session
09:00 – 10:00	TS1: Web service design and service-oriented agents
10:00 – 10:30	Coffee break
10:30 – 11:50	TS2: Servitization in sustainable manufacturing – models and information technologies
11:50 – 13:10	TS3: Modelling service requirements and management of business processes
13:10 – 14:10	Lunch
14:10 – 15:50	TS4: Business software services and data-driven service design
15:50 – 16:20	Coffee break
16:20 – 17:00	Workshop "IBM - Higher Education Partnership in SSME"
17:00 – 18:40	Workshop "SS Education – Past, Present and Future"
20:00 –	Welcome cocktail: Grand Hotel Continental 4th floor

THURSDAY May 26, 2016 [GRIGORESCU Room, 4th floor]

08:00 – 08:45	Registration
08:45 – 09:30	PS1: : The role of Industrial Engineering in Service Transformation of companies, Professor Sergio Cavalieri, University of Bergamo, Italy
09:30 – 10:00	Coffee break
10:00 – 11:40	TS5: Service exploration theories and processes
11:40 – 13:00	TS6: Product-service systems
13:00 – 14:00	Lunch
14:00 – 16:00	TS7: e-Health services and medical data interoperability
16:00 – 16:30	Coffee break
16:30 – 18:30	TS8: Service innovation and strategy
19:45 –	Gala dinner: Restaurant Trattoria Buongiorno Lido, Address: 13, C.A. Rosetti str., District 1

FRIDAY May 27, 2016 [GRIGORESCU Room & TONITZA Room, 4th floor]

08:15 – 09:00	PS2: A Viable Systems Approach contribution to Service Science advances, Professor Francesco Polese, University of Salerno, Italy	
09:00 – 09:30	Coffee break	
09:30 – 10:50	TS9: Value co-creation through knowledge management and user-centric services	
10:50 – 12:10	TS10: Service design methodologies and patterns	TS11: Service and IT-oriented learning and education systems
12:10 – 13:30	TS12: IoT and mobile apps. for public transport service management	TS13: IT-based service engineering
13:30 – 13:35	Closing Session, Wrap up	
13:35 – 14:35	Lunch	

WEDNESDAY May 25, 2016

[GRIGORESCU Room, 4th floor]

Technical Session 1: Web service design and service-oriented agents	
Chairs: Florin Leon [RO], Costin Bădică [RO] [GRIGORESCU Room, 4th floor]	
09:00 – 09:20	A freight brokering system architecture based on web services and agents <i>Florin Leon and Costin Bădică</i>
09:20 – 09:40	Automated identification and prioritization of business risks in e-service networks <i>Dan Ioniță, Roel Wieringa and Jaap Gordijn</i>
09:40 – 10:00	The sharing economy revolution and peer-to-peer online platforms. The case of Airbnb <i>Linda Meleo, Alberto Romolini and Marco De Marco</i>

Technical Session 2: Servitization in sustainable manufacturing models and information technologies	
Chairs: Gabriela Varvara [RO], Adi Wolfson [IL] [GRIGORESCU Room, 4th floor]	
10:30 – 10:50	Modelling a manager's work as a service activity <i>Yuval Cohen, Shai Rozenes and Maurizio Faccio</i>
10:50 – 11:10	Service oriented mechanisms for smart resource allocation in private manufacturing clouds <i>Octavian Morariu, Theodor Borangiu, Cristina Morariu, Silviu Răileanu</i>
11:10 – 11:30	Servicizing as a tool for increasing the sustainability of product life cycles <i>Adi Wolfson and Dorith Tavor</i>
11:30 – 11:50	Service architecture for CSP based planning for holonic manufacturing execution systems <i>Gabriela Varvara</i>

Technical Session 3: Modelling service requirements and management of business processes	
Chairs: Hasan Koç [DE], Carlos Salgado [PT] [GRIGORESCU Room, 4th floor]	
11:50 – 12:10	Experience from a modelling & simulation perspective in smart transport information service design <i>Monica Drăgoicea, Denisa Constantinescu and João Falcão e Cunha</i>
12:10 – 12:30	Process modelling as key technique for embedding the practices of business process management in organization <i>Elena Fleacă, Bogdan Fleacă and Sanda Maiduc</i>
12:30 – 12:50	Towards a flexible solution in knowledge-based service organizations: capability as a service <i>Hasan Koç, Kurt Sandkuhl and Michael Fellmann</i>
12:50 – 13:10	<i>A three-dimensional approach for a quality-based alignment between requirements and architecture</i> Carlos Salgado, Ricardo Machado and Rita Suzana Pitangueira Maciel

Technical Session 4: Business software services and data-driven service design	
Chairs: Thang Le Dinh [CA], Shai Rozenes [IL] [GRIGORESCU Room, 4th floor]	
14:10 – 14:30	Generic data synchronization algorithm in distributed systems <i>Dragoş Dumitrescu and Mihai Carabaş</i>
14:30 – 14:50	Data-driven approach to new service concept <i>Min-Jun Kim, Chie-Hyeon Lim, Chang-Ho Lee, Kwang-Jae Kim, Seunghwan Choi and Yongsung Park</i>
14:50 – 15:10	Queuing-based processing platform for service delivery in big data environments <i>Florin Stancu, Dan Popa, Loredana-Marsilia Groza and Florin Pop</i>
15:10 – 15:30	A service-oriented framework for big data-driven knowledge management systems <i>Thang Le Dinh, Thuong-Cang Phan, Trung Bui and Manh Chien Vu</i>
15:30 – 15:50	Towards a platform for prototyping IoT health monitoring services <i>Mădălina-Cornelia Zamfir, Vladimir Florian, Alexandru Stanciu, Gabriel Neagu, Ştefan Preda and Gheorghe Militaru</i>

Workshop on "IBM - Higher Education Partnership in SSME"	
Chair: Theodor Borangiu [RO] [GRIGORESCU Room, 4th floor]	
16:20 - 16:40	API-based micro service composition and implementing in IBM Bluemix Cloud <i>Teodor Marcu, DST Sales Enablement MEA & SEE, Global Business Services IBM Romania</i>
16:40 - 17:00	IBM Cloud Solutions for Hands-on Education Services <i>Florin Anton, IT Specialist, Technical Manager of the Linux Competence Center IBM Romania</i>

Workshop on "Service Science Education – Past, Present and Future"	
Chair: João Falcão e Cunha [PT] [GRIGORESCU Room, 4th floor]	
17:00 – 17:20	The master program "Service Engineering and Management" after 8 years. Lessons learned at FEUP <i>João Falcão e Cunha, Faculty of Engineering, University of Porto, Portugal</i>
17:20 – 17:40	Service Science teaching and research initiatives. Lesson learned deriving from the University of Salerno experiences <i>Luca Carrubbo, Orlando Troisi, Massimiliano Vesci, University of Salerno, Italy</i>
17:40 – 18:00	The ASAP Service Management Forum, an industry-academia community promoting education and innovation in services <i>Sergio Cavalieri, University of Bergamo, Italy</i>
18:00 – 18:20	"Management of the Digital Enterprise" – a master program creating skills for the digital transformation of manufacturing through service orientation, <i>Monica Drăgoicea, Gheorghe Militaru, University Politehnica of Bucharest</i>
18:20 – 18:40	Reports of education experiments and case studies, industry-oriented programs <i>Shai Rozenes, Branch Chairman Service Systems, Association of Engineers, Architects and Graduates in Technological Sciences, Israel</i>

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[GRIGORESCU Room, 4th floor]

08:45 – 09:30	Plenary Session 1: The role of Industrial Engineering in Service Transformation of companies, <i>Professor Sergio Cavalieri, University of Bergamo, Italy</i> Chair: Monica Drăgoicea [RO] [GRIGORESCU Room, 4th floor]
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Technical Session 5: Service exploration theories and processes	
Chairs: Michel Leonard [CH], Virginia Ecaterina Oltean [RO] [GRIGORESCU Room, 4th floor]	
10:00 – 10:20	Service-dominant strategic sourcing: value creation versus cost saving <i>Laleh Rafati and Geert Poels</i>
10:20 – 10:40	New service's expectation positioning by applying cumulative prospect theory <i>Soe-Tsyr Daphne Yuan and Hsi-Yun Wang</i>
10:40 – 11:00	Enabling service business models through service processes <i>Nikhil Zope, Anand Kumar and Doji Lokku</i>
11:00 – 11:20	On a qualitative game theoretic approach of teacher-student interaction in a public higher education service system <i>Virginia Ecaterina Oltean, Theodor Borangiu and Monica Drăgoicea</i>
11:20 – 11:40	Decision-making in smart service systems: a viable systems approach contribution to service science advances <i>Francesco Polese, Aurelio Tommasetti, Massimiliano Vesci, Luca Carrubbo and Orlando Troisi</i>

Technical Session 6: Product-service systems	
Chairs: Sergio Cavalieri [IT], Adrian Alexandrescu [RO] [GRIGORESCU Room, 4th floor]	
11:40 – 12:00	Designing product service systems in the context of social Internet of Things <i>Pazanee Carpanen, Lia Patricio and Bernardo Ribeiro</i>
12:00 – 12:20	An event-driven service-oriented architecture for performing actions on business organization items <i>Vasilica-Georgiana Puiu and Adrian Alexandrescu</i>
12:20 – 12:40	Improving after-sales services using mobile agents in a service-oriented architecture <i>Adrian Alexandrescu, Cristian Nicolae Butincu and Mitică Craus</i>
12:40 – 13:00	Designing and configuring the value creation network for servitization <i>Barbara Resta, Paolo Giardelli, Sergio Cavalieri and Stefano Dotti</i>

Technical Session 7: e-Health services and medical data interoperability	
Chairs: Marco de Marco [IT], Mauro Romanelli [IT] [GRIGORESCU Room, 4th floor]	
14:00 – 14:20	Improving the introduction of electronic health record – lessons from European and North American countries <i>Sabrina Bonomi, Nabil Georges Badr, Alessandro Zardini and Cecilia Rossignoli</i>
14:20 – 14:40	Health care co-production: co-creation of value in flexible boundary spheres <i>Maddalena Sorrentino, Marco De Marco and Cecilia Rossignoli</i>
14:40 – 15:00	Work-related stress in health care services: a quantitative study in Italy <i>Luisa Varriale, Paola Briganti, Gloria Guillot and Maria Ferrara</i>
15:00 – 15:20	New technologies for sustainable health care <i>Mauro Romanelli</i>
15:20 – 15:40	Interoperability of medical data through e-Health service in Romania <i>Elena Madalina Rac-Albu, Vlad Ciobanu, Marius Rac-Albu and Nirvana Popescu</i>
15:40 – 16:00	Implementing the patient clinical observation sheet as a service in hospitals <i>Florin Daniel Anton and Silvia Anton</i>

Technical Session 8: Service innovation and strategy	
Chairs: Luisa Varriale [IT], Carlos Mendes [PT] [GRIGORESCU Room, 4th floor]	
16:30 – 16:50	The assessment of municipal services: environmental efficiency of buildings construction <i>Isabel Horta, Ana Camanho, Teresa Dias and Samuel Niza</i>
16:50 – 17:10	"Agile Adoption" in IT companies - building a change capability by qualitative description of agile implementation in different companies <i>Barbora Moravcova and Filip Legeny</i>
17:10 – 17:30	Technology for soccer sport: the human side in the technical part <i>Luisa Varriale and Domenico Tafuri</i>
17:30 – 17:50	Automated business process management <i>Carlos Mendes, Nuno Silva, Marcelo Silva and Miguel Mira da Silva</i>
17:50 – 18:10	Service operations decisions in hybrid organizations: towards a research agenda <i>Liliana Avila and Marlene Amorim</i>
18:10 – 18:30	A service-oriented living lab for continuous performance improvement in SMEs <i>Thang Le Dinh, Manh Chien Vu, Thuong-Cang Phan and Serge Théophile Nomo</i>

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08:15 – 09:00	Plenary Session 2: A Viable Systems Approach contribution to Service Science advances, <i>Professor Francesco Polese, University of Salerno, Italy</i> Chair: Theodor Borangiu [RO] [GRIGORESCU Room, 4th floor]
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Technical Session 9: Value co-creation through knowledge management and user-centric services	
Chairs: Henriqueta Nóvoa [PT], Francesco Polese [IT] [GRIGORESCU Room, 4th floor]	
09:30 – 09:50	Framing meaningful experiences towards a service science based tourism experience design <i>Jesus Alcoba, Susan Mostajo, Rowell Paras, Grace Cella Mejia and Romano Angelico Ebron</i>
09:50 – 10:10	Personal Service Eco-Environment (PSE2): a user-centric services computing paradigm <i>Zhongjie Wang, Dianhui Chu and Xiaofei Xu</i>
10:10 – 10:30	Using user-generated content to explore hotel service quality dimensions <i>Vera Migueis and Henriqueta Nóvoa</i>
10:30 – 10:50	How service innovation contributes to co-create value in service networks <i>Maria Vincenza Ciasullo, Francesco Polese, Orlando Troisi and Luca Carrubbo</i>

Technical Session 10: Service design methodologies and patterns	
Chairs: Niklas Kühl [DE], Stefano Za [IT] [GRIGORESCU Room, 4th floor]	
10:50 – 11:10	Needmining: towards analytical support for service design <i>Niklas Kuehl</i>
11:10 – 11:30	An efficient procedure to determine the initial basic feasible solution of time minimization transportation problem <i>Aminur Rahman Khan, Adrian Vilcu, Sharif Uddin and Cristiana Istrate</i>
11:30 – 11:50	The possible evolution of the co-operative form in a digitized world: an effective contribution to the shared governance of digitization? <i>Paolo Depaoli and Stefano Za</i>
11:50 – 12:10	A service-value approach to mobile application valuation <i>Maurizio Cavallari and Roberto Moro Visconti</i>

Technical Session 11: Service and IT-oriented learning and education systems	
Chairs: Sabrina Bonomi [RO], Gheorghe Militaru [RO] [TONITZA Room, 4th floor]	
10:50 – 11:10	Innovation for sustainable development by educating the local community. The case of an Italian project of food waste prevention <i>Sabrina Bonomi, Sara Moggi and Francesca Ricciardi</i>
11:10 – 11:30	The assessment of performance of educational services: the case of Portuguese secondary schools <i>Maria Portela and Ana Camanho</i>
11:30 – 11:50	Examining cloud computing adoption intention in higher education: exploratory study <i>Gheorghe Militaru, Anca Purcărea, Olivia Doina Negoită and Andrei Niculescu</i>
11:50 – 12:10	Service science textbooks: opportunities of an interdisciplinary approach <i>Johannes Kunze von Bischhoffshausen, Peter Hottum and Ronny Schueritz</i>

Technical Session 12: IoT and mobile apps. for public transport service management	
Chairs: Ana Camanho [PT], Silviu Răileanu [RO] [GRIGORESCU Room, 4th floor]	
12:10 – 12:30	Specifying modernization into service-oriented SaaS system in a case of public transport document generator <i>Muhammad Ghufron Mahfudhi and Teresa Galvão Dias</i>
12:30 – 12:50	Improving the service level of bus transportation systems: evaluation and optimization of bus schedules' robustness <i>Joana Hora, Teresa Galvão and Ana Camanho</i>
12:50 – 13:10	Dynamic service capacity and demand matching in a holonic public transport system <i>Theodor Borangiu, Silviu Răileanu, Iulia Voinescu and Octavian Morariu</i>
13:10 – 13:30	Mobile communication solutions for the services in the Internet of Things <i>Sorin Zamfir, Titus Bălan, Florin Sandu and Cosmin Costache</i>

Technical Session 13: IT-based service engineering	
Chairs: Fabrizio D'Ascenzo [IT], Bertrand Verlaine [BE] [TONITZA Room, 4th floor]	
12:10 – 12:30	Digital service platform for networked enterprises collaboration. A case study from the NEMESYS project <i>Francesco Bellini, Fabrizio D'Ascenzo, Iana Dulckaia and Marco Savastano</i>
12:30 – 12:50	How can ITIL and agile project management coexist? An adaptation of the ITIL v.3 life cycle in order to integrate SCRUM <i>Bertrand Verlaine, Ivan Jureta and Stéphane Faulkner</i>
12:50 – 13:10	SStream: An infrastructure for streaming multimedia content efficiently and securely in a heterogeneous environment <i>Claudiu Olteanu, Mihai Bucicoiu and Marius Popa</i>
13:10 – 13:30	Integration of Hazard Management Services <i>Anca Daniela Ioniță, Cristina-Teodora Eftimie, Grace Lewis and Marin Litoiu</i>