



Session title: Sustainable services - **SUSE**

Organisers:

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Short presentation:

Environmental issues have become integral factors in any decision-making process and in the design and implementation of goods and services. As the service sector continues to grow in size and importance and service systems become more comprehensive, complex, and interdisciplinary, services should also incorporate sustainability in their designs. Moreover, as it propagates intangible value such as information, knowledge, awareness, methods, and tools, among others, sustainability is essentially a service. Thus defining sustainability as a service extends the relations between sustainability and service beyond the incorporation of sustainability into service. Finally, there is no clear understanding today of how to measure or evaluate the overall sustainability of a given service, as well as how the customer participation in the value co-creation process can increase the sustainability of the service.

This session will discuss the benefits to be gained by – and the challenges entailed in – regarding the mutual relation of sustainability and service, as well as paradigms, concepts and examples. This Special Session welcomes papers in the following topics:

- Environmental services
- Product-service systems and servicizing
- Eco-innovation service
- Sustainable IT service
- Smart cities
- Measuring and managing sustainability services
- Reporting on sustainability performances services



Keywords: service sustainability, IT-based service, product-service systems, servitization, smart cities

Important dates:

- Special Session Proposal: July 30, 2015
- Full Paper Submission: December 21, 2015
- Notification of Acceptance: January 11, 2016
- Final Paper Submission: February 15, 2016