

# Call for Papers

Submission deadline: January 05, 2014

## IT Service Management, Service Computing and Engineering

Track of the

### 2014 International Conference on Information Resources Management

(an AIS Affiliated Conference)

<http://conf-irm2014.tdt.edu.vn/>



**Ton Duc Thang University**  
**Ho Chi Minh City, Vietnam**  
**May 21-23, 2014**

#### Track Co-Chairs

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#### TRACK COVERAGE

Recently the transformative power of IT services has been noted by various disciplines as well as the IS area. To understand the very nature of IT services as the transformative force to both IS industries and other industries is critical for advancing future economic growth. In this track we seek to explore the status of international comparative research in IT services. This includes the general application and understanding of Service Management as well as how the ideas relate to IT services. Additionally, we would like to see how this integrates with other parts of the firm such as manufacturing and engineering.

#### RECOMMENDED TOPICS

This track encourages the submission of research papers, research-in-progress papers, teaching cases, and panel proposals in the following areas (but not limited to):

- Service Innovation and Management
- Best practice in IT Service
- The manufacturing-service interface
- Service operations aspects in general
- ISO/IEC 20000
- Service Desk & Incident Management
- Service Continuity Management
- Service Strategy
- Service Design
- Service Transition
- Continual Service Improvement
- Service Offerings and Agreements
- Hospitality IT Service Systems
- Information Processing and Engineering
- Service Performance Management



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## Submission Types and Guidelines

### Full Length Submissions

Submissions must be no more than 5000 words, including references, appendices and title page, with a maximum of 5 figures/tables. Submissions must be original, and previously unpublished, conceptual or empirical research manuscripts for review. Highly rated papers by the reviewers will be considered for publications in selected Journals. Moreover, the paper that best represents, in terms of quality and suit ability, the theme and ideals of the conference will be awarded the "Best Paper Award" during the conference.

### Research-in-Progress Submissions

Submissions of no more than 2000 words with a maximum of 3 figures/tables: All research-in-progress submissions will be published in the proceedings as short papers.

### Teaching Cases

We welcome submissions of teaching cases. The cases should be based on real situations and targeted at specific learning objectives. Cases should be no more than 5000 words and must be accompanied by instructor teaching notes (not included in the 5000 words). The teaching notes will not be published.

### Panel and Tutorial Submissions

Submissions of not more than 1000 words: Proposals should include the objectives, issues to be covered and full details of all presenters. Method of presentation is at the submitter's discretion; however, the submitter has the responsibility for providing his/her own panel members. All accepted proposals will appear in the conference proceedings (Please note that all panelists and tutorial presenters must register for the conference).

### Important Announcements

- The number of submissions by an author (including joint authorship) is strictly limited to a maximum of two.
- Authors of accepted papers (at least one person per submission) and all panel members **MUST** register **AND** attend the conference.
- Submissions of ALL TYPES must be received by the above deadline.
- All submissions must be written in English
- Accepted papers will be published in the conference proceedings in their entirety upon payment of registration fees. Papers accepted and presented at the conference will also be placed in the AIS e-Library. Papers not presented at the conference, for any reason, will not be included in the AIS e-Library.

### Important Dates:

Submission deadline: **January 05, 2014**

Notification of Acceptance/Rejection: **February 19, 2014**

Final Submission due date: **March 07, 2014**

Early Registration due date: **March 21, 2014**

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**We look forward to seeing you in Ho Chi Minh City, Vietnam, in May 2014!!**

