

Call for Papers

Special Issue of *Journal of the Association for Information Systems*

Theme: Smart Service, Smart Business, Smart Research

Background

Recently, the Future Today Institute published its *2018 Tech Trends Report*, which identifies “emerging technology trends that will influence business government, education, media and society in the coming year.” Within the report, “smart” appears 269 times, “tech” appears 464 times, “intelligence” appears 89 times, and IT-enabled services and technologies feature prominently in categories across sectors; this collective evidence suggests that IT-enabled smart services are expected to become a major trend in the near future.

Smart technologies that combine artificial intelligence and innovative technologies (e.g., the Internet of things, soft robots, image and voice recognition, block chain mechanisms, unmanned vehicles) offer new and valuable production possibilities, allowing information resources to be processed and integrated in new ways to create unprecedented smart services. Smart services often are based on real-time data collection and intelligent data analyses, as well as networked and creative IT systems and platforms. Smart services are also cross-disciplinary and lead to disruptive changes in many different areas, including manufacturing, finance, insurance, healthcare, and tourism, among others.

Smart services provide the basis for emerging value networks that create new opportunities in manufacturing (e.g., instant mass production of personalized sneakers) and promote the development of new products and services. With respect to finance services, new technologies have generated a range of innovations that include smartphone-driven mobile banking, investment services, and smart contracts. Moreover, information technology and innovation are also impacting the health care industry, as consumers’ growing demands for smart health services has led to the development of new healthcare models. In particular, patients’ desire personalized healthcare technologies (e.g., intelligent diagnosis, wearable devices, and distant medical services) that allow them to better manage their healthcare.

Topics of Interest

We invite scholars from a broad range of disciplines to submit their high-quality research to this special issue. All research methods are welcome. Potential topics include but are not limited to:

- Development and evaluation of smart technologies,
- Innovative applications of smart technologies,

- Management of smart technologies,
- Innovative applications of smart technologies,
- Organizational and societal impact of smart technologies,

Submissions Instructions:

We welcome submissions of full papers and research in progress relevant to smart services. Authors should submit their extended abstracts through the submission systems of Journal of the Association for Information Systems by ~~June 30, 2018~~ **July 15, 2018**. All submission should include the following elements:

1. Title.
2. Abstract
3. Objectives of the study.
4. Methodologies and Research design, including data collected/data collection plan.
5. Major results and major contributions
6. The 150-200 word bios of the researchers.

All submissions will be screened by the editorial board and selected ones will be invited for presentation at the PolyU Workshop on Smart Services, Smart Business and Smart Research to be held at the Hong Kong Polytechnic University. Selected papers presented at the Workshop will be invited to submit their full papers by November 30 to the special issue for formal reviews. Below are planned major deadlines.

Papers should be submitted following the standard JAIS submission procedure (<http://aisel.aisnet.org/jais/>).

The abstract submission is not required. You may submit your full paper before ~~November 30~~ January 31, 2019 even if you don't submit an abstract in advance. Selected workshop papers would be considered in the JAIS special issue but not guaranteed to be published.

Important Dates:

1. Extended abstract due - ~~June 30, 2018~~ **July 15, 2018**
2. Invitation to PolyU workshop - ~~July 7, 2018~~ **July 20, 2018**
3. Workshop presentation - July 27, 2018
4. Full submission – ~~November 30, 2018~~ **January 31, 2019**
5. First-round review result – ~~February 2019~~ **April 2019**
6. Revised manuscript due - ~~May 2019~~ **July 2019**
7. Provisional decision and final round of comments - ~~August 2019~~ **October 2019**
8. Revised manuscript submission – ~~October 2019~~ **December 2019**
9. Notification of final decision – ~~November 2019~~ **January 2020**

Workshop Organizers:

Association of Information Systems;
Faculty of Business, Hong Kong Polytechnic University;
Intelligent Electronic Commerce Research Center, National Sun Yat-sen University;
Department of ISOM, University of Florida

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