

*ICSSSM (International Conference on Service Systems and Service Management)*, supported by IEEE is focusing on emerging service science in the 21th century. The main purpose of ICSSSM is to provide a platform for researchers, scholars, practitioners and government officials involved in general areas of service systems and service management to disseminate their latest research results, as well as to exchange views on the future research directions.

Ten years ago, the 1st ICSSSM was inaugurated in Beijing in 2004. After a decade, we will meet again and hold the 11st ICSSSM in Beijing in 2014.

**We look forward to your participation!**

Important Dates

**March 9, 2014, Extended abstracts or Full papers (maximum 6 pages) submission**

**March 30, 2014, Notification of paper acceptance or rejection**

**May 15, 2014, Final camera-ready papers submission deadline**

**June 25-27, 2014, Conference**

**Paper Submission:**

Please send papers (in PDF or Word) to  
icsssm@sem.tsinghua.edu.cn and icsssm@bjtu.edu.cn

Please indicate "Track Number" in the subject during your submission.

**Contact Information**

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