

2020 IEEE World Congress on Services

Message from the Steering Committee Chair



Carl K. Chang
Iowa State University
Steering Committee
Chair

Welcome to the 2020 edition of The IEEE World Congress on Services. The Congress planners and organizers, volunteers and staff together have been working tirelessly for a full year now. We have overcome unexpected obstacles including the global pandemic, initial hesitation of submissions for fearing of the virus and travel bans by potential authors, and the overhead of the total virtualization of the Congress in the end. For the first time in 2019 we moved the entire Congress out of the United States to Milan, Italy, and enjoyed a great success. The original plan for 2020 was to continue the rotation pattern and move the Congress to the Asia Pacific region with Beijing as the primary host city. In March 2020 the Steering Committee decided to move the Congress date from July to October in anticipation that the pandemic would recede by then, and hopefully we could still hold it in a face-to-face fashion, although we also decided to provide attendees the remote-participation option. That plan did not materialize, and in May we finally decided to completely virtualize the Congress. We were fortunate to have come across Underline Science as an emerging virtual conferencing provider with help from the Computer Society staff. Underline is a relatively young organization, but one with great vision. This Congress event has

indeed presented a lot of challenges to this young company but in the end they have prevailed. We invite our audience to test out their services and the various features provided through their digital platform. We ask you to please return your feedback through the survey and if the feedback is very positive, we may continue to grow with Underline. Our long-range plan is to continue the rotation pattern between the Americas, Europe and Asia Pacific. As such, on behalf of the Steering Committee, I am pleased to announce that the 2021 IEEE World Congress on Services will be held in Chicago, USA tentatively scheduled from September 5-10, 2021 if the conditions allow us to do so, and it is very likely that the event may be arranged in a hybrid format with some live presentations and discussions with some interactions occurring remotely. Please mark your calendar accordingly, and check the Congress site often for the latest developments.

Allow me to reiterate a bit on “paper” logistics, established to make the planning and development activities much smoother. Since 2018 we have adopted an encoding method – the paper designator -- so that we can easily identify a paper. Paper designators include three parts: first, a 3-letter code designating the conference or an event such as a workshop; the second, a 3-letter code designating the paper category; and third, a paper ID number, which is generated when a paper is submitted to EasyChair. The paper ID is unique within each EasyChair submission site, however it is not unique for a complex organization like this Congress that where multiple EasyChair sites co-exist. I cannot over-emphasize the importance for all authors to always use the paper designator for all communications with the volunteers or the professional staff. It saves a lot of time and energy for us to identify a contributed paper. After all, most of us are volunteers, and should not spend so much time trying to identify a paper. Therefore, each author should conscientiously provide the correct paper designator in all communications – either with volunteers, staff, or in systems. We have also been using the double-blind review policy and provided an early submission opportunity for those who have papers ready for submission early, and are willing to receive early reviews to improve the probability of being accepted in the end. Indeed, under the leadership of Program Chairs-in-Chief Ernesto Damini and Zhi Jin, we continued the high standard for selecting only the best contributions and have composed a world-class technical program. In 2020, we recommended to five affiliated conferences a cross-the-board acceptance ratio of 20% for full/regular papers.

The Congress is a large and complex professional event, as you can see from the Organizing Committee page on the web. A large number of volunteers serve in various roles to make this event possible. In 2020, due to many unexpected situations including the pandemic, it became a whole-year long process before we are able to present this edition of the SERVICES Congress, a definite high-impact professional event for the services

Steering Committee

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Rong N. Chang, IBM Research
Peter Chen, Carnegie Mellon University
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Dennis Gannon, Indiana University
Frank Leymann, University of Stuttgart
Hong Mei, Beijing Institute of Technology
Stephen S. Yau, Arizona State University

computing industry. Last but not least, I regret to inform this community that Michael Goul, a Steering Committee member, passed away in March this year. Mike was a dear friend and colleague to many of us. We have missed him greatly!

To conclude, although we cannot physically meet in Beijing this year, we do hope that you can still enjoy the technical program and various interaction opportunities with the community in the digital format. It is also time to begin preparation to make contributions to the 2021 Congress. With some luck, we may see each other in Chicago next year.