

## IEEE 2020 World Congress on Services

### Welcome Message from the Women in Services Computing Symposium Chair



**Lorraine Herger**  
**IBM Research**  
**TJ Watson Research**  
**Center**  
**WISC General Chair**

The world is a very different place today from what it was a year ago, when we convened for the 2019 IEEE World Congress on Services in beautiful Milan, Italy. No one could have predicted the enormous shift the entire world has undergone in a few short months. However, we continue forward, using our innovative minds and hearts to utilize our best digital technologies, to collaborate across the miles and across all the time zones of the world.

The Symposium on Women in Services Computing (WISC) will be held in two sessions (October 19 and October 21, 2020), allowing participation from around the globe. We will hear from two distinguished speakers, take a look back at the history of the symposium since its inception in 2017 as the WISC workshop, and have a lively panel discussion with several colleagues from both academia and industry.

New this year will be our lightning talks, over one hour period, that will allow four participants to share their views on several thought-provoking and timely subjects. Please consider signing up for a lightning talk when you register for the symposium at the URL below. We will also be awarding a \$300USD award to the best lightning talk, at the end of the symposium.

[https://forms.office.com/Pages/ResponsePage.aspx?id=DQSIkWdsWOyxEjajBLZtrQAAAAAAAAAAO\\_f1L-WhUQTg2WDBOWEgyWkNIRFRDSUNKR1FKNU1EUC4u](https://forms.office.com/Pages/ResponsePage.aspx?id=DQSIkWdsWOyxEjajBLZtrQAAAAAAAAAAO_f1L-WhUQTg2WDBOWEgyWkNIRFRDSUNKR1FKNU1EUC4u)

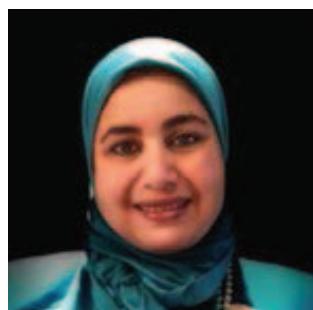
I would like to express my thanks the Symposium Steering Committee, and the Symposium Program Co-Chairs who have devoted significant time to organizing this event to meet the challenges of our times.



**Mari Abe**  
**IBM Tokyo**  
**Program Chair**



**Wendy Chong**  
**IBM Research, NY**  
**Program Chair**



**Kaoutar El Maghaouri**  
**IBM Research, NY**  
**Program Chair**



**Vaijayanthi B. Desai**  
**IBM GTS,**  
**Bangalore**  
**Program Chair**