



Schedule Parallel Track Session IESS 1.8

13:30 - 14:30 Parallel Track Session II

ROOM 1: SERVICE DESIGN AND INNOVATION

Session Chairs:

LIA PATRÍCIO & NIELS FELDMANN

13:30	Michael Vössing Jörg Siegel Niels Feldmann Thorsten Wuest Carina Benz	Employee-Centric Service Innovation: A Viable Proxy for Customer-Intimacy for Product-Focused Enterprises Service Engineering Development Methods in German Enterprises
14:00	Intekhab (Ian) Alam	Customers Input via Social Media for New Service Development
14:30	Caroline Götz Sophie Hohler Carina Benz	Towards Managing Smart Service Innovation: A Literature Review

ROOM 2: SMART SERVICE PROCESSES

Session Chairs:

LEONARD WALLETZKÝ & MARIA MALESHKOVA

13:30	Kevin Laubis Florian Knöll Verena Zeidler Viliam Simko	Crowdsensing-Based Road Condition Monitoring Service: An Assessment of its Managerial Implications to Road Authorities
14:00	Michael Vössing Clemens Wolff Volkmar Reinerth	Digitalization of Field Service Planning: The Role of Organizational Knowledge and Decision Support Systems
14:30	Francesco Polese Luca Carrubbo Francesco Caputo Antonietta Megaro	Co-Creation in Action: An Acid Test of Smart Service Systems Viability