Call for Papers

Transformative Service Systems for a Sustainable World – Minitrack

59th Hawai'i International Conference on System Sciences

January 6-9, 2026

Hyatt Regency, Maui, Hawaii, USA

https://hicss.hawaii.edu

The challenges of achieving environmental, social, and cultural sustainability while maintaining prosperity demand a system view to analyze and tackle problems with interdisciplinary approaches. We see a shared goal among disciplines, such as social science, management, design, engineering, and the emerging discipline of service science, to draw academic resources to study issues in sustainability and resilience, all aiming to contribute to sustainable development goals. Service science emphasizes the interdisciplinary study of service systems with the goal of enhancing system viability, including service innovations and transformations to achieve resilience and sustainability, improving human well-being by transforming service systems through technological and other interventions on organizational structure, inter-organizational value chain, and business models. Transformation of service systems for a sustainable world raises many issues, such as resilient service system governance, resilient service process modeling and execution, innovative service technologies for sustainability, and relationship between humans and artificial intelligence (AI), especially Generative AI, to collaborate for greater well-being. Transformation of service systems for a sustainable world also connects with many application domains that have practical societal-level problems and potential for impact on human and social well-being.

At HICSS 59 (2026), the **Transformative Service Systems for a Sustainable World** minitrack encourages submissions that connect rigorous disciplinary research with the interdisciplinary framework of value creation for sustainability, including papers on a variety of topics, such as technology-led service innovations and transformations that create sustainable solutions for societal problems, and with a variety of research methodologies, such as qualitative, quantitative, and design science approaches. This minitrack focuses on issues in sustainability faced by service system transformations that result from advances in technologies and service innovation, including but not limited to:

1. Application of technologies in service, such as AI, metaverse, and robotics, for greater wellbeing;
2. Role of data in complex service systems, including sensing, analytics, and ethical challenges;
3. Adoption of digital technologies, such as Generative AI, blockchain, and IoT, for service innovation;
4. Human-AI collaborative knowledge management to enhance resilience and sustainability;
5. Initiatives in service innovation to enhance resilience and sustainability;
6. Digital transformation of service systems in different industries or sectors;
7. Mid-range theory in service based on service-dominant logic or other paradigmatic theories;
8. Service ecosystem design to increase value co-creation in service and uplift human wellbeing.

Outstanding accepted papers will be fast-tracked for review and potential publication in the *Pacific Asia Journal of the Association of Information Systems (PAJAIS)* (https://aisel.aisnet.org/pajais/).

MINITRACK CO-CHAIRS

Fu-ren Lin
Institute of Service Science
National Tsing Hua University
frlin@iss.nthu.edu.tw

Paul P. Maglio
School of Engineering
University of California, Merced
pmaglio@ucmerced.edu

Nila A. Windasari
School of Business & Management
Bandung Institute of Technology
nila.armelia@itb.ac.id

IMPORTANT DATES

June 15, 2025	Submission Deadline (11:59 pm HST)
August 17, 2025	Notification of Acceptance/Rejection
September 22, 2025	Deadline for Submission of Final Manuscript for Publication
October 1, 2025	Deadline for at least one author to register for HICSS-59