



HICSS-43
HAWAII INTERNATIONAL CONFERENCE ON SYSTEMS SCIENCES
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Call for Papers

Analytical and Simulation Models for Knowledge, Enterprise, and Service Networks Minitrack (Decision Technologies and Service Sciences Track)

A collection of best papers from this mini-track will be invited for extension and publication in following five peer-reviewed journal outlets:

- Special issue of **Information Systems Frontiers Journal** (an ISI ranked journal):
<http://www.som.buffalo.edu/isinterface/ISFrontiers/>
- **International Journal of Decision Support System Technology** (<http://www.igi-global.com/journals/details.asp?id=7889>)
- Special issue of **ISeB** (IS for electronic Business), "Computational and Analytical Modeling for SSME"
- Special issue of **Business Process Management Journal** on "Enterprise Modeling and Simulation"
<http://www.modellingandsimulation.org/bpmj.pdf>
- Special issue of **International journal of Internet and Enterprise Management** on "Enterprise Systems Modeling and Simulation" <http://www.modellingandsimulation.org/ijiem.pdf>

Last two journals on this list have early deadlines (June 20th, 2009). Therefore, authors are encouraged to contact mini track co-chairs and special issue guest editors early.

All accepted papers will be published in the Proceedings by the IEEE Computer Society Press and carried in the IEEE digital library Xplore.

Minitrack Description:

Decision making, Knowledge work processing and communication play a pivotal role in the efficient and effective functioning of any knowledge, service or enterprise networks. Over the past few years, researchers and practitioners have made tremendous progress in terms of developing innovative tools and technologies that have improved users abilities to make complex decisions, process more information in short time frames and communicate within different types of networks. Several of the new communication technologies, ubiquitous mobile and computing devices are posing greater demands on the knowledge worker's time and attention in a work environment that is now even more technologically and socially wired than ever before. Although there is clearly some benefit of this constant connectivity, there are also numerous reports of increased stress, cognitive overload, interruptions, turnover, and productivity loss, along with several other negative effects. Despite making significant progress towards streamlining organizational workflow processes with the aid of various technologies, researchers have given little attention to various direct and indirect economic, time and performance implications of having to process so much information in

a timely manner. Service organizations, where knowledge work is the primary output, are particularly impacted by the potential waste of time and effort.

This points to an emerging need for systematic study of various decision and business processes embedded within different service, knowledge and enterprise networks along with key organizational communication technologies to develop models, theories and methods to guide effective and efficient use of these technologies. Analytically robust solutions need to be developed from several different areas such as modeling and simulation, social network analysis, human-computer interaction, information ergonomics, game theory, micro-economic theory and other modeling or empirical approaches to help improve organizational decision making, information processing (or flow) and the performance of these communication technologies and as their effects permeates more deeply and into work and family life.

In the light of these challenges, the aim of this mini track is to a) focus on a vast majority of cross-disciplinary analytical approaches that can be used to identify strategies and suggest improvements in the decision making, business processes, knowledge work processing and communication within social networks and enterprises, b) economic and simulation models of work flow and information processing, and, c) models of knowledge worker's behaviors.

For contributing to these areas, this mini-track is soliciting research results on the following topics of interest, but not limited.

Suggested Topics

- Modeling problems, new issues, and phenomena of significant currency and interest under the service science paradigm
- Modeling processes in service enterprises and other multidisciplinary domains/networks such as healthcare, transportation, security related networks, supply chain networks, open source networks, crime networks, social networks, biological networks, accounting and financial networks, etc.
- Innovative analytical and simulation models of individuals and networks in the emerging areas of science and technology
- Modeling large (or small) scale service, knowledge or social systems (networks)
- Modeling emerging economic paradigms
- Modeling IT and Cyber infrastructure
- Modeling technology based communication within and across organizations, such as email, instant messaging, web 2.0 technologies, and communication through social networking technologies
- Modeling concepts and phenomenon in enterprises, service and knowledge networks such as creativity, decision making, information overload, stress, social capital, productivity, etc.
- Modeling Knowledge work and decision making processes
- Modeling and analysis of individual or network level communication processes and strategies, types and characteristics of communication networks.
- Economic and game-theoretic models of information and knowledge processing
- Behavior Modeling- analytical and mathematical models of different human behaviors
- Agent based modeling and systems dynamics models of communication and information flow in service and knowledge networks
- Social network analysis of communication and collaborative networks
- Analytical models of time and memory and their influence on knowledge work processing

Important Deadlines:

June 15, 2009: Submit full manuscripts for review. The review is double-blind; therefore this submission must be without author names.

Please visit the HICSS-43 conference website for other important dates: <http://www.hicss.hawaii.edu/>

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