
Special Issue on Smart Services and Management

Call for Papers

Smart Services and Management focuses on the design, delivery and optimization of service systems using digital technologies such as artificial intelligence, data analytics, cloud computing and the Internet of Things. It aims to improve service efficiency, personalization and decision-making across industries including healthcare, finance, logistics and public services. The field also explores service innovation, customer experience management and intelligent business models to enhance value creation and organizational performance in digital environments.

In this special issue, we intend to invite front-line researchers and authors to submit original research and review articles on **Smart Services and Management**. Potential topics include, but are not limited to:

- Smart service systems design
- Artificial intelligence in service management
- AI-driven service analytics and decision support
- Service innovation and digital transformation
- Smart customer experience and personalization
- Digital economy theory and policy
- Digital finance and inclusive growth
- Digital platforms and service ecosystems
- Smart cities and urban service management
- Service operations and process optimization
- Smart service operations and workforce management
- Internet of things (IoT) in services
- Data-driven service management
- Cybersecurity in smart services
- Data governance and privacy in smart services
- Service automation and human-AI collaboration
- Smart service business models and value capture
- Smart service sustainability and governance

Authors should read over the journal's [For Authors](#) carefully before submission. Prospective authors should submit an electronic copy of their complete manuscript through the journal's [Paper Submission System](#).

Please kindly notice that the “**Special Issue**” under your manuscript title is supposed



to be specified and the research field “**Special Issue – Smart Services and Management**” should be chosen during your submission.

According to the following timetable:

Submission Deadline	July 28th, 2026
Publication Date	September 2026

For publishing inquiries, please feel free to contact the Editorial Assistant at submission.entrance1@scirp.org

JSSM Editorial Office