Track n. 5 - e-Services, Social Networks, and Smartcities

Digital media has affected not only the business world but also the society at large. Distance, time, and culture limits are no more an obstacle to interaction and collaboration among individuals and organizations, but seem to belong to the distant past. The rapid expansion and popularity of the digital media has encouraged the development of new ways to work and interact within organizations, changing the traditional working procedures and extending firm's boundaries. For instance, it has favoured the proliferation of virtual communities, fostering the social and exchange processes among individuals and teams. Furthermore, the spread of digital media has also encouraged the development of business and market strategies, changing the nature of the organizations and their relationships with suppliers and customers. Social platforms, market places and online work places are becoming the trading zone of commercial lives and social lives alike and as such are affecting the design of global communities and organizations. Many of these platforms have been created with the aim of riding the technological evolution of the Internet and building their competitive advantage or organizational transformations on the intensive, if not exclusive, use of network technologies. Some experiences have ended up as big failures (e.g., Covisint reported in Klein, Krcmar, 2006), others have disappointed stakeholders' expectations (e.g., Barnes and Noble, (Barnes, Vidgen, 2002)), yet others have reached enormous success revolutionizing entire markets, industrial sectors and public administrations. The Track aims at discussing papers that seek to analyse the evolution of these platforms in their role as the enablers and constrainers of global collaborations.

This track encourages theoretical and empirical contributions that cover the following topics, but are not limited to:

- Enterprise social networks
- New organizational form IT-enabled
- New services for mature industries and sectors
- Smartcities
- Social transformation throughout IT base platforms
- Social transformations
- Social networks
- Virtual organizations
- Virtual communities
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Track Co-Chairs

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Short Biography	Concetta Metallo, Ph.D., is Associate Professor of Organization and Information Systems at "Parthenope" University (Naples, Italy). Her research interests focus on social media and information technology usage

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Name – Surname	**Lapo Mola**
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Name – Surname	**María-Dolores Guillamón**
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Submission

Submissions will be evaluated through a standard blind review process. Track chairs will ensure anonymity of the review process.

Authors are highly encouraged to seek guidance from Track Chairs prior submitting the paper. We highly encourage authors to formalize this process by sending an abstract to the Track Chairs to receive feedback and guidance. Formal submission must specify the track that they are intended for. The page limit for contributions submitted in English is equal to 12 pages (maximum). Formatting rules (LNCS Springer format) are available at this link:

http://www.springer.com/it/computer,science/lncs/conference,proceedings,guidelines

Deadline for encouraged abstract submission: May 14, 2017

Deadline for full paper submission: **June 11, 2017**