

Statistics, analytics, and data management

During the last decade, enormous attention has been given to the assessment and improvement of the performance of productive systems. The use, both in the private and in the public and regulatory sectors, of performance measures has become pervasive.

The assessment of performance has economic, accounting and management science dimensions which could be integrated for improving the way it is assessed. The revival of the performance measurement culture has brought closer previously unconnected disciplines that are, by nature, deeply involved with the assessment of performance, such as statistics and information systems. It is well known that statistics plays a key role in performance measurement and, together with data analytics, can lead to the improvement of performance measurement systems. In particular, statistical techniques can be used to provide decision support for planning as well as to assess performance in a control mission.

To this purpose, the aim of this track is to explore the interactions of data analytics and statistics with decision making, strategy and performance measurement. Statistics is a key aid to strategy formulation as well as to policy evaluation by means of efficiency measurement methods. Besides, it is well known that an efficiency evaluation approach can assist decision-makers and pursue actions to improve levels of efficiency. Hence, this track also aims to investigate the impact of performance measurement in the strategic planning process, by mapping the current practices of strategic planning in different sectors and processes.

From this perspective, as organizations strive to integrate more and more data to support the execution of their core business processes, many interesting research opportunities related to data management, business analytics, and data science arise. On the one hand, organizations are facing novel technological challenges, as fundamentally different system architectures are required to process and create knowledge from an ever-growing volume of data with vastly increased velocity and variety. On the other hand, a wide range of interesting social, psychological, and organizational questions arise, concerning our ability to develop, maintain, operate, and use complex information systems.

Hence, this track aims to provide a forum to discuss and promote research related to these exciting developments, by exploring the state-of-the-art of research spanning all areas of analytical and empirical research.

Submissions on the theory and application of economics, econometrics, information systems, management science, operational research and statistics related to the areas of productivity and efficiency measurement are highly encouraged. In particular, papers related to measuring, understanding, incentivizing and improving the productivity and performance of different processes are welcomed, as well as scientific research emphasizing modelling, optimization, computation and data analytics in identifying and solving management problems and making decisions in complex systems. Besides, we welcome submissions that develop novel system architectures, analysis procedures, data management frameworks, and visualization techniques. We also invite investigations of related social and organizational challenges, such as cognitive overload or data management and related data governance issues, as well as empirical descriptions of applied data science to improve processes in domains such as marketing, finance, supply chain optimization, and healthcare.

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Digital resilience and sustainability: people, organizations, and society

Track main topics

Authors are encouraged to submit research-in-progress as well as complete full papers presenting empirical and conceptual contributions to advance knowledge in this field. Contributions should be open to multi-disciplinary approaches. Topics of interest include, but are not limited to, the following ones:

- Algorithmic advances
- Applied Data Science
- Business intelligence and decision support
- Business process management
- Cloud migration
- Data-driven Business Process Automation
- Data Governance
- Data Management/Business Analytics System Frameworks and Architectures
- Data Management/Business Analytics System Development and Operation
- Data/Service-driven methods to manage and measure customer experience in services
- Decision making
- E-Business and competitive strategy
- Efficiency measurement
- Forecasting and predictive analytics
- Healthcare information systems
- Human perception of complex data
- Innovation and productivity
- New organizational processes, roles
- Operations management
- Productivity and welfare
- Project management and organizational setup of Data Science
- Service design
- Service engineering and service management
- Service productivity and service quality
- Service science models
- Supply chain and logistics management
- Sustainability
- Tools to support Data Science (visualization, data mining, ...)
- Transportation systems and management

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Track Co-Chairs

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Bios of track Co-Chairs

Massimiliano Agovino is an Associate Professor of Economic Policy at the University of Naples Parthenope. His research focuses on macroeconomic approach to the labour market, spatial econometrics, disability and employment, environmental economics and environmental policy. He has conducted major studies on the Law 68/99 whose aim is the regulation and promotion of the employment of persons with disabilities in Italy. He is author of over 100 articles in international leading journals and he serves as Director of the series Studi

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Interdisciplinari sull'Inclusione Sociale - Aracne Editrice. He is an editorial board member of Review of studies on sustainability.

Jannis Beese is Assistant Professor of Information Systems at the University of St.Gallen. His research interests are related to the design of advanced enterprise planning and forecasting systems, with a special focus on the retail industry, as well as general research on information systems complexity, enterprise architecture, and the use of simulation-based research approaches in IS. His research has been published in several internationally recognized conferences and journals. In addition to his academic position, Jannis strives to generate practical impact from his research and is working as a data scientist for SAP.

Ge (Claire) Guo is an Assistant Professor of Decision Science in Merrick School of Business at the University of Baltimore (UB) in USA. Before joining UB, she worked as a Postdoctoral Associate in Systems Engineering at Cornell University. Her research focuses on operations research and data analytics applied in power systems, manufacturing systems and financial services. She is an editorial review board member of Production and Operations Management Journal.

Agnese Rapposelli is Senior Assistant Professor of Statistics at "G. D'Annunzio" University of Chieti-Pescara (Italy). She was visiting scholar at Warwick Business School (UK), where she worked under Prof. R.J. Dyson supervision (Operational Research & Systems Group). Her research interests focus on efficiency evaluation methods, with a special focus on Data Envelopment Analysis and Stochastic Frontier Analysis. During the past 20 years she has conducted research in the following areas: urban waste services, airline industry, corporate governance and firms performance, banking, environmental efficiency and sustainable development. Besides, she has conducted major studies on the inclusion of people with disabilities in the Italian labour market. She is author/coauthor of a book and over 50 papers published in international leading journals or refereed edited volumes.

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