Sustainable service design and innovation for creating smart future in digital and turbulent times

Today, digital transformation has been attracting an increasingly scholarly attention in relation to its determinants, mechanisms, outcomes (Hanelt *et al.*, 2021) and impacts on institutional, strategic, organizational and operational processes (Lanzolla *et al.*, 2020), leading to user experience-led and environment-driven design as the power of planning, conceiving and making products serving human beings for individual and collective purposes (Buchanan, 2001). Services, professional and technical occupation shape the post-industrial society and enhance the centrality of human relationships and intellectual technology, developing digital technologies blurring physical, digital and biological spheres (Bell, 1974; Schwab, 2016). Digital transformation is not just a matter of technology and enables firms to adopt sustainable practices and processes (Secundo *et al.*, 2019; Davis-Peccoud *et al*., 2018) but implies a green transformation as a key strategy for recovery finding effective solutions to achieve sustainable development facing complex challenges and issues as climate change, pollution, food security, and ensure healthy ecosystems and resilient organizations coherently with a cross disciplinary perspective (Suciu&Nàsulea, 2019, pag. 73; Birtchnell *et al.*, 2017). Digital and green transformation requires the development of new capabilities and competencies to align processes, people and culture to organizational objectives, driving the fourth industrial evolution as enabler of human resource reskilling and organizational dynamic capabilities (Doherty&Stephens, 2021; Vial, 2019), sustainable ways and skills as essential to manage advanced technologies and disruptive changes in business activities (Kiron *et al.*, 2016; Wef, 2016). The need of new competencies, skills and capabilities supports digital and green transformation and change in manufacturing and service sectors (Chirumalla, 2021; Lam&Law, 2019). Covid-19 pandemic as a shock and natural experimental context has accelerated exiting trends towards the need of new capabilities, mind set and competencies for adequately managing digital technologies (Amankwah-Amoah *et al.*, 2021), driving innovation as a key driver for knowledge and value creation (Lee&Trimi, 2018). Smart technologies and solutions help organizations and communities to rethinking on a sustainable and smart future development for a better quality of life, by driving transformative changes (Bednar&Welch, 2019; Linnenluecke *et al*., 2017; Lee&Trimi, 2018). Sustainability as a managerial trend helps social change, enabling organizations to develop capabilities for transition towards future digital transformation fostering flexible responses and organizational resilience (Amui *et al.*, 2017; He *et al*., 2022). Sustainable, digital and green development relies on organizing living, working, playing and learning environments focusing on human systems, integrating information and physical artefacts (Buchanan, 2001).

Accordingly, we welcome empirical and theoretical papers aimed at analysing and exploring how digital and emerging technologies are shaping production and business models, considering the needs emerging within social and environmental ecosystems, improving digital and green transformation on competency development for organizations, developing smart and sustainable innovation and services for value creation. Contributions can focus either on technological, social and economic issues coherently with SDGs and inclusive frameworks that involve governments, business, civil society, citizens at the worldwide scale. A broad spectrum of emergent technologies (cloud computing, artificial intelligence, Internet of Things, block chain, social media, mobile apps) has been considered.

Track main topics

Topics of interest include, but are not limited to:

- Digital technologies redefining skills and competencies, influencing upskilling/reskilling of workers
- Organizations leveraging on digital transformation, training human resources for achieving economic, social and environmental sustainability
- What role do universities play for building capabilities advancing digital and green transformation?
- Digital transformation and ICT as "enabler" of smart and sustainable organizations
- Digital transformation for social innovation, smart, inclusive and sustainable communities
- Immersive technologies, big data for design and production processes
- Artificial intelligence, smart design and value co-creation
- Technology enhanced learning
- Policy making and sustainable goals in the digital era

Best papers will be proposed for a fast track publication on a special issue of Sustainability (MDPI), Journal of Theoretical and Applied Electronic Commerce Research (MDPI) or Journal Management & Marketing (De Gruyter).

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Short bios of track Co-Chairs

Francesco Bellini is Professor of Digital Transformation and Data Management at the Faculty of Economics of the Sapienza University of Rome. He trained as economist (Degree in Economics, MSc in Economics and Management of Technological Change, PhD in Innovation Management) and gained more than 25 years of experience in consultancy as well as research and innovation projects at national and EU level, working at the crossroad between innovation, entrepreneurship and finance. He was consultant for a number of public and private organizations on the themes of digital transformation, innovation management, compliance and sustainability and visiting professor in international universities. He worked in more than 30 EC R&I projects coordinating 4 of international research consortia. He published more than 100 articles and books.

Yannis Charalabidis is Full Professor of Digital Governance at the Department of Information and Communication Systems Engineering at the University of the Aegean in Samos, Greece. He is the founding director of the Digital Governance Research Centre, coordinating policy making, research and application projects for governments and enterprises worldwide. He is heading the MSc on Digital Innovation and Entrepreneurship and the Aegean Startups entrepreneurship accelerator. He has more than 25 years of experience in research and development of complex information systems, 10 of which as general manager in SingularLogic Group software products unit. He has published more than 10 books and 300 papers in international journals and conferences, and actively participates in international scientific and policy making bodies. Yannis has been teaching as an invited professor at UC Berkeley, TU Delft, Stevens Institute NY, State University NY, University of Washington, City University Hong Kong, Swinburne University Melbourne and Wollongong University in Australia. In 2016, he was ranked as the 8th most prolific author in Digital Government, among 10,000 authors of the domain, by the Washington University survey. In 2018, he was included in the "100 most influential people in Digital Government", by Apolitical Group.

Elisabetta Raguseo, PhD, is Associate professor in Strategy and Economics at Politecnico di Torino (Italy), Associate Editor of Information and Management journal and Journal of Travel Research. She was part of the Group of Experts for the Observatory on the Online Platform Economy of the European Commission (2018-2021) and a Marie Curie research fellow at the business school Grenoble Ecole de Management (France) (2014-2016). Her research expertise is in strategic information systems, competences and digital transformation. Her research has been published in highly ranked international journals as the paper "Filieri, R., D'Amico, E., Destefanis, A., Paolucci, E. and Raguseo, E. (2021). Artificial Intelligence (AI) for Tourism: A European-based study on successful AI tourism start-ups. International Journal of Contemporary Hospitality Management, In press". She managed many special tracks on the topics of the track proposed in many conferences (e.g., R&D management and IFKAD), and she was part of many organizational committees in conferences (e.g., ECIS 2022 and The fifth International Conference on Digital Economy (ICDEc) 2020 - Emerging Technologies & Business Innovation).

Eleonora Veglianti is Associate Professor in the FGES department at the Catholique University of Lille, France. She holds a Ph.D. at University of Perugia, Italy. She collaborates with several universities also foreigner. She spent different periods abroad to collect data for her researches and she has an expertise also about China. She is author of several scientific papers. Her main focus is on: smart cities, artificial intelligence, digital transformation and innovation issues.

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