Important deadlines:

- Submission (full paper): December 28, 2013
- Notification: February 16, 2014
- Registration: March 1, 2014
- Camera ready: March 15, 2014

Tracks:

**Service innovation, evaluation and delivery**
- Service requirement validation; Service design; Service deployment; Service delivery; Service lifecycle; Service knowledge and service innovation; Model-driven service engineering; Knowledge-intensive services; Risk management in services management; Service testing and validation; Service consumption and delivery outcome; Quality of service; Quality of experience; Quality of service impact; Service audit metrics; Service innovation; Service bundling; Service research; Service composition; Collaborative services; Service business models; Service personalization; Security and trust in services

**Ubiquitous and pervasive services**
- Foundations of ubiquitous and pervasive services, networks and applications; Specification, discovery, and matching of ubiquitous and pervasive services; Computing, orchestration and harmonization of ubiquitous and pervasive services; Technologies for modeling, designing, and testing ubiquitous and pervasive services; Service-oriented agent-based architectures, protocols and deployment environments; Integration and deployment of ubiquitous and pervasive services; Ubiquitous and pervasive services in peer-to-peer and overlay networks; Ubiquitous and pervasive services in mobile networks and sensor networks; Ubiquitous and pervasive services in unmanned air, underwater, and ground vehicle networks; Adaptive and self-adaptive ubiquitous and pervasive services; Context awareness, adaptation and management of ubiquitous and pervasive services; Security, trust and privacy management in ubiquitous and pervasive services; Semantics and ontology for ubiquitous and pervasive services; Web services and middleware support for ubiquitous and pervasive services; Energy management and harvesting for network with ubiquitous and pervasive systems; Case studies, lessons learned, experiments, simulations and trials for ubiquitous and pervasive services

**WEB Services**
- Basics and formalisms on Web services; Web x.0 concepts in Web services evolution in this framework; Methodologies for specification, deployment and enhancements of Web services; Modeling and composition of Web services; Discovery, matching, and integration of Web services; SLA/QoS/QoE in Web services (privacy, security, performance, reliability, fault tolerance); Testing and validating Web services; Publishing, discovery, tracking, and selection of Web services; Web services lifecycle management; Semantics and Ontology in Web services; Cloud computing, service-as-a-software and on-demand Web services; Mobile and intermittent Web services; Web services-based services, applications and solutions; Web services standards and formalizations; Service-Oriented Architecture (SOA) infrastructure and middleware

**Society and business services**
- Public (mail, schools, banking, financial, personal, real estate, health, government, insurance, hospitals, transportation, library); Utility (broadcasting & cable TV, printing & publishing, energy, Internet, hotels, retail, waste management, security, rental); Entertainment (advertising, casinos & gaming, recreational, restaurant, travel); Business (communications, specialty, technology, planning, supply chain management, marketing, design, wholesale distribution); Business process management (business knowledge, business protocols, service level agreements, business licensing models, business financial models, and business advertising models

**Service measurement**
- QoS metrics and indicators; data quality; validity of models; uncertainty analysis; SLA monitoring; measurement of business objectives; dynamics of monitoring; quantification of trust and trustworthiness; propagation of measurements; triangulation; expert judgments; aggregation of measurements

**Empirical methods in system and service management**
- Empirical evaluations; method and model validation based on empirical trials; case studies; experiments; guidelines and best practices for structured empirical research; validity and reliability of empirical research; systematic reviews; metrics; measurements; expert judgments; case study design; reporting of empirical research