Call for Contributions
1. Inform the Chair: with the Title of your Contribution
2. Submission URL:
https://www.iariasubmit.org/conferences/submit/newcontribution.php?event=SERVICE+COMPUTATION+2018+Special
Please select Track Preference as **SERVQUAL-2018**

Special track

SERVQUAL-2018: The Second Symposium on Service Quality

Chair and Coordinator: Janusz Klink, Ph.D. Eng., Wrocław University of Science and Technology, Wroclaw, Poland
janusz.klink@pwr.edu.pl
Co-Chair: Tadeus Uhl, Prof. Ph.D., D.Sc. Eng.,Flensburg University of Applied Sciences, Germany | Maritime University of Szczecin, Poland

along with

SERVICE COMPUTATION 2018, The Tenth International Conference on Advanced Service Computing

http://www.iaria.org/conferences2018/SERVICECOMPUTATION18.html

The Second Symposium on Service Quality will be held in conjunction with The Tenth International Conferences on Advanced Service Computing SERVICE COMPUTATION 2018 in Barcelona, Spain, from 18th to 22nd of February, 2018.

ServQual 2018 aims at providing an international forum for researchers, engineers, QoS- professionals and practitioners, service providers, operators and national authorities, like regulators, addressing the challenges of telecommunication service design and delivery.

The special track will combine original full and short paper presentations on network performance measurement, quality assessment and QoE models. The scope of the session will cover the relations between objective performance indicators and quality perceived by the users, and the Quality of Experience (QoE) / Quality of Life (QoL) relations.

Note: A recipient for a best paper award can be selected. Accepted papers will be published in the conference proceedings and will be included in the www.thinkmind.org digital library. Selected papers will further be considered for publication in specialized journals. For more information, visit http://www.iariajournals.org/

Note: A recipient for a best paper award can be selected.

Topics include, but not limited to:

- Quality of Service (QoS) and Quality of Experience (QoE) standards in telecommunications
- Quality requirements for voice, video and multimedia applications
- Key Performance Indicators (KPIs) identification
- Quality metrics
- Service quality measurements in fixed, mobile and packet-based networks
- Service quality measurement techniques and testbeds

- Service Level Agreements in telecommunications
- QoS / QoE / QoL relations
- Service innovation and research

Contribution Types

- Regular papers [in the proceedings, digital library]
- Short papers (work in progress) [in the proceedings, digital library]
- Posters: two pages [in the proceedings, digital library]
- Posters: slide only [slide-deck posted on www.iaria.org]
- Presentations: slide only [slide-deck posted on www.iaria.org]
- Demos: two pages [posted on www.iaria.org]

Important Datelines

- Inform the Chair: As soon as you decided to contribute
- Submission: Nov 3, 2017
- Notification: Dec 3, 2017
- Registration: Dec 17, 2017
- Camera ready: Jan 15, 2018

Paper Format
- See: http://www.iaria.org/format.html
- Before submission, please check and comply with the editorial rules: http://www.iaria.org/editorialrules.html

Publications
- Extended versions of selected papers will be published in IARIA Journals: http://www.iariajournals.org
- Print proceedings will be available via Curran Associates, Inc.: http://www.proceedings.com/9769.html
- Articles will be archived in the free access ThinkMind Digital Library: http://www.thinkmind.org

Paper Submission
https://www.iariasubmit.org/conferences/submit/newcontribution.php?event=SERVICE+COMPUTATION+2018+Special
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Registration
- Each accepted paper needs at least one full registration, before the camera-ready manuscript can be included in the proceedings.
- Registration fees are available at http://www.iaria.org/registration.html

Contact
Chair: Janusz Klink, janusz.klink@pwr.edu.pl
Logistics: steve@iaria.org