

## Call for Contributions

### Note: Onsite and Online Options

In order to accommodate a large number of situations, we are offering the option for either physical presence or virtual participation. We would be delighted if all authors manage to attend in person, but are aware that special circumstances are best handled by having flexible options.

1. **Inform the Chair:** with the Title of your Contribution

2. **Submission URL:**

<https://www.iariasubmit.org/conferences/submit/newcontribution.php?event=ICDS+2020+Special>

Please select Track Preference as **DSD**

Special track

## DSD: Digital Service Design

### Chairs and Coordinators

Samantha Papavasiliou, PhD candidate, University of Adelaide, South Australia, Australia

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along with

**ICDS 2020**, The Fourteenth International Conference on Digital Society

<https://www.iaria.org/conferences2020/ICDS20.html>

November 21 - 25, 2020 - Valencia, Spain

Digital service design is becoming increasingly important in the level of engagement with government, organizations, not-for-profits and businesses. A key area of interest is digital service design in the public sector, whereby the services provided have a considerable impact on the individuals who need to interact with them; poorly designed services can have detrimental effects on service use and citizen well-being. Users are not limited to citizens of a particular government; they can be a number of people, entities or organizations and other governments. Therefore greater research and knowledge is needed to understand the topic. Digitalization of government services is the way forward across the world and highlighting the importance of this topic and research into it. DSD goes beyond seeking public sector digital service design research, and is interested in the design of all digital services.

Service design goes beyond the visualization, understanding who the various users are, their needs and being able to predict the challenges faced by users is an important step in user centered design. Both being able to predict service use and non-use and identifying causality between use and non-use is vital. There are numerous techniques to utilize to understand these issues, logistic regression, agent based modeling, user centered design, synthetic control method, to name a few. One key issue with this area is that there is no one-size-fits-all solution, in either the digital service design or the methods employed to understand the users.

DSD looks at different views to understand the environment, including systems thinking lens, mandatory systems, voluntary systems, digital inclusiveness and digital adoption. We will look at models, proposed improvements, works in progress and full research papers. The aim is to explore numerous components impacting government digital service design and use, in both the short and long term. Research in this area can provide multiple perspectives for analysis, identify key barriers and enablers, as well as understanding the issue moving forward. We seek both qualitative and quantitative research.

### **Topics include, but not limited to:**

- Public sector digital service design (including eGovernment research)
- Predictive or causal behavioural analysis in service provision
- User centred design for service optimisation
- Agent based modelling or Microsimulation to determine casual behaviours
- Synthetic Control Method to evaluation potential policies and design changes
- Design principles incorporating customisation
- Systems thinking or complexity theory to understand the interconnections between users and services

### **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.aria.org](http://www.aria.org)]
- Presentations: slide only [slide-deck posted on [www.aria.org](http://www.aria.org)]
- Demos: two pages [posted on [www.aria.org](http://www.aria.org)]

### **Important Datelines**

- Inform the Chair: As soon as you decide to contribute
- Submission: September 21
- Notification: October 11
- Registration: October 21
- Camera-ready: October 21

*Note: The submission deadline is somewhat flexible, providing arrangements are made ahead of time with the chair.*

### **Paper Format**

- See: <http://www.aria.org/format.html>
- Before submission, please check and comply with the editorial rules: <http://www.aria.org/editorialrules.html>

### **Publications**

- Extended versions of selected papers will be published in IARIA Journals: <http://www.ariajournals.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.ariasubmit.org/conferences/submit/newcontribution.php?event=ICDS+2020+Special>  
Please select Track Preference as **DSD**

### **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.aria.org/registration.html>

### **Contact**

Chair:

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