

Call for Contributions

Inform the Chair: with the Title of your Contribution

Submission URL:

<https://www.ariasubmit.org/conferences/submit/newcontribution.php?event=SERVICE+COMPUTATION+2017+Special>

Please select Track Preference as **SERVQUAL**

Special track **SERVQUAL: Service Quality**

Chair and Coordinator:

Ph.D., Eng. Janusz Klink, Wrocław University of Science and Technology, Wrocław, Poland

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Co-Chair:

Prof. Ph.D., D.Sc. Eng. Tadeus Uhl, Flensburg University of Applied Sciences, Germany | Maritime University of Szczecin, Poland

along with

SERVICE COMPUTATION 2017, February 19 - 23, 2017 - Athens, Greece

The Ninth International Conferences on Advanced Service Computing

<http://www.aria.org/conferences2017/SERVICECOMPUTATION17.html>

ServQual aims at providing an international forum for researchers, engineers, QoS-professionals and QoS-practitioners, service providers, operators and national authorities, like regulators, addressing the challenges of telecommunication service design, delivery, quality measurement and assessment, and supervision. The event will combine original full and short paper presentations on network performance measurement, quality of service management and quality of experience models.

Topics of SERVQUAL encompass, but are not limited to:

- QoS monitoring
- QoE prediction
- Service quality requirements
- Service quality measurements
- Service delivery and monitoring
- Service quality performance indicators and metrics
- QoS/SLA in telecommunication services
- Service Level Agreement monitoring
- QoS/QoE mapping
- Service quality measurements in fixed and mobile networks
- QoS standards in telecommunications
- QoS measurement techniques and testbeds
- Service innovation and research

Important Datelines

- Inform the Chair: As soon as authors decided to submit and secured the financial support
- Submission: January 15
- Notification: January 25
- Registration: February 5

- Camera ready: February 8

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]

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

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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>

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