# **ANNUAL REPORT 2010**





Scientific Academy for Service Technology

## Report of the Executive Board

### Scientific activities

**ICSOC 2010.** While concluding financial and organizational matters related to ICSOC-ServiceWave 2009, Dr. Papazoglou, Dr. Krämer and other members of the ICSOC steering committee put high efforts in completing the organizing committee for ICSOC 2010 and getting organizational matters started, including call for papers, installation of program committee, selection of meeting venue, identification of sponsors and other issues. Dr. Heiko Ludwig, based in San Francisco where this year's event was scheduled, acted as General Chair.

As in the years before, we observed a high submission rate with 215 research papers, 15 industry papers, 6 submissions to the PhD Symposium, and 13 posters. Correspondingly, the acceptance was also kept low at a rate of 15%, which testifies the high quality of this conference series. The conference itself was again extremely successful with 139 participants, a number of outstanding keynote speakers and panels and a memorable gala dinner in the san Francisco City club.

ServTech sponsored the free provision of proceedings to student participants and their free attendance at the Gala Dinner.







Heiko Ludwig opening ICSOC 2010 (from left: Paul Maglio, Mathias Weske, Jian Yang)

M. Weske, L. Leifer, P. Maglio, H.Weske

During break

**Carl Adam Petri Memorial Symposium 2011.** Later this year, initiated by Dr. Krämer, ServTech was also involved in the organization of a symposium held in memoriam of Carl Adam Petri who passed away in July 2010. The symposium was scheduled for February 4, 2011, at Humboldt Universität zu Berlin. ServTech's roles included the co-organization of the scientific program of this international event and its financial handling.

### Finances

ServTech account balance as of January 1st, 2010, was overly high due to the fact that the invoice from KTH in Stockholm, which included approx.  $8.000 \in$  in expenses still due for ICSOC 2008 and a bit more that 8.000  $\in$  for expenses related to SSME 2008. That is, more than  $16.000 \in$  had to be paid early 2009 to cover expenses that had occurred in 2008.

The balances as of December 31st, 2009, included 136.000,00  $\in$  income in conference fees (incl. 25% VAT) and 33.750,00  $\in$  sponsorship money. Nearly 150.000  $\in$  of the 2009 final balance had to be spent early 2010 for ServTech Annual Report 2010

taxes (~28.000 €), legal and financial consultancy, and expenses for rooms, catering, the gala dinner etc. (~90.000 €). A survey of the ICSOC-ServiceWave budget is included in the appendix.

The executive board suggests to the members to spend the estimated surplus of  $10.000 \in$  as sponsorship money for ICSOC 2010 for activities of public interest. A final decision will be taken during a future members meeting.

#### Membership Issues

As only one ServTech member could make it to ICSOC 2010, the Annual Members Meeting was held June 28, 2011, in Crete on the occasion of SSAIE 2011.

Dr. Willem-Jan van den Heuvel, professor at Tilburg University, the Netherlands, joined ServTech as a new member in 2010.