

**I3E 2020 – Call for papers**  
**The 19th IFIP Conference on e-Business, e-Services and e-Society**  
***Responsible design, implementation and use of information and communications***  
***technology***  
**6 – 8 April 2020**  
**Skukuza, Kruger National Park, South Africa**  
<http://i3e2020.org>

The age of digital transformation opens up exciting new avenues for design and application of ICTs. Yet, with the ubiquitous connectedness of a digitally transformed world, come unintended, unpredictable and often adverse consequences for individuals, societies and organisations – in developed and developing contexts. Security, privacy, trustworthiness, exploitation and well-being are some of the pressing concerns resulting from new digital realities.

There is need for responsible design, implementation and use of information systems (IS) based on critical awareness and ethical practices. As rightly put by Schultze (2017: 65): “As IS researchers we need to examine our own practices - including the questions we ask, the methods we deploy and theories we adopt – to understand and critically review our world-making”.

The 19th IFIP Conference (6-8 April 2020) aims to bring together contributions from a variety of perspectives, disciplines and communities for the advancement of knowledge regarding responsible design, implementation and use of information and communications technology. To this end, we invite scholars, practitioners and research students to submit and present their papers and findings to the 19th IFIP Conference on e-Business, e-Services, and e-Society to be held in April 2020 in South Africa.

#### **Submission guidelines**

Authors should submit original, unpublished research papers, not submitted simultaneously at another journal or conference. All accepted papers will be published in the conference proceedings. Submissions should not be under consideration for any other conference or journal outlet. Conference proceedings will be published in a special volume of Lecture Notes in Computer Science (LNCS) by Springer.

Submissions will be managed via the EasyChair conference management system.

#### **Fast Track to Journals and Special Issues**

Authors of selected papers will be invited to submit an extended and revised version of their paper for fast track review and publication in the *International Journal of Information Management (IJIM)* and *International Journal of Electronic Government Research (IJEGR)*. More Special Issues will be announced in the conference website the following weeks.

#### **Topics**

Theoretical and empirical papers describing employing quantitative, qualitative, and/or critical methods are welcomed. More specific, areas of interest include, amongst others, the following:

##### **Digital Business**

Innovative e-Business models  
Disruptive technologies  
Inter-organizational systems  
Business process integration  
Business process re-engineering  
e-Marketplaces, e-Hubs and portals  
Digital goods and products  
User behaviour modelling  
User experience  
Social networks and e-business

e-Risk management  
e-Commerce  
Supply demand and value chains  
Mobile business  
Big data driven organizations  
Trust and security  
Internet of things  
Blockchain  
Artificial Intelligence

## **Digital Services**

e-Service composition and orchestration  
e-Collaboration  
Semantic web services  
Service workflows  
Social networks and services  
Application service management  
Service oriented architecture platforms  
Virtual organisations and coalitions  
Virtual enterprises and virtual markets  
Agent-oriented e-Services  
Ubiquitous, mobile and pervasive services  
Human interfaces for e-Services

## **Digital society**

e-Government (G2G, G2B, and G2C)  
Smart cities and regions  
Social networks and society  
Internet of things  
Blockchain  
Artificial Intelligence

Open data initiatives  
e-Democracy and e-Governance  
e-Health  
e-Education  
Public e-Services for citizens and enterprises  
One-stop government & service integration  
Disaster monitoring and prevention systems  
Mobile public services  
Digital culture and digital divide  
Privacy and security  
Legal, societal and cultural issues  
Public-private partnerships  
International dimension of e-Government  
IT-Platform for public service  
Cyber safety  
Technology use for sustainable development  
Technology use for empowerment in a developing context  
Socio-economic inclusion in the digital Era

**Venue:** The 19th IFIP I3E2020 Conference will be held at the Skukuza conference centre, South Africa. Skukuza conference centre is situated in the biggest rest camp of the Kruger National Park in South Africa. Skukuza Rest Camp in the Kruger National Park is a popular camp situated in the heart of Big Five territory and is easily accessed by road and air travel. Skukuza features a variety of accommodation options including camp sites, 21 furnished safari tents, semi luxury bungalows, cottages and 4 guesthouses.

## **Important dates:**

Submission date: 30 October 2019  
Notification to authors: 10 December 2019  
Final version submission: 7 January 2020  
Early bird registration: 10 January 2020

## **Conference Chairs**

Marié Hattingh, Machdel Matthee, and Hanlie Smuts, University of Pretoria

## **Conference Co-Chairs**

Yogesh, K Dwivedi, Swansea University, UK  
Matti Mäntymäki, University of Turku, Finland

## **Programme Co-chairs and co-editors of conference proceedings**

Machdel Matthee, Marié Hattingh and Hanlie Smuts, University of Pretoria  
Ilias Pappas, University of Agder & NTNU, Norway  
Yogesh K Dwivedi, Swansea University, UK  
Matti Mäntymäki, University of Turku, Finland

## **References:**

Schultze, U. (2017). What kind of world do we want to help make with our theories? *Information and Organization*, 27(1), 60–66.