CHIMSPAS Program

Date/Time	Session
Thursday, 22 August	
08:30 a.m.	Start of registration in the CITEC
09:00 a.m.-09:30 a.m.	Welcome notes: *Nicola Bilstein, Christian Stummer, and Reinhold Decker*
09:30 a.m.-10:30 a.m.	**Invited talk:** Challenges in digitalizing established products: Practical experiences and lessons learnt at Miele *Ingo Kaiser* (Miele & Cie. KG)
10:30 a.m.-10:50 a.m.	Short break
10:50 a.m.-11:30 a.m.	Engaging customers along the smart service journey: A network perspective *Bieke Henkens* (Ghent University) *Katrien Verleye* (Ghent University) *Bart Larivière* (KU Leuven)
11:30 a.m.-12:10 p.m.	Is more automation always better? An empirical study of customers' willingness to use autonomous vehicle functions *Mohamed Souka* (Bielefeld University) *Daniel Böger* (Bielefeld University) *Reinhold Decker* (Bielefeld University) *Christian Stummer* (Bielefeld University) *Alisa Wiemann* (Bielefeld University)
12:15 p.m.-02:00 p.m.	Lunch break and CITEC tour
02:00 p.m.-02:40 p.m.	Alexa, who are you? Consumer trust in and mental representations of smart home technologies *Jonas Föhr* (University of Bayreuth) *Claas Christian Germelmann* (University of Bayreuth)
02:40 p.m.-03:20 p.m.	Smart services, smart customer community, less support costs? Examining the economic impact of a firm-sponsored online community on traditional customer support *Gerrit P. Cziehso* (TU Dortmund) *Tobias Schaefers* (Copenhagen Business School) *Ann-Kristin Kupfer* (WWU Münster) *Fabian Ottinger* (TU Dortmund)
03:20 p.m.-03:40 p.m.	Short break
03:40 p.m.-04:20 p.m.	Influencing factors and strategies regarding B2B customer's data disclosure behavior for smart services: A qualitative approach *Curd-Georg Eggert* (University of Passau) *Corinna Winkler* (University of Passau) *Jan H. Schumann* (University of Passau) *Nancy V. Wünderlich* (Paderborn University)
04:20 p.m.-05:00 p.m.	Security concerns as barriers of smart product acceptance: The case of automated parking *Antje Fricke* (TU Braunschweig) *Nadine Pieper* (TU Braunschweig) *David M. Woisetschläger* (TU Braunschweig)
06:30 p.m.	Excursion to Sparrenburg Castle *(comfortable shoes recommended)* Gathering point at the "Rathaus"!
07:00 p.m.-11:00 p.m.	Conference dinner at Sparrenburg Castle

Friday, 23 August	
08:30 a.m.-09:10 a.m.	Being in control or not: Perceived disempowerment and desire for control as determinants for selecting future means of travel *Alisa Wiemann* (Bielefeld University) *Christian Stummer* (Bielefeld University) *Reinhold Decker* (Bielefeld University)
09:10 a.m.-09:50 a.m.	How do different customers value the use of companion shopping apps in inner cities? An empirical investigation *Gertrud Schmitz* (University of Duisburg-Essen) *Severine Peche* (University of Duisburg-Essen) *Stephanie Schwipper* (University of Duisburg-Essen)
09:50 a.m.-10:10 a.m.	Short break
10:10 a.m.-10:55 a.m.	**Invited talk**: Servicefactory – A smart sports service platform beyond fitness tracking *Ekaterina Korneeva* (RWTH Aachen University) *Frank T. Piller* (RWTH Aachen University)
10:55 a.m.-11:35 a.m.	The impact of knowledge boundaries on collaborative projects: A review of the resistance to value co-creation in open innovation *Joshua K. Salawu* (University of Namur) *Annick Castiaux* (University of Namur) *Assaad El Akremi* (Toulouse University 1 Capitole)
11:35 a.m.-12:15 p.m.	Spanning boundaries in service science: An interdisciplinary approach to smart service platforms *Nancy V. Wünderlich* (Paderborn University) *Daniel Beverungen* (Paderborn University) *Dennis Kundisch* (Paderborn University)
12:15 p.m.-12:30 p.m.	Closing *(including award presentation)*
12:30 p.m.-01:30 p.m.	Lunch