

The 20th IFIP Conference e-Business, e-Services, and e-Society I3E2021

Responsible AI and Analytics for an Ethical and Inclusive Digitised Society

**1st – 3rd September 2021
NUI Galway, Galway, Ireland**

www.I3E2021.com

AI, analytics, and ICT in general, create opportunities and unintended or negative consequences for individuals and society (cf. Ransbotham et al., 2016; Majchrzak et al., 2016). These opportunities and consequences have not been evenly distributed.

Despite the many personal, economic, and societal benefits offered by AI and analytics, its use raises a variety of ethical concerns. Ethics permeates the entire analytics process, from what data to use, to how to represent the extracted knowledge and exploit the insights to create economic and social value. Ethical concerns (i.e. illegitimate surveillance, invasion of privacy, unemployment, malicious use etc.) are frequently used to portray AI and analytics as ‘a danger to humanity’. These concerns warrant the attention of the academic community who are in a privileged position within society to raise awareness about the responsible design, implementation and use of AI, analytics, and ICT.

At the same time, AI and analytics has opened new domains of exclusion and privilege for some, leaving some individuals and communities excluded from the digitised society. For example, digital exclusion is part of the overall challenge of exclusion, a growing phenomenon which carries with it a series of deteriorations in life paths (i.e. poor lifelong earnings and an increased risk of marginalisation). There are many who are currently excluded for reasons of low income and education, location, culture, trust and confidence levels or various disabilities (European Commission).

Success in the increasingly digitised society requires a comprehensive approach to fostering an ethical and inclusive society. The 20th IFIP Conference on e-Business, e-Services, and e-Society aims to bring together contributions from a variety of perspectives, disciplines and communities for the advancement of knowledge regarding *Responsible AI and Analytics for an Ethical and Inclusive Digitised Society*.

To this end, we invite scholars, practitioners and research students to submit and present their papers and findings to the 20th IFIP Conference on e-Business, e-Services, and e-Society to be held in September 2021 at NUI Galway, Galway, Ireland. Theoretical and empirical papers employing quantitative, qualitative, and/or critical methods are welcomed.

Submission Guidelines

Authors should submit original, unpublished research papers. All papers must not simultaneously be submitted to 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.

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.

- Information Systems Frontiers
- Journal of Decision Systems
- Additional Special Issues will be announced on the conference website.

Important Dates:

- Submission date: 28th February 2021
- Notification to authors: 31st March 2021
- Camera ready submission: 30th April 2021
- Early bird registration: 10th May 2021

Conference Chairs

- Denis Dennehy, National University of Ireland Galway, Ireland
- Anastasia Griva, National University of Ireland Galway, Ireland

Conference Co-Chairs

- Yogesh, K Dwivedi, Swansea University, UK
- Matti Mäntymäki, University of Turku, Finland
- Ilias Pappas, University of Agder & NTNU, Norway
- Nancy Pouloudi, Athens University of Economics and Business, Greece

Pre-Conference Doctoral Symposium (31st August)

PhD candidates can submit a brief proposal (max 5 pages) to the Doctoral Symposium. No extra fees included. Details available on the conference website.

Doctoral Consortium Co-chairs

- Kieran Conboy, National University of Ireland Galway, Ireland
- Nancy Pouloudi, Athens University of Economics and Business, Greece
- Cleopatra Bardaki, Harokopio University, Athens, Greece

Program Co-chairs and Co-editors of Conference Proceedings

- Denis Dennehy, National University of Ireland Galway, Ireland
- Anastasia Griva, National University of Ireland Galway, Ireland
- Nancy Pouloudi, Athens University of Economics and Business, Greece
- Yogesh K Dwivedi, Swansea University, UK
- Matti Mäntymäki, University of Turku, Finland
- Ilias Pappas, University of Agder & NTNU, Norway

Topics of Submission

Papers employing quantitative, qualitative, and/or critical methods are welcomed. Areas of interest include, amongst others, the following themes:

General Conference Theme

- Societal impact of AI, analytics and current or emerging technologies or technological trends, e.g. IoT, robotics, smart cities, blockchain
- Dark-side of AI and analytics
- Innovations in AI and analytics
- AI and the future of work
- Ethical issues related to AI and analytics
- The role of AI and analytics in social inclusion/exclusion and educational (in)equality
- Strategies (e.g. best practices, policies, and governance mechanisms) for addressing the unintended consequences of AI and analytics
- Implications of collaborative analytics in a digitised society

Information Systems

- Sentiment analytics
- Software analytics
- Social media analytics
- Big data analytics
- ICTs for enabling smart cities
- Ethics and CSR issues related to AI and analytics
- Smart infrastructure management
- National digital and Internet policy
- Cyber security
- Blockchain
- Digital ecosystems
- Public policy for digital transformation
- Inter-organisation information systems
- Application of AI and analytics to address societal challenges
- Leveraging AI and analytics for social innovation and entrepreneurship
- Organisational learning and innovation from AI and analytics
- Human computer interaction (HCI)
- Smart AI, analytics, and ICT adoption studies
- Smart transportation and mobility
- Smart urbanisation and living
- Supply chain management
- Information dissemination
- Analysis of user generated content
- Open data initiatives
- Digital inclusion
- Business Intelligence

Economics, Sociology and Psychology

- Smart economy and entrepreneurship
- Social transformation using AI and analytics
- Socio-economic inclusion in the digitised society
- Economic and social effects of social media
- Ethics and CSR issues related to AI and analytics
- Socio-economic transformation in a digitised society
- Healthcare analytics
- HR analytics
- Marketing analytics

Management and Marketing

- AI and analytics for B2B, C2C marketing
- Business model innovation
- Challenges and opportunities for organisations
- AI and the future of work

Computer Science and Computer Engineering

- Text/data mining
- AI
- IoT
- Machine Learning
- Database management systems
- Human-computer interaction
- Cloud computing
- Mobile applications
- Knowledge management
- Neural networks
- Expert systems
- Agents and multi-agent systems
- Natural language processing
- Privacy
- Internet security
- Secure transactions
- Cryptography
- Cyber security

Teaching and Learning

- Academic analytics
- Learning analytics
- e-Learning organisational issues
- Gamification
- Educational systems design
- Virtual learning environments

Ransbotham, S., Fichman, R.G., Gopal, R. and Gupta, A., 2016. Special section introduction—ubiquitous IT and digital vulnerabilities. *Information Systems Research*, 27(4), pp.834-847.

Majchrzak, A., Markus, M.L. and Wareham, J., 2016. Designing for digital transformation: Lessons for information systems research from the study of ICT and societal challenges. *MIS Quarterly*, 40(2), pp.267-277.