

Call For Papers

“Smart Tourism”

<https://easyconferences.eu/iisa2021/smarttourism/>

Invited Special Session at the 12th International Conference on Information, Intelligence, Systems and Applications (IISA 2021)

<https://easyconferences.eu/iisa2021/>

July 12 – 14, 2021

Chania, Crete, Greece

Aim & Scope

Tourism industry not only adopts information and communication technologies (ICT) but it is technology that determines the competitiveness and innovation of tourism organisations and destinations. The field of eTourism, as the intersection between ICT and Tourism, has evolved in various stages; the age of information systems, the web 1.0 era and the age of web portals, the age of social media and finally the age of social, smart and mobile. The term Smart Tourism embraces various technologies, like the Internet of Things, 5G, mobile devices, Big Data, Artificial Intelligence, virtual and augmented reality, robotics, aiming to bring a new era in Tourism. The crisis of the pandemic COVID-19 demands to reassess and redesign the concept of Smart Tourism and explore the challenges and opportunities of this new reality. The focus of this special session is on how ICT can support Tourism Industry to address the post-COVID-19 era challenges and how Smart Tourism will evolve. This workshop seeks to bring together researchers, practitioners and tourism industry's stakeholders to discuss and share their ideas, contributions, practical challenges encountered and solutions in the field of smart tourism. The aim of this workshop is to present the vision and set future directions for smart destinations, smart experiences and smart businesses in the tourism industry.

Invited Keynote Speaker

Professor Dimitrios Buhalis, Faculty of Management, Bournemouth University, UK

Professor Dimitrios Buhalis is a Strategic Management and Marketing expert with specialisation in Information Communication Technology applications in the Tourism, Travel, Hospitality and Leisure industries. He is Director of the eTourism Lab and Deputy Director of the International Centre for Tourism and Hospitality Research, at Bournemouth University Business School in England. He is the Editor in Chief of the most established Journal in Tourism: Tourism Review, now and SSCI Journal in its 76th volume and the Editor in Chief of the Encyclopedia of Tourism Management and Marketing

<https://www.elgaronline.com/page/Encyclopedia/encyclopedia-of-tourism-management-and-marketing>.

Professor Buhalis has written and co-edited more than 20 books and 250 scientific articles. His research is referenced widely, being the 2nd most cited for tourism and 1st most cited for hospitality 12th on strategy and 29th in Marketing on Google Scholar with more than 49000 citations and h-index 97. His research pioneers smart and ambient intelligence tourism with a particular focus on innovation, entrepreneurship and destination ecosystems management. Professor Dimitrios Buhalis was recognised as a Highly Cited Researcher 2020 by Clarivate™. Of the world's population of scientists and social scientists, Highly Cited Researchers are 1 in 1,000. For more information, books, articles and presentations see www.buhalis.com.

Topics of Interest

Topics of interest include, but not limited to, the following aspects:

Tourism Experience

Smart Destinations

Digital Transformation in travel and tourism

Mobile Services, Gaming, Gamification and Augmented Reality

Location-based Services, Internet-of-Things and Smart Cities

Social media and Social Networking

Big Data in destination management and tourism industry

Machine learning and artificial intelligence methodologies and tools for tourism industry

Security and ethical and privacy issues regarding visitors' data

Tourism Consumer behavior, decision making, experience and satisfaction

Strategies and practices for enriching, transforming and managing tourism experiences

Cultural and Heritage Tourism

ICT and Thematic Tourism like sport, adventure, gastronomy, health tourism

Innovation, creativity and change management

Case studies and best practices

Research challenges and vision

Smart Tourism resilience and sustainability

Program Co-Chairs

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Konstantinos Oikonomou, Ionian University, Greece

Ada Pateli, Ionian University, Greece

Michail Stefanidakis, Ionian University, Greece

Nikolaos Voros, University of Peloponnese, Greece

Submissions

The workshop solicits two types of original papers: (a) full papers and (b) short papers such as work-in-progress or position-papers. Submitted papers must not substantially duplicate previously published work or have been submitted in parallel to any journal, conference or workshop with proceedings.

Papers must be prepared according to the IEEE conference format; 8 pages maximum for full papers and 4 pages maximum for short papers. Template: https://www.ieee.org/conferences_events/conferences/publishing/templates.html

Papers submitted to this special session should follow the general Instructions for Authors of IISA2021 <https://easyconferences.eu/iisa2021/submission/>

Important notice: While submitting a paper for this special session, select **TRACK "Smart Tourism"**.

NEW Important Dates

- Paper submission due: May 15, 2021
- Author notification: May 23, 2021
- Camera-ready due: May 31, 2021
- Conference Dates: July 12-14, 2021