AGENDA

11:00 am ET Framing Remarks
Guru Madhavan, National Academy of Engineering

11:05 am Keynote: Service Systems Engineering: If Nothing Changes, Nothing Changes, Nicholas Donofrio, IBM (emeritus)
Introduced and Moderated by: Guru Madhavan

11:30 am Engineering Considerations for Service Systems
Moderator: Paul Maglio, University of California, Merced
Richard Larson, Massachusetts Institute of Technology
Kelly Lyons, University of Toronto
John McDermid, University of York, U.K.

12:30 pm Artificial Intelligence, Prospects and Challenges
Moderator: Jim Spohrer, International Society of Service Innovation Professionals
Kartik Ramani, Purdue University
Shaun West, University of Lucerne, Switzerland
Hila Lifshitz-Assaf, Harvard University

1:30 pm Break

1:45 pm Evolving Engineering Education
Moderator: William Rouse, Georgetown University
Azad Madni, University of Southern California
Alexandra Medina-Borja, National Science Foundation
Irving Wladalsky-Berger, Massachusetts Institute of Technology

2:45 pm Socially Conscious Service Systems Design
Moderator: Carlotta Arthur, The National Academies
Cora Marrett, University of Wisconsin
Clarence Wardell III, The White House Domestic Policy Council
Ben Shneiderman, University of Maryland

3:45 pm Reflections and open discussion on the way forward
Introduced and Moderated by: Vittal Prahbu, Penn State University

4:45 pm Synthesis
Guru Madhavan, National Academy of Engineering
William Rouse, Georgetown University

5:00 pm Adjourn