



NATIONAL ACADEMY OF ENGINEERING

FORUM ON COMPLEX UNIFIABLE SYSTEMS

SERVICE SYSTEMS ENGINEERING IN THE ERA OF HUMAN-CENTERED AI A VIRTUAL FORUM

MONDAY, OCTOBER 17, 2022

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**