Date	Brazil Time (BRT)	Parallel session	Room	Track	Title	Paper No	Submission Type	Presenting Author	Country/ University	Author Status	Author Presentation	Coordinator	Coordinator
28-out	14:00 - 15:20	**Parallel session 1**	Anfiteatro I	**Track 1**	Federal university hospitals in the context of the New Public Governance: A case study at the Univ	43	Short paper	**Vanilda Oliveira Coelho**	UnB	Student	in person	**Eduardo Raupp**	**Renato Calhau**
28-out	14:00 - 15:20	**Parallel session 1**	Anfiteatro I	**Track 1**	When Procurement Law Meets Assurance Standards: Governance Ten-sions in a Brazilian State-(	142	Full paper	**Alex Resende**	UnB	Student	online	**Eduardo Raupp**	**Renato Calhau**
28-out	14:00 - 15:20	**Parallel session 1**	Anfiteatro I	**Track 1**	When Value Creation Destroys: Ethics, Responsibility and Value Co Destruction in Service Systen	22	Full paper	**Fernanda de Sousa Gusmão Louredo**	UFF	Regular	online	**Eduardo Raupp**	**Renato Calhau**
28-out	14:00 - 15:20	**Parallel session 1**	Anfiteatro II	**Track 4**	STIGMATIZED ORGANIZATIONS AND MEDIA DISCOURSE: THE CONSTRUCTION OF PUBLIC	40	Full paper	**Luciana Pereira da Rocha Safe**	UDESC	Student	online	**Solange Alfinito**	**Aline Santos**
28-out	14:00 - 15:20	**Parallel session 1**	Anfiteatro II	**Track 4**	SERVICE QUALITY, TRUST AND STUDENT RETENTION IN GRADUATE EDUCATION: A CONS	35	Full paper	**Marina Benato**	UCS	Student	online	**Solange Alfinito**	**Aline Santos**
28-out	14:00 - 15:20	**Parallel session 1**	Anfiteatro II	**Track 4**	CO-CREATION AND CO-DESTRUCTION OF VALUE IN A DIGITAL HEALTH ECOSYSTEM: A MI	53	Short paper	**Isabela Braga de Moura**	UFRJ	Student	online	**Solange Alfinito**	**Aline Santos**
28-out	14:00 - 15:20	**Parallel session 1**	Anfiteatro II	**Track 4**	SUSTAINABILITY AND WILLINGNESS-TO-PAY IN RESIDENTIAL BUILDINGS: CONSUMER PEI	55	Full paper	**Fernanda Fiorio Zampieri**	UCS	Student	online	**Solange Alfinito**	**Aline Santos**
28-out	14:00 - 15:20	**Parallel session 1**	Conferência I	**Track 3**	Structural heterogeneity and the diffusion of digital technologies in the Brazilian manufacturing ind	95	Full paper	**Wallace Marcelino Pereira**	UFRJ	Regular	in person	**Estibaliz Hernandez**	**Mateus Panizzon**
28-out	14:00 - 15:20	**Parallel session 1**	Conferência I	**Track 3**	INTERVENING FACTORS IN THE IMPLEMENTATION OF THE MEU SUS DIGITAL APPLICATIC	18	Full paper	**Thais Lima**	UnB	Student	in person	**Estibaliz Hernandez**	**Mateus Panizzon**
28-out	14:00 - 15:20	**Parallel session 1**	Conferência I	**Track 3**	Challenges and Strategies of Technological Adoption in Brazilian Organizations	46	Short paper	**Leonardo Melo Lins**	NIC.br	Regular	in person	**Estibaliz Hernandez**	**Mateus Panizzon**
28-out	14:00 - 15:20	**Parallel session 1**	Conferência I	**Track 3**	THE DIFFUSION OF GENERATIVE ARTIFICIAL INTELLIGENCE (GenAI): A CONCEPTUAL MAF	82	Full paper	**Abner Santos Belém**	UnB	Student	in person	**Estibaliz Hernandez**	**Mateus Panizzon**
28-out	15:30 - 16:50	Parallel session 2	Anfiteatro I	**Track 9**	Audiovisual services trade restrictions and opportunities in Latin America	107	Full paper	**Nanno Mulder**	Chile/ CEPAL	Regular	in person	**Simone Assis**	**Nanno Mulder**
28-out	15:30 - 16:50	Parallel session 2	Anfiteatro I	**Track 9**	REVISITING SERVICES TRADE GOVERNANCE IN THE DIGITAL AGE THROUGH THE LENS C	115	Full paper	**Fabiola Wust Zibetti**	Chile	Regular	in person	**Simone Assis**	**Nanno Mulder**
28-out	15:30 - 16:50	Parallel session 2	Anfiteatro I	**Track 9**	COOPERATION AND RURAL SERVICE ECOSYSTEMS BEHIND COTTON CERTIFICATION FOI	121	Short paper	**Adriana Calderan Gregolin**	UFRGS	Student	in person	**Simone Assis**	**Nanno Mulder**
28-out	15:30 - 16:50	Parallel session 2	Anfiteatro II	**Track 4**	Interactive Value Formation (IVF) in the HIV/AIDS Antiretroviral Therapy Service: an analysis unde	122	Short paper	**Diana Teixeira de Carvalho**	UFPB	Regular	in person	**Solange Alfinito**	**Bento Costa**
28-out	15:30 - 16:50	Parallel session 2	Anfiteatro II	**Track 4**	Nudging servitization: The impact of an installation service default option in a Brazilian home impr	20	Short paper	**Henrique Ferreira Moura**	UPM	Student	in person	**Solange Alfinito**	**Bento Costa**
28-out	15:30 - 16:50	Parallel session 2	Anfiteatro II	**Track 4**	The relationship between emotions, value co-creation, and satisfaction in services: a systematic re	97	Full paper	**Enzo Varricchio**	UDESC	Student	in person	**Solange Alfinito**	**Bento Costa**
28-out	15:30 - 16:50	Parallel session 2	Conferência I	**Track 3**	Detecting Health Misinformation in Lusophone Countries: A Hybrid Machine Learning Approach to	27	Short paper	**Renato Calhau Coda**	UnB	Student	in person	**Estibaliz Hernandez**	**Mateus Panizzon**
28-out	15:30 - 16:50	Parallel session 2	Conferência I	**Track 3**	PATTERNS OF SOCIAL MEDIA USE IN 13 COUNTRIES: ANALYSIS OF SECONDARY DATA AN	48	Full paper	**Jacqueline Andrea Perez Valles**	UnB	Student	in person	**Estibaliz Hernandez**	**Mateus Panizzon**
28-out	15:30 - 16:50	Parallel session 2	Conferência I	**Track 3**	ADOPTION AND USE OF TELEMEDICINE IN THE DOCTORS' PERSPECTIVE	71	Short paper	**Josivania Silva Farias**	UnB	Regular	in person	**Estibaliz Hernandez**	**Mateus Panizzon**
28-out	15:30 - 16:50	Parallel session 2	Conferência I	**Track 3**	Decoding the Infodemic: An AI-Driven Framework for Assessing Health Misinformation Risks in Pr	72	Full paper	**Pedro Pires Silva**	UnB	Student	in person	**Estibaliz Hernandez**	**Mateus Panizzon**
29-out	08:30 - 09:50	**Parallel session 3**	Anfiteatro I	**Track 1**	Budget Information as a Public Service: Enhancing Accountability and Public Value through Green	24	Full paper	**Pedro Godinho**	UnB	Student	in person	**Céline Merlin**	**Renato Calhau**
29-out	08:30 - 09:50	**Parallel session 3**	Anfiteatro I	**Track 1**	ALGORITHMIC REPUTATION AS A MECHANISM FOR CONTRACTUAL REGULATION IN COLL	59	Full paper	**Priscilla Menezes da Silva**	UFRJ	Regular	in person	**Céline Merlin**	**Renato Calhau**
29-out	08:30 - 09:50	**Parallel session 3**	Anfiteatro I	**Track 1**	REFRAMING GRADUATE EMPLOYABILITY AS A SERVICE ECOSYSTEM OUTCOME: THE ROI	66	Short paper	**Eduardo Raupp de Vargas**	UFRJ	Regular	in person	**Céline Merlin**	**Renato Calhau**
29-out	08:30 - 09:50	**Parallel session 3**	Anfiteatro II	**Track 2**	THE LIBRARY AS A STRATEGIC HUB FOR THE IMPLEMENTATION OF PLAIN LANGUAGE IN	16	Short paper	**Michelle Soares**	UnB	Student	in person	**Dayse Carneiro**	**Maribel Sevilla**
29-out	08:30 - 09:50	**Parallel session 3**	Anfiteatro II	**Track 2**	Sustainability Reporting for Small Municipalities: Integrating iESGo/TCU Standards with Global Fr	34	Full paper	**Elys Souza**	UnB	Student	in person	**Dayse Carneiro**	**Maribel Sevilla**
29-out	08:30 - 09:50	**Parallel session 3**	Anfiteatro II	**Track 2**	The SUS as a Global Laboratory: Health Data Governance, Legal Regulation, and Resilient Public	87	Full paper	**Dahiana Nogueira Moraes Andries**	UnB	Student	in person	**Dayse Carneiro**	**Maribel Sevilla**
29-out	08:30 - 09:50	**Parallel session 3**	Anfiteatro II	**Track 2**	PARTICIPATION WITHOUT POWER? LIMITS OF CSOS' INFLUENCE ON ENVIRONMENTAL PI	111	Full paper	**Igor Silva**	UFAM	Student	in person	**Dayse Carneiro**	**Maribel Sevilla**
29-out	08:30 - 09:50	**Parallel session 3**	Conferência I	**Track 3**	The AIG: A TOOL FOR PROFESSIONAL REFLECTION FOR TEACHERS	31	Short paper	**Marie Christine Monnoyer**	França	Regular	in person	**Patrícia Almeida**	**Márcia Rossi**
29-out	08:30 - 09:50	**Parallel session 3**	Conferência I	**Track 3**	AI-POWERED PEDAGOGICAL TWINS PRESERVING GENERATIVE LEADERSHIP VALUE WHI	2	Short paper	**Giammarco Tosi**	Romênia	Student	online	**Patrícia Almeida**	**Márcia Rossi**
29-out	08:30 - 09:50	**Parallel session 3**	Conferência I	**Track 3**	DIGITAL MATURITY TRAJECTORIES IN EUROPEAN HOTEL DISTRIBUTION: A LONGITUDINA	116	Short paper	**Emmanuel Fragnière**	Suíça	Regular	online	**Patrícia Almeida**	**Márcia Rossi**
29-out	08:30 - 09:50	**Parallel session 3**	Conferência I	**Track 3**	From Managerial Orientation to Digital Performance: A Mixed-Methods Study of Italian Destination	125	Full paper	**Chi Sheng Liu**	Itália	Student	online	**Patrícia Almeida**	**Márcia Rossi**
29-out	10:30 - 11:50	Parallel session 4	Anfiteatro I	**Track 1**	Beyond Sectors: The Diffusion of Knowledge-Intensive Occupations Across Economic Activities in	15	Full paper	**Jerónimo Falabella**	Argentina	Regular	in person	**Céline Merlin**	**Eduardo Raupp**
29-out	10:30 - 11:50	Parallel session 4	Anfiteatro I	**Track 1**	Systemic pricing captivity in complex service systems: the case of Brazilian air transport	25	Short paper	**Bento Costa Filho**	Unialfa	Regular	in person	**Céline Merlin**	**Eduardo Raupp**
29-out	10:30 - 11:50	Parallel session 4	Anfiteatro I	**Track 1**	Technology-based knowledge-intensive business services - T-KIBS' Performance: An Exploratory	151	Short paper	**Estibaliz Hernandez**	Espanha	Regular	in person	**Céline Merlin**	**Eduardo Raupp**
29-out	10:30 - 11:50	Parallel session 4	Anfiteatro II	**Track 2**	LEVERAGING TRANSPARENCY TO TRANSFORM ECONOMIC DEVELOPMENT SERVICES	64	Short paper	**Ellen Harpel**	EUA	Regular	in person	**Dayse Carneiro**	**Maribel Sevilla**
29-out	10:30 - 11:50	Parallel session 4	Anfiteatro II	**Track 2**	Reconfiguring Inherited Service Infrastructures for Green Public Ser-vice Transition: Municipally O	70	Full paper	**Shin Suzuki**	Japão	Regular	in person	**Dayse Carneiro**	**Maribel Sevilla**
29-out	10:30 - 11:50	Parallel session 4	Anfiteatro II	**Track 2**	Anticipatory Knowledge Transfer and Exchange in Mature Living Labs: A Service Ecosystem Fram	77	Full paper	**Mateus Panizzon**	UCS	Regular	in person	**Dayse Carneiro**	**Maribel Sevilla**

Date	Brazil Time (BRT)	Parallel session	Room	Track	Title	Paper No	Submission Type	Presenting Author	Country/ University	Author Status	Author Presentation	Coordinator	Coordinator
29-out	10:30 - 11:50	Parallel session 4	Conferência I	**Track 3**	RETHINKING SERVICE QUALITY IN AI-MEDIATED SERVI-CES: EVIDENCE FROM DIGITAL ME	12	Short paper	**Amanda Lerner**	UFRJ	Regular	online	**Patrícia Almeida**	**Josivania Farias**
29-out	10:30 - 11:50	Parallel session 4	Conferência I	**Track 3**	FROM PROCESSES TO COGNITIVE MICROSERVICES: OPERATIONALIZING ARTIFICIAL INT	39	Full paper	**Agustina Bertora**	Argentina	Regular	in person	**Patrícia Almeida**	**Josivania Farias**
29-out	10:30 - 11:50	Parallel session 4	Conferência I	**Track 3**	Mapping the lived experience in extended reality: a perspective of innovation in services	63	Full paper	**Marcia Rossi**	UFRJ	Regular	online	**Patrícia Almeida**	**Josivania Farias**
29-out	10:30 - 11:50	Parallel session 4	Conferência I	**Track 3**	TRANSFORMING CLIMATE MISINFORMATION ANALYTICS INTO AI-ENABLED EDUCATIONAL	81	Short paper	**Mayron Dalla Santa de Carvalho**	UCS	Regular	online	**Patrícia Almeida**	**Josivania Farias**
29-out	13:00 - 14:20	**Parallel session 5**	Anfiteatro I	**Track 6**	THE HIDDEN ROLE OF THE SOCIAL AND SOLIDARITY ECONOMY IN THE TRANSITION TOW	11	Short paper	**Céline Merlin**	França	Regular	in person	**Marie Christine**	**Cristina Melo**
29-out	13:00 - 14:20	**Parallel session 5**	Anfiteatro I	**Track 6**	BEYOND SCALING: SPILLOVER, CO-CREATION AND THE NONLINEAR DYNAMICS OF SOCIA	89	Full paper	**Cassandra Dalle Mulle Santos**	UFRJ	Regular	in person	**Marie Christine**	**Cristina Melo**
29-out	13:00 - 14:20	**Parallel session 5**	Anfiteatro I	**Track 6**	THE COORDINATION VOID IN POST-TRANSPLANT SERVI-CE ECOSYSTEMS: IMPLICATIONS	13	Short paper	**Pedro Ribeiro**	UFRJ	Regular	online	**Marie Christine**	**Cristina Melo**
29-out	13:00 - 14:20	**Parallel session 5**	Anfiteatro I	**Track 6**	INTELLECTUAL PROPERTY AND PUBLIC POLICIES IN TRA-DITIONAL AGRICULTURAL SYST	147	Short paper	**Tallyrand Moreira Jorcelino**	UnB	Student	in person	**Marie Christine**	**Cristina Melo**
29-out	13:00 - 14:20	**Parallel session 5**	Anfiteatro II	**Track 4**	CONSUMER ENGAGEMENT IN THE CIRCULAR ECONOMY: DRIVERS AND OPPORTUNITIES	49	Short paper	**Letícia Serra**	UnB	Student	online	**Aline Santos**	**Bento Costa**
29-out	13:00 - 14:20	**Parallel session 5**	Anfiteatro II	**Track 4**	OVERSERVICE AND THE INFLATION OF SERVICE EX-PECTATIONS: DIGITAL PERSUASION,	42	Full paper	**Laura Iacovone**	Itália	Regular	online	**Aline Santos**	**Bento Costa**
29-out	13:00 - 14:20	**Parallel session 5**	Anfiteatro II	**Track 4**	SITUATIONAL ANTECEDENTS OF PERCEIVED SERVICE QUALITY OF TELECOMMUNICATIO	54	Full paper	**Carla Peixoto Borges**	UnB	Regular	in person	**Aline Santos**	**Bento Costa**
29-out	13:00 - 14:20	**Parallel session 5**	Conferência I	**Track 3**	Serious Game as a Service : Co-design and assessment of engagement within a complex ecosyst	90	Full paper	**Marianne Abramovici**	França	Regular	online	**Estibaliz Hernandez**	**Márcia Rossi**
29-out	13:00 - 14:20	**Parallel session 5**	Conferência I	**Track 3**	Reconstructing the Knowledge Spiral in Care Services: A SECI-Based Framework for AI-Enabled E	38	Short paper	**Martina Simon**	Alemanha	Regular	online	**Estibaliz Hernandez**	**Márcia Rossi**
29-out	13:00 - 14:20	**Parallel session 5**	Conferência I	**Track 3**	Integration of AI : reconfiguration of the architecture of managerial decision-in organizations.	60	Short paper	**Sylvie Mercier**	França	Regular	in person	**Estibaliz Hernandez**	**Márcia Rossi**
29-out	14:30 - 15:50	Parallel session 6	Anfiteatro I	**Track 6**	PUBLIC GOVERNANCE PARADIGMS IN INNOVATION: AN ANALYSIS OF THE ROLE OF ACTO	50	Full paper	**Julia Viezzer Baretta**	UDESC	Regular	in person	**Marie Christine**	**Cristina Melo**
29-out	14:30 - 15:50	Parallel session 6	Anfiteatro I	**Track 6**	BETWEEN HIERARCHY, MARKETS, AND COLLABORATIVE ARRANGEMENTS: THE ROLE OF	51	Full paper	**Micheline Hoffmann**	UDESC	Regular	in person	**Marie Christine**	**Cristina Melo**
29-out	14:30 - 15:50	Parallel session 6	Anfiteatro I	**Track 6**	Public Value in Innovation Ecosystems: A Comparative Analysis of Governance, Value Co-creatio	96	Full paper	**Mayla Mendel de Sylos Fabris**	UDESC	Student	in person	**Marie Christine**	**Cristina Melo**
29-out	14:30 - 15:50	Parallel session 6	Anfiteatro I	**Track 6**	ALGORITHMIC FRICTIONS IN ON-DEMAND DELIVERY PLATFORMS FROM THE CONSUMER'	139	Full paper	**Pedro Costa**	Portugal	Regular	in person	**Marie Christine**	**Cristina Melo**
29-out	14:30 - 15:50	Parallel session 6	Anfiteatro II	**Track 7**	FROM LUXURY TO WELLBEING: A STRUCTURED LITERATURE REVIEW ON EXPERIENTIAL	32	Full paper	**Elena Repman**	Itália	Regular	online	**Júlia Monteiro**	**Marianne Abramovici**
29-out	14:30 - 15:50	Parallel session 6	Anfiteatro II	**Track 7**	SERVICESCAPE AND CONSUMER WELL-BEING (BEC): Meanings and experiences of female c	132	Full paper	**Luana Ataíde**	UPE	Student	in person	**Júlia Monteiro**	**Marianne Abramovici**
29-out	14:30 - 15:50	Parallel session 6	Anfiteatro II	**Track 7**	VALUE CO-CREATION AND VALUE CO-DESTRUCTION: THE AMBIVALENCE BETWEEN PROI	150	Short paper	**Luciana Oliveira Militão**	UnB	Regular	in person	**Júlia Monteiro**	**Marianne Abramovici**
29-out	14:30 - 15:50	Parallel session 6	Anfiteatro II	**Track 8**	SYMBIOTIC DESIGN AND DIGITAL SERVICE INNOVATION: RECONFIGURING INSTITUTIONA	91	Short paper	**Talita Peixoto**	UFRJ	Student	in person	**Roberto Pires**	**Ana Paula Martins**
29-out	14:30 - 15:50	Parallel session 6	Conferência I	**Track 3**	BEYOND THE INTERFACE: SOCIOECONOMIC BARRIERS AND DIGITAL ADMINISTRATIVE BU	109	Short paper	**Dayse Carneiro**	MGI	Regular	in person	**Sylvie Mercier**	**Márcia Rossi**
29-out	14:30 - 15:50	Parallel session 6	Conferência I	**Track 3**	CONTEXT HISTORY AS A SERVICE (CHaaS): ENABLING RESPONSIBLE AND RESILIENT URBAN MOE	57	Full paper	**Joneval Gomes**	UCS	Regular	online	**Sylvie Mercier**	**Márcia Rossi**
29-out	14:30 - 15:50	Parallel session 6	Conferência I	**Track 3**	REGULATORY CHANGE AND SERVICE INNOVATION IN SOCIAL PROTECTION: THE CASE O	67	Full paper	**Simone Assis**	IESB	Regular	in person	**Sylvie Mercier**	**Mateus Panizzon**
29-out	14:30 - 15:50	Parallel session 6	Conferência I	**Track 3**	FROM AWARENESS TO ACTION: ANALYZING THE PARTICIPATION GAP IN BRAZIL'S DIGITA	117	Short paper	**Nathália Santos**	IFB	Regular	in person	**Sylvie Mercier**	**Mateus Panizzon**
29-out	16:30 - 17:50	**Parallel session 7**	Anfiteatro I	**Track 8**	CULTURAL DIVERSITY AS A COMPETITIVE DIFFERENTIATOR FOR ORGANIZATIONAL RESI	62	Short paper	**Fredjoger Mendes**	ESPM	Student	online	**Roberto Pires**	**Ana Paula Martins**
29-out	16:30 - 17:50	**Parallel session 7**	Anfiteatro I	**Track 8**	TRANSGENDER EMPLOYABILITY AS SERVICE INCLUSION: DEVELOPING THE IETRANS IND	78	Short paper	**Renato Monteiro**	UFRJ	Regular	online	**Roberto Pires**	**Ana Paula Martins**
29-out	16:30 - 17:50	**Parallel session 7**	Anfiteatro I	**Track 8**	BUDGET VISIBILITY FOR PUBLIC SERVICE EQUITY: Textual References and Transversal Agen	101	Full paper	**Saulo de Oliveira Nonato**	UnB	Student	online	**Roberto Pires**	**Ana Paula Martins**
29-out	16:30 - 17:50	**Parallel session 7**	Anfiteatro I	**Track 8**	Intersectional Inequalities in Access to and Use of Digital Public Services in Brazil	110	Full paper	**Maribel Alves Fierro Sevilla**	MGI	Regular	in person	**Roberto Pires**	**Ana Paula Martins**
29-out	16:30 - 17:50	Parallel session 7	Anfiteatro II	**Track 2**	CO-PRODUCTION: PUBLIC SERVICES, EVOLUTION, TYPOLOGIES, AND CITIZEN PARTICIPA	8	Full paper	**Kleverton Melo de Carvalho**	UFS	Regular	in person	**Pedro Costa**	**Marina Moreira**
29-out	16:30 - 17:50	Parallel session 7	Anfiteatro II	**Track 2**	LOW-CARBON CRITERIA: CO-PRODUCTION IN PUBLIC PROCUREMENT	9	Full paper	**Antônio Vinícius Silva Caldas**	UFS	Regular	in person	**Pedro Costa**	**Marina Moreira**
29-out	16:30 - 17:50	Parallel session 7	Anfiteatro II	**Track 2**	FROM BUREAUCRACY TO VALUE: RETHINKING LOW-CARBON PUBLIC PROCUREMENT TH	14	Short paper	**Rodolfo Meneses De Oliveira**	UFS	Student	online	**Pedro Costa**	**Marina Moreira**
29-out	16:30 - 17:50	Parallel session 7	Anfiteatro II	**Track 2**	Transforming Public Services through Sustainability Governance: the Effectiveness of Sustainable	102	Full paper	**Letícia Duarte**	UnB	Student	in person	**Pedro Costa**	**Marina Moreira**
29-out	16:30 - 17:50	**Parallel session 7**	Conferência I	**Track 3**	Digital Sovereignty and AI Governance: A Comparative Analysis of the Brazilian AI Plan and the A	28	Full paper	**Darci De Borba**	Ipea	Regular	in person	**Josivania Farias**	**Mateus Panizzon**
29-out	16:30 - 17:50	**Parallel session 7**	Conferência I	**Track 3**	Energy Commercialization as an Analytics-Enabled Decision-Support Service: A Framework for Sı	45	Full paper	**Rodrigo Luz Antunes**	UDESC	Student	in person	**Josivania Farias**	**Mateus Panizzon**
29-out	16:30 - 17:50	**Parallel session 7**	Conferência I	**Track 3**	Service Innovation through Integrated Modelling: Combining Strategic Diagnosis and BPMN for Pr	83	Full paper	**Yorhana Fhingler Neves**	UCS	Regular	online	**Josivania Farias**	**Estibaliz Hernandez**
29-out	16:30 - 17:50	**Parallel session 7**	Conferência I	**Track 3**	Generative artificial intelligence and the reconfiguration of information service ecosystems: eviden	133	Full paper	**Fernanda Farinelli**	UnB	Regular	in person	**Josivania Farias**	**Estibaliz Hernandez**

Date	Brazil Time (BRT)	Parallel session	Room	Track	Title	Paper No	Submission Type	Presenting Author	Country/ University	Author Status	Author Presentation	Coordinator	Coordinator
30-out	08:30 - 09:50	Parallel session 8	Anfiteatro I	**Track 6**	INTEGRATING CO-PRODUCTION AND COLLABORATIVE GOVERNANCE IN LOW-CARBON P	3	Short paper	**Priscilla Cristine Porto Leó Costa**	UFS	Regular	in person	**Micheline Hoffmann**	**Kleverton Carvalho**
30-out	08:30 - 09:50	Parallel session 8	Anfiteatro I	**Track 6**	FROM INDUSTRIAL DECLINE TO KNOWLEDGE-BASED SERVICE ECOSYSTEMS: AN INTEGF	120	Full paper	**Rafael De Lucena Perini**	UCS	Regular	online	**Micheline Hoffmann**	**Kleverton Carvalho**
30-out	08:30 - 09:50	Parallel session 8	Anfiteatro I	**Track 6**	DESTINATIONS AS TERRITORIAL SERVICE ECOSYSTEMS: THE ROLE OF ICTS IN RESOUR(	26	Full paper	**Giancarlo Dal Bó**	UCS	Regular	online	**Micheline Hoffmann**	**Kleverton Carvalho**
30-out	08:30 - 09:50	Parallel session 8	Anfiteatro I	**Track 6**	Regulation as Institutional Infrastructure in Emergency-Care Service Ecosystems: Preliminary Evi(	143	Short paper	**Raquel Lima Botelho**	UPM	Student	in person	**Micheline Hoffmann**	**Kleverton Carvalho**
30-out	08:30 - 09:50	Parallel session 8	Anfiteatro II	**Track 2**	Governing Territorial Coexistence: Tourism Desirability, Public Services and Resilience	138	Short paper	**Magali Dubosson**	Suíça	Regular	online	**Pedro Costa**	**Cristina Melo**
30-out	08:30 - 09:50	Parallel session 8	Anfiteatro II	**Track 2**	Public Services for Productive Inclusion: Anti-cyclical Resilience and Service-Design Gaps in Braz	141	Full paper	**Claudio Moreira Santana**	UnB	Regular	online	**Pedro Costa**	**Cristina Melo**
30-out	08:30 - 09:50	Parallel session 8	Anfiteatro II	**Track 2**	SMART WAREHOUSES IN LOGISTICS 5.0: A IOT ARCHITECTURE FOR REGIONAL RISK MAN	148	Short paper	**Samuel Ferrigo**	UCS	Regular	online	**Pedro Costa**	**Cristina Melo**
30-out	08:30 - 09:50	Parallel session 8	Anfiteatro II	**Track 2**	ASSESSMENT OF SOCIAL INNOVATION IN STREET LIGHTING SERVICES: A PROPOSAL BA:	88	Full paper	**Rodrigo Furgieri Mancini**	UNICAMP	Regular	online	**Pedro Costa**	**Cristina Melo**
30-out	08:30 - 09:50	Parallel session 8	Conferência I	**Track 9**	Beyond Exports: Modern Services, Multidimensional Spillovers, and Inclusive Development in Cos	19	Full paper	**Ricardo Monge González**	Costa Rica	Regular	online	**Nanno Mulder**	**Eda Lucas**
30-out	08:30 - 09:50	Parallel session 8	Conferência I	**Track 9**	SERVICES SPECIALISATION, TRADE INTEGRATION AND MACROECONOMIC STABILITY	52	Full paper	**Karim Elasri**	França	Regular	in person	**Nanno Mulder**	**Eda Lucas**
30-out	08:30 - 09:50	Parallel session 8	Conferência I	**Track 9**	BEYOND MANUFACTURING SHARES: A KIBS-BASED VIEW OF STRUCTURAL CHANGE	73	Full paper	**Adilson Giovanini**	UDESC	Regular	online	**Nanno Mulder**	**Eda Lucas**
30-out	13:00 - 14:20	**Parallel session 9**	Anfiteatro I	**Track 6**	BETWEEN THE FIELD AND THE TABLE: VALUE CO-CREATION IN AGROECOLOGICAL FAIRS	69	Full paper	**Júlia Monteiro**	UFRJ	Regular	in person	**Micheline Hoffmann**	**Kleverton Carvalho**
30-out	13:00 - 14:20	**Parallel session 9**	Anfiteatro I	**Track 6**	CO-PRODUCING TERRITORIAL CLIMATE RESILIENCE SERVICES: THE GALÓPOLIS COMMU	85	Full paper	**Vanessa Roveda**	UCS	Student	online	**Micheline Hoffmann**	**Kleverton Carvalho**
30-out	13:00 - 14:20	**Parallel session 9**	Anfiteatro I	**Track 3**	From Conversational Dropout to Service Improvement: A Diagnostic Model for Enhancing Generat	80	Full paper	**Walter Sengik Da Cruz**	UCS	Student	online	**Sylvie Mercier**	**Mateus Panizzon**
30-out	13:00 - 14:20	**Parallel session 9**	Anfiteatro I	**Track 3**	The AI Traffic Light: A Decision Device for Algorithmic Adoption and Technostress Capture in Proc	146	Short paper	**Ricardo Caires**	ESPM	Student	in person	**Sylvie Mercier**	**Mateus Panizzon**
30-out	13:00 - 14:20	**Parallel session 9**	Anfiteatro II	**Track 2**	BEYOND INFRASTRUCTURE INVESTMENT: TRANSMISSION TECHNOLOGIES AS INSTRUME	84	Full paper	**Igor Barreto Julião**	UFRJ	Student	in person	**Pedro Costa**	**Marina Moreira**
30-out	13:00 - 14:20	**Parallel session 9**	Anfiteatro II	**Track 2**	Algorithmic Governance as a Transition Challenge in Urban Public Services: A Legal-Systemic An	47	Short paper	**Patricia Montemezzo**	UCS	Student	online	**Pedro Costa**	**Marina Moreira**
30-out	13:00 - 14:20	**Parallel session 9**	Anfiteatro II	**Track 2**	Digital Transformation in Public Procurement (2021–2025): A PRISMA 2020 Systematic Mapping	94	Full paper	**Kennedy Carvalho**	UFT	Student	in person	**Pedro Costa**	**Marina Moreira**
30-out	13:00 - 14:20	**Parallel session 9**	Conferência I	**Track 5**	FROM EXTRACTIVISM TO SERVICE ECOSYSTEMS: A META-ANALYTICAL FRAMEWORK FOI	33	Short paper	**Jacqueline Valle Setragni**	UnB	Student	in person	**Lars Fuglsang**	**Patrícia Guarnieri**
30-out	13:00 - 14:20	**Parallel session 9**	Conferência I	**Track 5**	SPECIFICITIES OF SERVICE INNOVATION FRAMED BY RE-GENERATIVE TOURISM SERVICE	135	Short paper	**Lars Fuglsang**	Dinamarca	Regular	in person	**Lars Fuglsang**	**Patrícia Guarnieri**
30-out	13:00 - 14:20	**Parallel session 9**	Conferência I	**Track 5**	POLICIES AND PRACTICES OF LOCAL GOVERNMENTS IN THE CIRCULAR ECONOMY: CATE	44	Full paper	**Gustavo Lima Cezario**	UnB	Student	in person	**Lars Fuglsang**	**Patrícia Guarnieri**
30-out	13:00 - 14:20	**Parallel session 9**	Conferência I	**Track 5**	THE FUNCTIONAL ROLES OF GAMIFICATION IN PRODUCT-SERVICE SYSTEMS: A SYSTEM/	145	Full paper	**Marina Aguiar**	USP	Student	in person	**Lars Fuglsang**	**Patrícia Guarnieri**