In the forthcoming decade, smart products and services will transform both markets and companies. This development brings about various managerial challenges. The Conference on “Challenges in Managing Smart Products and Services (CHIMSPAS)” aims at providing an interdisciplinary research platform for scrutinizing respective managerial issues.

We would like to invite researchers from diverse management fields such as innovation and technology management, service management, marketing, human resources, entrepreneurship, as well as colleagues from engineering and practitioners to attend CHIMSPAS and stimulate the discussion at the conference.

Further information on the conference and the program is available at www.chimspas-2019.de
# CHIMSPAS Program

<table>
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<tr>
<th>Date/Time</th>
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<tr>
<td>Thursday, 22 August</td>
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<tr>
<td>09:00-09:30</td>
<td>Welcome notes: Nicola Bilstein, Christian Stummer, and Reinhold Decker</td>
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| 09:30-10:30   | **Invited talk:** Challenges in digitalizing established products: Practical experiences and lessons learnt at Miele  
Ingo Kaiser (Miele & Cie. KG) |
| 10:30-10:50   | Short break                                                              |
| 10:50-11:30   | Engaging customers along the smart service journey: A network perspective  
Bieke Henkens (Ghent University)  
Katrien Verleye (Ghent University)  
Bart Larivière (KU Leuven) |
| 11:30-12:10   | No gain without pain: Understanding the contingencies of consumers’ value co-creation with smart services  
Stefan Dyck (University of Hagen) |
| 12:15-14:00   | Lunch break and CITEC tour                                               |
| 14:00-14:40   | Alexa, who are you? Consumer trust in and mental representations of smart home technologies  
Jonas Föhr (University of Bayreuth)  
Claas Christian Germelmann (University of Bayreuth) |
| 14:40-15:20   | Smart services, smart customer community, less support costs? Examining the economic impact of a firm-sponsored online community on traditional customer support  
Gerrit P. Cziehso (TU Dortmund)  
Tobias Schaefers (Copenhagen Business School)  
Ann-Kristin Kupfer (WWU Münster)  
Fabian Ottinger (TU Dortmund) |
| 15:20-16:00   | Influencing factors and strategies regarding B2B customer’s data disclosure behavior for smart services: A qualitative approach  
Curd-Georg Eggert (University of Passau)  
Corinna Winkler (University of Passau)  
Jan H. Schumann (University of Passau)  
Nancy V. Wünderlich (Paderborn University) |
| 16:00-16:20   | Short break                                                              |
| 16:20-17:00   | Security concerns as barriers of smart product acceptance: The case of automated parking  
Antje Fricke (TU Braunschweig)  
Nadine Pieper (TU Braunschweig)  
David M. Woisetsläger (TU Braunschweig) |
| 17:00-17:40   | Is more automation always better? An empirical study of customers’ willingness to use autonomous vehicle functions  
Mohamed Souka (Bielefeld University)  
Daniel Böger (Bielefeld University)  
Reinhold Decker (Bielefeld University)  
Christian Stummer (Bielefeld University)  
Alisa Wiemann (Bielefeld University) |
<p>| 18:30         | Excursion to Sparrenburg Castle <em>(comfortable shoes recommended)</em>       |
| 19:00-23:00   | Conference dinner at Sparrenburg Castle                                  |</p>
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| 08:30-09:10 | Being in control or not: Perceived disempowerment and desire for control as determinants for selecting future means of travel | *Alisa Wiemann* (Bielefeld University)  
*Christian Stummer* (Bielefeld University)  
*Reinhold Decker* (Bielefeld University) |
| 09:10-09:50 | How do different customers value the use of companion shopping apps in inner cities? An empirical investigation | *Gertrud Schmitz* (University of Duisburg-Essen)  
*Severine Peche* (University of Duisburg-Essen)  
*Stephanie Schwipper* (University of Duisburg-Essen) |
| 09:50-10:10 | Short break                                                                                       |                                                                          |
| 10:10-10:55 | Invited talk: Servicefactory – A smart sports service platform beyond fitness tracking             | *Ekaterina Korneeva* (RWTH Aachen University)  
*Frank T. Piller* (RWTH Aachen University) |
| 10:55-11:35 | The impact of knowledge boundaries on collaborative projects: A review of the resistance to value co-creation in open innovation | *Joshua K. Salawu* (University of Namur)  
*Annick Castiaux* (University of Namur)  
*Assaad El Akremi* (Toulouse University 1 Capitole) |
| 11:35-12:15 | Spanning boundaries in service science: An interdisciplinary approach to smart service platforms     | *Nancy V. Wünderlich* (Paderborn University)  
*Daniel Beverungen* (Paderborn University)  
*Dennis Kundisch* (Paderborn University) |
| 12:15-12:30 | Closing *(including award presentation)*                                                            |                                                                          |
| 12:30-13:30 | Lunch                                                                                             |                                                                          |