**Purpose.** The past several years have witnessed the emergence of information services in electronic commerce characterized by mobility, virtualization, personalization, and social computing. These include Web 2.0, Enterprise 2.0, cloud computing, semantic Web, mobile computing, the Internet of Things, and so on. Meanwhile, business environments are becoming increasingly service-centered in both developed and developing economies. Innovations in business models and new development in information technologies interact with one another and are fused to create the changes we see in the ever-evolving e-commerce world. This special issue focuses on research in information services in e-commerce. Our goal is to explore new theoretical perspectives and new empirical results that will help us to understand how emerging technologies and service innovation may influence the development of e-commerce.

**Editors.** This special issue will be co-edited by:

- **Guoqing Chen**, Tsinghua University, chengq@sem.tsinghua.edu.cn
- **Xunhua Guo**, Tsinghua University, guoxh@sem.tsinghua.edu.cn
- **J. Leon Zhao**, City University of Hong Kong, jizhao@cityu.edu.hk

Interested authors should feel free to direct questions to the special issue editors. All papers should be submitted via ECRA’s submission system at [www.ees.elsevier.com/ecra](http://www.ees.elsevier.com/ecra), in a format as specified in the submission guidelines. The sponsoring editor for this special issue is Robert J. Kauffman, ECRA’s Editor-in-Chief.

**Topics.** The special issue will be devoted to the exploration of strategic, managerial, organizational, technical, security, privacy and policy challenges with regard to information services under e-commerce. We seek high-quality, unpublished contributions on the following and other related topics:

- Business models for service-oriented e-commerce
- The role of IT in service innovation and value co-creation in e-commerce
- Information services in social network applications and mobile business
- Service-oriented transformations of e-commerce platforms
- Service-oriented personalization in online marketing
- Knowledge and innovation in the design of e-commerce services
- Business intelligence and data mining in information services
- Facilitation of service experiences through digitally-enabled processes and practices
- Support for customer and business partner relationships in online communities
- Theoretical and analytical approaches for investigating service-oriented transformation

**Submission Deadline.** The submission deadline for full papers is **September 1, 2011**. Authors are encouraged to submit abstracts to the special issue editors prior to **May 1, 2011**, as a means to gauge the special issue editors’ interest and get suggestions on developing a special issue paper.
**Submission Guidelines.** Only original and unpublished research papers will be considered. Authors should limit their initial submissions to no more than 32 double-spaced pages in 12-point font with appropriate margins, inclusive of all materials (i.e., references, figures, tables and appendices). Author names and affiliations should be listed on the first page of the paper; the reviewing will be single blind only. All papers should be submitted via ECRA’s submission system at [http://ees.elsevier.com/ecra](http://ees.elsevier.com/ecra). Authors should select “Information Services in Electronic Commerce Special Issue” when they reach the “Article Type” step in the submission process. Authors should follow Elsevier’s *Electronic Commerce Research and Applications* format at [http://www.elsevier.com/wps/find/journaldescription.cws_home/621289/authorinstructions](http://www.elsevier.com/wps/find/journaldescription.cws_home/621289/authorinstructions).

**Review Process.** The special issue editors will return first reviews and AE reports no later than 90 days from the date of submission, approximately December 1, 2011. We will use a developmental reviewing approach for this special issue, with the aim of helping special issue authors to achieve very high quality final publications. Second and third round reviews, as needed, will be completed on an expedited basis, if authors are able to turn their revisions around quickly. We also will provide special issue authors with an indication as early as possible of rejection for the special issue, including decisions on the basis of a first reading by the special issue editors. Inappropriately targeted or under-developed papers will be returned immediately to the authors.

**Publication Date.** The publication of this special issue will occur on a “best effort” basis some time in 2012 (or early 2013). The actual date of publication depends on the timing of completion of all of the articles that it will contain, and also is subject to the editorial staff’s and publisher’s ability to schedule it. ECRA’s experience is that special issues are published no later than about 6 months after the last article of the issue is completed and sent to production by the authors and special issue editors.