

IFITTalk@Kyoto | AI, Robots, and Automation in Tourism  
 Organized by Graduate School of Management, Kyoto University  
 17 – 18 October 2019 | Kyoto University, Kyoto, Japan

[Day#1] 2019.10.17 - Workshop Session#1

Time	Lecture Hall, Graduate School of Management, Kyoto University	
Chair	Hisashi Masuda(Kyoto University)	
10:30 - 10:40	How to adopt technology in tourism and hospitality industry?	Opening Remarks: Iis Tussyadiah(IFITT)
		#00
10:40 - 11:00		Chulmo Koo, What are people saying about Artificial Intelligence in Tourism? - Computational Linguistic Analysis on YouTube Conversation
		#01
11:00 - 11:20		Rosanna Leung and Isabell Handler, Visits and Hotel Guests Attitude towards Robotic Staff: An Observation at Henn-na Hotel Tokyo Hamamatsucho
	#02	
11:20 - 11:40		Hisashi Masuda, Exploration for Characteristics of Robot Hospitality - A case study on Henn-na Hotel Huis Ten Bosch -
	#03	
11:40 - 12:00		Erin Ling, Exploring Benefits and Challenges of Implementing Chatbot in Travel and Hospitality
	#04	
12:00 - 13:00	Lunch	

[Day#1] 2019.10.17 - Workshop Session#2

Time	Lecture Hall, Graduate School of Management, Kyoto University	
Chair	Hidekazu Kasahara(Kyoto University)	
13:00 - 13:20	How to adopt technology in tourism and hospitality industry?	Miwa Nishinaka, Proposal of Meso-level Community for Regional Revitalization
		#05
13:20 - 13:30		the 1st Day Wrap-up and Proposal of the Discussion Agenda(Hisashi Masuda)
		#06
13:30 - 13:50		Discussion including the Audience
	#07	

[Day#1] 2019.10.17 - Symposium#1

Time	Symposium Hall, International Science Innovation Building, Kyoto University
15:00 - 15:15	Opening remarks (Kyoto-pref/city, IFITT)
15:15 - 15:45	Keynote#1(Prof. Yamaguchi, Keio University)
15:45 - 15:55	Keynote#1 - QA
15:55 - 16:25	Keynote#2(Associate Prof. Ma, Kyoto University)
16:25 - 16:35	Keynote#2 - QA
16:40 - 17:25	Panel Discussion#1
17:25 - 17:30	Closing Remarks

[Day#1] 2019.10.17 - Reception

Time	Symposium Hall, International Science Innovation Building, Kyoto University
18:00 - 20:00	Reception

[Day#2] 2019.10.18 - WS#3: Shaping Service Work of the Future in Tourism and Hospitality Industry

Time	Lecture Hall, Graduate School of Management, Kyoto University
Chair	Hisashi Masuda(Kyoto University)
13:00 - 13:30	Keynote speech - Jungwoo Lee, Ph.D.: "Shaping Service Work of the Future" with focus on the recent developments of ICT
13:30 - 13:50	Eric Hawkinson, Augmented Tourism: Designing Augmented Reality Experiences for Destination Travel
13:50 - 14:00	Proposal of the discussion agenda (Hisashi Masuda)
14:00 - 14:20	Discussion including the audience

[Day#2] 2019.10.18 - Symposium#2

Time	Symposium Hall, International Science Innovation Building, Kyoto University
15:00 - 15:15	Opening remarks(Kyoto-pref/city, IFITT)
15:15 - 15:45	Keynote#3(H.I.S)
15:45 - 15:55	Keynote#3 - QA
15:55 - 16:25	Keynote#4(Expedia)
16:25 - 16:35	Keynote#4 - QA
16:40 - 17:25	Panel Discussion#2
17:25 - 17:30	Closing Remarks

[Day#1] Keynote#1		
Speaker	慶應義塾大学 山口高平氏	Takahira Yamaguchi, Keio University, Japan
Title	ユーザによるAIロボットアプリケーション開発プラットフォームPRINTEPS	A User-Centric Platform PRINTEPS to Develop Intelligent Robot Applications
Description	PRINTEPSは、知識表現と推論、機械学習、音声対話、画像センシングおよび動作計画という5種類のSWモジュールが組み込まれており、ユーザーが、ワークフローと業務ルールを日本語で入力するだけで、SWモジュール群に展開され、最終的に、プログラムコードが自動生成され、ロボットが実行可能になります。	PRINTEPS platform incorporates knowledge representation and reasoning, machine learning, speech dialogue, image sensing and motion planning. The program is supplied in modular form, allowing end users to select those modules required and build in process and business rules that are specific to the required tasks. The work editor is a user-friendly interface, from which PRINTEPS automatically creates code to run on the robot operating system.

[Day#1] Keynote#2		
Speaker	京都大学 馬強氏	Qiang Ma, Kyoto University, Japan
Title	観光情報学2.0：観光集合知の編纂と利活用	Sightseeing Informatics 2.0: Mining and Utilizing Crowd Wisdom of Sightseeing
Description	観光は、21世紀の最も重要な産業です。私たちのグループでは、持続可能な観光社会を実現するために、オーバーツーリズムの克服を目的とした情報技術を研究しています。この講演では、観光知識発見のためのUGC (User Generated Content) マイニングとその応用に関する研究活動を紹介し、特に、ユーザーモデリング、観光スポットの品質推定、およびツアーの推奨に関する研究が取り上げられます。	Tourism is one of the most important industry in the 21st century. In our group, we are studying information technology to overcome overtourism to realize the sustainable tourism society. In this talk, I will introduce our research activities on UGC (User Generated Content) mining for sightseeing knowledge discovery and its applications. Especially, I will talk about the research about user modeling, quality estimation of sightseeing spots, and tour recommendation.

[Day#2] Keynote#3		
Speaker	エイチ・アイ・エス 三浦達樹氏	Tatsuki Miura, H.I.S. Co., Ltd.
Title	H.I.S.が考えるデジタル化の明と暗	Bright and Dark Sides of Digitalization deeply concerned by H.I.S.
Description	変なホテルや無人コンビニ、ロボットカフェの取り組みと、長期的な視点での、無人による「宇宙ホテルの実現」といったビジョンを設定した現状の準備に関する紹介・議論	Introduction of services that create new rationality through "Henn-na hotel" and robot cafes developed by H.I.S. The lecture from the perspective of the H.I.S. group will be provided on the "lightness and darkness of digitization" in the tourism and hotel industries.

[Day#2] Keynote#4		
Speaker	Expedia 谷口紀泰氏	Noriyasu Taniguchi, Expedia, Inc.
Title	ITを活用した宿泊業成功へのサポートについて	Help local accommodation players to achieve success by providing IT solutions
Description	Expediaにおける技術活用の位置づけ、Expediaが展開・支援するホテルのレベニューマネジメント・ツール等に関する紹介・議論	Introducing the technology utilization of the hotel revenue management tools, etc., developed and supported by Expedia.