**ACADEMIC CV**

**NAME: Tuure Tuunanen**

**CURRENT POSITION: Professor of Information Systems, University of Jyväskylä**

**RESEARCH GROUP: Cyber Physical Services and Systems (CPSS), group leader:** [**http://jyu.fi/cpss**](http://jyu.fi/cpss)

**RESEARCH CENTER: Finnish Hub for Digitalization (FHDi) (w/ Aalto University, University of Eastern Finland, LUT University, University of Eastern Finland, University of Tampere, and University of Vaasa), director:** [**http://jyu.fi/fhdi**](http://jyu.fi/fhdi)

**FACULTY: Information Technology, University of Jyväskylä, Finland**

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**URL:** [**http://tuure.tuunanen.fi**](http://tuure.tuunanen.fi)

**DATE OF BIRTH:** 6th April 1973

**NATIONALITY:** FINLAND

**RESIDENCY:** FINLAND

**EDUCATIONAL QUALIFICATIONS:**

2005 Helsinki School of Economics, D.Sc. (Econ.); Information Systems

2001 Helsinki School of Economics, M.Sc. (Econ.); Marketing

**LANGUAGE SKILLS:**

Finnish (Native), English (Fluent), German (Good), Swedish (Good)

**PREVIOUS AND CURRENT APPOINTMENTS:**

**Academic appointments**

18.06.2001-31.12.2001 Helsinki School of Economics, Assistant / Department of Marketing.

01.01.2002-31.07.2002 Helsinki School of Economics, Assistant for E-commerce.

01.08.2002-31.12.2002 Helsinki School of Economics, Assistant Professor, Information Systems.

01.01.2003-31.07.2003 Helsinki School of Economics, Assistant for E-commerce.

01.08.2003-31.12.2003 Helsinki School of Economics, Assistant Professor, Information Systems.

01.01.2004-30.06.2005 Helsinki School of Economics, Graduate School Research Fellow.

29.06.2005-31.01.2008 The University of Auckland Business School, The Department of ISOM, Senior Lecturer.

01.02.2008-28.02.2010 The University of Auckland Business School, The Department of ISOM, Senior

Lecturer (Above the Bar), Permanent appointment (tenured)\*.

01.07.2009-30.06.2012 University of Nevada Las Vegas, USA, Associate Professor (Adjunct),

Management Information Systems.

01.10.2009-31.12.2011 Senior Research Fellow (i.e. Associate Professor), University of Oulu, Finland

01.01.2012-31.08.2012 Full Professor (Pro term), University of Oulu, Faculty of Science, Finland

1.1.2015-31.12.2019 Program director for URAPOLKU programme; regional short course programme for local IT firms.

05.02.2013-31.12.2016 Program director, Service Innovation and Management Master’s Programme ([www.jyu.fi/sim](http://www.jyu.fi/sim))

01.01.2017-31.12.2018 Program director for Information Systems Master’s degree programme (ca. 150 student intake every year)

01.01.2015-31.7.2023 Program director for INFORTE programme; national PhD education network in Finland; 12-14 workshops a year with 200-250 students participating the events.

01.01.2020-31.7.2023 Vice Dean of Research, Faculty of Information Technology

01.01.2023-31.7.2023 Chair Professor of Information Systems, Department of Informatics and Media, Uppsala University

01.05.2009- Arizona State University, Center for Service Leadership, Global Faculty Fellow.

01.10.2009- University of Turku Business School, Finland, Adjunct Professor (Docent); Service Sciences.

31.07.2012- Full Professor, University of Jyväskylä, Faculty of Information Technology, Finland

\*My promotion to a Senior Lecturer Above the Bar after 2.5 years of tenure is a rare achievement within The University of Auckland. The promotion included tenure, i.e. a permanent appointment.

**PROFESSIONAL SOCIETIES / SERVICE / OTHER ACTIVITIES:**

Member of the AIS (since 2003)

**Professional**

2012-2013 The Association for Information Systems (AIS) SIG Services, Vice President of Communications.

2012-2014 Board member, Finnish Computer Science Society

2012-2013 Treasurer, Scandinavian Chapter of Association for Information Systems.

2013-2015 President, Scandinavian Chapter of Association for Information Systems.

**Scholarly Journals**

Senior editor: European Journal of Information Systems (2022-2025)

Senior editor: Journal of the Association for Information Systems (AIS) (2024-2027)

Special Issue Co-Editor: European Journal of Information Systems - Exemplars and criteria for applicable design science research.

Special Issue Co-Editor: Journal of Service Research – GenAI Services

Associate editor: Journal of Service Research (since 2013)

Associate editor: European Journal of Information Systems (2018-2021)

Founding Associate editor / Digital Design Department: Communications of the AIS

Editorial board member: Journal of the AIS, Journal of Strategic Information Systems, and Editorial board member: Journal of Service Research, Service Science.

Editor-in-Chief for JITTA: Journal of Information Technology Theory & Application (www.jitta.org), a Publication of Association for Information Systems (AIS; www.aisnet.org). 2009-2013

Senior Editor for JITTA: Journal of Information Technology Theory & Application, 2006-2008

Associate editor for JITTA: Journal of Information Technology Theory & Application, 2005.

Reviewer for JITTA: Journal of Information Technology Theory & Application, 2003-

Reviewer for MIS Quarterly (MISQ)

Reviewer for Journal of Service Research (JSR)

Reviewer for Journal of Service Management (JSM)

Reviewer for Journal of Management Information Systems (JMIS)

Reviewer for Information Systems Research (ISR)

Reviewer for Journal of the Association for Information Systems

Reviewer for Decision Support Systems

Reviewer for IEEE transactions of Engineering Management

Reviewer for European Journal of Information Systems (EJIS)

Reviewer for Journal of Information Technology

Reviewer for Information Systems Journal (ISJ)

Reviewer for Journal of Strategic Information Systems (JSIS)

Reviewer for DATA BASE

Reviewer for Journal of Computer Information Systems (JCIS)

Reviewer for Journal of Database Management (JDM)

Reviewer for JITTA: Journal of Information Technology Theory & Application

Reviewer for International Journal of Electronic Commerce (IJEC)

Reviewer for Scandinavian Journal of Information Systems

**International Conferences**

Program co-chair, The European Conference on Information Systems (ECIS) 2022.

Conference co-chair, Twelfth International Conference on Design Science Research in Information Systems and Technology (DESRIST), 2017, Karlsruhe, Germany.

Program co-chair, Eleventh International Conference on Design Science Research in Information Systems and Technology (DESRIST), 2016, St. Johns, Canada.

Doctoral Consortium, Tenth International Conference on Design Science Research in Information Systems and Technology (DESRIST), 2015, Dublin, Ireland.

Junior Faculty Consortium co-chair, International Conference on Information Systems (ICIS), Auckland, New Zealand, 2014.

Programme committee co-chair of Mobility Roundtable Auckland 2008, New Zealand

Publicity Chair of The European Conference on Information Systems, 2011 Helsinki, Finland.

Programme committee chair of SIG SVC on Services, Pre-ICIS workshop, 2011.

Track chair for Advances in Methods, Theories, and Philosophy, ICIS the premier conference in information systems, 2022.

Track chair for General Track, The European Conference on Information Systems (ECIS) 2020-2021

Track chair for Service Science, ICIS the premier conference in information systems, 2019.

Track chair for Service Science, ICIS the premier conference in information systems, 2018.

Track chair for Design Science Research in Services, IESS conference, 2018.

Founding Track chair for Service Engineering and Management, The European Conference on Information Systems (ECIS) 2013-2016.

Mini-track chair for Innovation, Digital and ICT Enabled Services 2012-2024, with Prof. Tilo Böhmann (Universität Hamburg) and Prof. Ola Henfridsson (University of Warrick), in Decision Analytics, Mobile Technologies and Service Sciences track, Hawaii International Conference on System Sciences (HICSS).

Mini-track chair for Advances of Design Research Information Systems 2015-2024, with Prof. Richard Baskerville (Georgia State Univ.) and Prof. Matti Rossi (Aalto University) in Organizational Systems and Technology track, Hawaii International Conference on System Sciences (HICSS).

Track Chair, IS Development, ACIS2008 Christchurch, New Zealand

Track Chair, Advances in IT Application Development and Delivery Methods and Processes, 2010 International Conference on Information Resources Management, Jamaica

Track Chair, Service Design, and Engineering, First International Conference on Service

Science and Innovation, Taiwan, 2009.

Associate editor for ECIS conference, 2018.

Associate editor for ECIS conference, 2017.

Associate editor for ICIS conference, 2016.

Associate editor for ICIS conference, 2014.

Associate editor for ECIS conference, 2012.

Associate editor for MCIS conference, 2011.

Associate editor for ICIS conference (Top 1 IS conference), 2011.

Associate editor for IFIP Working Group 8.2. Conference, Turku, Finland, 2011.

Associate editor for ECIS conference, Pretoria, South Africa, 2010.

Associate editor for ECIS conference, 2009.

Associate editor for ACIS conference (premium Australian-New Zealand IS conference), 2009

Associate editor for ICIS conference (Top 1 IS conference), 2008.

Associate editor for ACIS conference (premium Australian-New Zealand IS conference), 2008

Associate editor for ECIS conference, 2008.

Associate editor for ECIS conference, 2006.

Focus Session Chair for Workshop on eBusiness, Mobile Technologies, 2009.

Focus Session Chair for Workshop on eBusiness, Mobile Technologies, 2008.

Mini-track chair for AMCIS 2006 conference

Member of the program committee of ACIS2017.

Member of the program committee of SCIS2104-2016.

Member of the program committee of ACIS2015.

Member of the program committee of DESRIST 2013-2016.

Member of the program committee of DOMAIN-SPECIFIC Modeling Workshop (in connection with CAiSE conference) 2012-15

Member of the program committee of Information Systems Development Conference 2007

Member of the program committee of Mobility Roundtable Helsinki 2006 (first call to program committee)

Member of the organizing committee of IRIS 26 conference, in charge of organizing IRIS Games event (over 200 participants), Haikko, Finland, 2003.

Reviewer for ICIS conference

Reviewer for HICSS conference

Reviewer for PACIS conference

Reviewer for ECIS conference

Reviewer for IRIS conference

**Contribution to research and teaching environments**

In year 2002 I was the major contributor in coordinating and drafting new major programs for IS as an assistant (doctoral research position within the faculty) and working with the HoD team. The work consisted of a major overhaul of the previous programs and in the end changed the regulations for all IS majoring B.Sc. and M.Sc. student who graduate in years 2004-2005. The programs were used until Helsinki School of Economics started using EU regulated programs (the result of the Bologna agreement) in fall 2005.

Post-Graduate advisor The Dept. of ISOM since 2005 - Responsible for admissions to postgraduate programs (Post graduate diploma in Commerce, Batchelor of Commerce (Honours), Master of Commerce) and pastoral care of PG students.

**AWARDS**

Early Career Research Award by The University of Auckland, 2007. Given to five young researchers within The University of Auckland on annual basis. The award comes with a 30.000NZD research grant.

New Research Excellence Award by The University of Auckland Business School, 2008. Given to one young researcher within the Faculty of Business and Economics.

Svenska informationssystemakademin (SISA) teaching award (2nd Prize), Swedish Information Systems Academy, 2017

Association for Information Systems (AIS) Distinguished Member Cum Laude, 2019

Best Teacher Award by the information systems student body Dumppi ry., Faculty of Information Technology, University of Jyväskylä, 2019

Student Union’s Standard by information systems student body Dumppi ry., Faculty of Information Technology, University of Jyväskylä, 2023

**PROFESSORIAL EVALUATIONS**

In 2008 Dr. Tuunanen was evaluated for the position of Full Professor of Computer Science / Lappeenranta University of Technology, Finland. According Prof. Ojala / Helsinki University of Technology Dr. Tuunanen met the requirements for the position.

In 2008 Dr. Tuunanen was offered the position of Full Professor of Information Systems (pro term, one year) by Helsinki School of Economics, Finland. He was the ranking applicant out of eight applicants.

In 2009 Dr. Tuunanen was offered the position of Full Professor of Work Informatics / Information Systems (pro term, one year) by University of Turku, Finland.

In 2011 Dr. Tuunanen was appointed as Professor of Information Systems (two-year appointment) by University of Oulu, Finland.

In 2012 Dr. Tuunanen was appointed as Full Professor of Information Systems (permanent/tenured position) by University of Jyväskylä, Finland.

In 2022 Dr. Tuunanen was appointed as Chair Professor of Information Systems by Uppsala University, Sweden.

**FAVOURABLE citations**

Checked by Google Scholar (25/4/2024).

|  |  |  |
| --- | --- | --- |
| Citation indices | All | Since 2018 |
| Citations | 15537 | 8827 |
| h-index | 30 | 23 |
| i10-index | 66 | 40 |

For more detailed list, please see: <http://scholar.google.com/scholar?q=tuure+tuunanen&hl=en&btnG=Search>

**RESEARCH**

**Research Summary**

Dr. Tuunanen’s research is in the cross-sections of information systems, software engineering, and marketing and service science and he is keenly interested in multi-disciplinary research in service innovation, design and development. His prior research has focused on requirements engineering, information systems development and risk management. He also does research on design science research methodologies and theory development. His current research interests lie in the area of digital and cyber physical services.

**Journal Articles and Editorials**

1. PEFFERS, K., GENGLER, C., TUUNANEN, T. 'Extending Critical Success Factors Methodology to Facilitate Broadly Participative Information Systems Planning', Journal of Management Information Systems, 20, (1), 51-85, 2003, <http://jmis.bentley.edu/>. **[FT50/ABS4]**
2. TUUNANEN, T. 'A New Perspective on Requirements Elicitation Methods', Journal of Information Technology Theory and Application, 5, (3), 45-62, 2003, [www.jitta.org](http://www.jitta.org). [ABS1]
3. MERISALO-RANTANEN, H., TUUNANEN, T., ROSSI, M. 'Is Extreme Programming really something new: comparison of two case studies', Journal of Database Management, 16, (4), 41-61, 2005, <http://www.idea-group.com/journals/details.asp?id=198>. [ABS1]
4. PEFFERS, K., TUUNANEN, T. 'Using Rich Information to Plan Mobile Financial Services Applications with Maximum Positive Impact: A Case Study', Information and Management 38(1), 42, (3), 483-501, 2005, <http://www.sciencedirect.com/science/journal/03787206>. **[ABS3]**
5. TUUNANEN, T., VAINIO, M. 'Communication Flows in Software Product Development: A Case Study of Two Mobile Software Firms', Journal of Information Technology Theory and Application, 7, (3), 27-48, 2005, [www.jitta.org](http://www.jitta.org). [ABS1]
6. KOSTOFF, R.N., TSHITEYA, R., BOWLES, C.A., TUUNANEN, T. 'The Structure and Infrastructure of the Finnish Research Literature', Technology Analysis and Strategic Management, 18, (02), May 2006, 187–220. <http://www.ingentaconnect.com/content/routledg/ctas>. [ABS2]
7. TUUNANEN, T, PEFFERS K. ET AL, ’Developing Feature Sets for Culturally Diverse External End Users: A Call for Value-based Preference Modeling’, Journal of Information Technology Theory and Application, 8(2), 2006, 41-55, [www.jitta.org](http://www.jitta.org). [ABS1]
8. Mathianssen Lars, Timo Saarinen, Tuure Tuunanen and Matti Rossi, A Contingency Model for Requirements Development’, Journal of the AIS, 8(11), Article 2, November 2007, pp. 569-597. **[ABS4\*]**
9. Peffers Ken, Tuure Tuunanen, Marcus Rothenberger and Samir Chatterjee, “A Design Science Research Methodology for Information Systems Research”, Journal of Management Information Systems, 24(3), Winter 2007-8, 45-87. **[FT50/ABS4]**
10. WESTERLUND M., RAJALA R., TUUNANEN T. and SALO J. “The influence of content and trust on consumers’ intention to accept mobile advertisements”. International Journal of E-Services and Mobile Applications (IJESMA), 1:4, 2009, 1-15.
11. BRAGGE, J., MARTTIIN, P., TUUNANEN, T. Inviting Lead Users from Virtual Communities to Co-create Innovative IS Services in a Structured Groupware Environment. Service Science, 1 (4), 2009, 241-255. [ABS1]
12. Rothenberger, M.A., Srite, M., and Tuunanen, T. ‘Editorial: Critical Applications of Information Systems,’ Journal of Information Technology Theory and Application (JITTA): 10:1, Article 1, 2009. Available at: <http://aisel.aisnet.org/jitta/vol10/iss1/1>. [ABS1]
13. CASSAB H., TUUNANEN T, PEFFERS K., GENGLER C., HUI W., and VIRTANEN V. ‘Discovery of New Service Concepts: Integrating Customer Scripts’. Service Science, 2(3), 177-195, 2010. [ABS1]
14. TUUNANEN, T. ‘Editorial: Value of Mobile Applications and Services for Users,’ Journal of Information Technology Theory and Application (JITTA): 11:1, Article 1, 2010, pp 1-4. Available at: <http://aisel.aisnet.org/jitta/vol11/iss1/1> . [ABS1]
15. TUUNANEN T., MYERS M. and CASSAB H. ‘A Conceptual Framework for Consumer Information Systems Development’. Pacific Asian Journal of the AIS, 2 (1), 47-66, 2010. [ABS2]
16. Tuunanen T., Rossi M., “Method and tool for rapid consumer application development” describes a novel method and support environment for wide audience requirements engineering”. *Int. Journal of Organizational Design and Engineering,* 1 (1/2), 2010, 109-125.
17. TUUNANEN, T. ‘Editorial: Second Generation Statistical Techniques,’ Journal of Information Technology Theory and Application (JITTA): 11:4, Article 1, 2010, pp 1-4. Available at: <http://aisel.aisnet.org/jitta/vol11/iss4/1>. [ABS1]
18. TUUNANEN T., PEFFERS K. and HEBLER S. "Designed Procedures for Engineering System Feature Requirements with Users who are Blind," Journal of Information Technology Theory and Application (JITTA), 12:1, 2011 Article 3. [ABS1]
19. Mathiassen L. and Tuunanen T., “Risk management in Requirements Engineering,” IEEE IT Professional, November/December, 13:6, 2011, 40-47.
20. TUUNANEN T., AND CASSAB H., ‘Service Process Modularization: Reuse Versus Variation in Service Extensions’. Journal of Service Research, vol. 14 no. 3, August 2011, 340-354. **[ABS4]**
21. TUUNANEN T., GARDNER L., and BASTEK M. ‘Consumer Information Systems As Service Modules: Case Study Of IPTV Services’. Service Science, 3(3), 2011, 264-279. [ABS1]
22. Tuunanen T., Bragge J., ET AL, ‘A Method for Recruitment of Lead users from Virtual Communities to Innovate IT Enabled Services for Consumers in Global Markets’. Pacific Asia Journal of the Association for Information Systems, Vol. 3: Iss. 2, Article 3, 2011, 30-56. [ABS2]
23. Bragge j., Tuunanen t., Virtanen V., AND Svahn S. ‘Overcoming the barriers to adopt and implement the mobile as a marketing medium’. Journal of Information Technology Theory and Application (JITTA), 12:3, Article 3, 2011, pp. 27-47. [ABS1]
24. Carlsson, C., WALDEN, P., Bouwman, H., TUUNANEN, T., AND MCKENNA, B., “Mobile Services for Travel – Comparison of Adaption for Finland, New Zealand and The Netherlands“, Journal of Information Technology and Tourism, 13 (2), 2011, 57-74 [ABS1]**.**
25. TUUNANEN, T. ‘Editorial: Contemporary Issues in Information Systems Development’, Journal of Information Technology Theory and Application (JITTA): 12:4, Article 1, 2011, pp 1-4. Available at: <http://aisel.aisnet.org/jitta/vol12/iss1/1>. [ABS1]
26. TUUNANEN T., BASK A., AND MERISALO-RANTANEN H., ’Typology for Modular Service Design: Review of Literature”, International Journal of Service Science, Management, Engineering, and Technology (IJSSMET), 3:3, 2012, 99-112.
27. TUUNANEN, T. ‘Editorial: Digital Innovation and Challenges for Service Research’, Journal of Information Technology Theory and Application (JITTA): 13:2, Article 1, 2012, pp 1-4. [ABS1]
28. MCKENNA B., TUUNANEN T., GARDNER L., “Consumers’ Adoptation of Information Services: A Design Science Research Study”. Information & Management, 50(5), 2013, 248–257. **[ABS3]**
29. TUUNANEN, T. ‘Editorial: Information Technology Project Management’, Journal of Information Technology Theory and Application (JITTA): 14:3, Article 1, 2013, pp 1-4. [ABS1]
30. Mckenna B., GARDNER L. AND TUUNANEN T. ‘Exploration of Location-Based Services Adoption’, Int. Journal of E-Services and Mobile Applications, 6(1), 2014, 1-22.
31. TUUNANEN T., AND KUO I. ‘The effect of culture on requirements: a value-based view of prioritization’. European Journal of Information Systems, 24(3), 2015, 295–313. **[ABS4]**
32. HELLEN, K., SÄÄKSJÄRVI, M. and TUUNANEN, T., ‘Design features impacting mobile phone upgrading frequency’, Journal of Information Technology Theory and Application (JITTA), 15(1), 2014, 33-47. [ABS1]
33. BASK, A., Merisalo-Rantanen H., AND Tuunanen T. ‘Developing a Modular Service Architecture for E-store Supply Chains: The Small- and Medium-Sized Enterprise Perspective’, Service Science, 6:4, 2014, 251-273. [ABS1]
34. TUUNANEN T. ’Consumers in Information Technology Enabled Service Encounters: Perceptions and Tradeoffs in Multi-Channel Interactions’, Int. Journal of E-Services and Mobile Applications, 7(2), 2015, 68-81.
35. TUUNANEN T, AND GOVINDJI H., ‘Understanding flow experience from users’ requirements’. Behaviour & Information Technology, 35:2, 2016, 134-150. [ABS2]
36. Peters, C., Maglio, P., Badinelli, R., Harmon, R.R., Maull, R., Spohrer, J.C., Tuunanen, T., Vargo, S.L., Weiser, J.J., Demirkan, H. Griffith, T.L., and Moghaddam, Y. ‘Emerging Technical Frontiers for Service Innovation’, *Communications of the AIS*, 39:1, July 2016, 136-149. [ABS2]
37. TUUNANEN, T., HOLMSTRÖM, J., and KAUREMAA, J. “Research Mode and Contribution in Interorganizational Information Systems Research’ JITTA: Journal of Information Technology Theory and Application, 18 (3), 4-33., 2017, <http://aisel.aisnet.org/jitta/vol18/iss3/2>. [ABS1]
38. Tuunanen T. and Peffers K. ‘Population Targeted Requirements Acquisition’, European Journal of Information Systems, 27 (6), 686-711, 2018. **[ABS4]**
39. PEFFERS K., TUUNANEN T. and NIEHAVES B. ‘Design science research genres: introduction to the special issue on exemplars and criteria for applicable design science research”, European Journal of Information Systems, 27: 2, 2018, 129-139. **[ABS4]**
40. McKENNA B., CAI W. and TUUNANEN T. ‘Technology Enabled Information Services Use in Tourism: An Ethnographic Study of Chinese Backpackers’, Pacific Asia Journal of the Association for Information Systems (PAJAIS), 10 (4), 2018, 37-64. [ABS2]
41. GRENHA TEIXEIRA, J., PATRICIO, L., and TUUNANEN Advancing Service Design Research with Design Science Research', Journal of Service Management. [ABS2]
42. PEFFERS, K., Tremblay, M.C., vom Brocke, J., Rothenberger, M., Srite, M., and TUUNANEN, T. ‘Editorial’, *Journal of Information Technology Theory and Application (JITTA)*: Vol. 20: Iss. 1, Article 5. Available at: <https://aisel.aisnet.org/jitta/vol20/iss1/5> [ABS1]
43. TUUNANEN, T., KAZAN, E., SALO, M., and GUPTA, S. ‘From Digitalization to Cybernization: Delivering Value with Cybernized Services’, Scandinavian Journal of Information Systems, 31 (2) 3, 2019. [ABS2]
44. NGUYAN, A., TUUNANEN, T., GARDNER, L., & SHERIDAN, D. ‘Design Principles for Learning Analytics Information Systems in Higher Education’, European Journal of Information Systems, 2021, DOI: 10.1080/0960085X.2020.1816144. **[ABS4]**
45. NYKÄNEN J., V. TUUNAINEN, and TUUNANEN T. ’Consumers’ Smart Phone Switching Behavior in Mobile Ecosystems’, Scandinavian Journal of Information Systems, 33 (1), 8, 2021. [ABS2]
46. HOLOPAINEN, J., MATTILA, O., PARVINEN, P., PÖYRY, E., and TUUNANEN T. Sociability in Virtual Reality: Two Evaluations along a Design Science Research Process’, the ACM Transactions on Social Computing, 4 (1), 1-21, 2021.
47. Golovianko, M., Gryshko, S., Terziyan, V., and Tuunanen, T. ’Towards Digital Cognitive Clones for the Decision-Makers: Adversarial Training Experiments’, Procedia Computer Science, 180-189, 2021.
48. Branytskyi, V., Golovianko, M., Gryshko, S., Malyk, D., Terziyan, V., and Tuunanen, T. (2021). Digital Clones vs. Digital Immunity: Adversarial Training Handles Both. International Journal of Services, Economics, and Management, 18(2), 2022, 124-139. https://doi.org/10.1504/IJSPM.2022.10048910
49. GUPTA, S., TUUNANEN, T., KAR, A., MODGIL, S. An Emerging Leadership Model for Digitalisation: Firms’ Response to Covid-19 to Ensure Business Efficiency and Continuity’, Journal of Knowledge Management, 2022. [ABS2]
50. TERZIAN, V., GOLOVIANKO, M., GRYSHKO, S., and TUUNANEN, T. ‘Responsible cognitive digital clones could replace decision-makers during a pandemic: design science research study’, European J. of Information Systems, 2023. **[ABS4]**
51. LI, M., TUUNANEN, T. ‘Information Technology–Supported Value Co-Creation and Co-Destruction via Social Interaction and Resource Integration in Service Systems’, Journal of Strategic Information Systems, 2022, 31 (2), 101719 **[ABS4]**.
52. TUUNANEN T., SALO M., and LI, F. ‘Modular Service Design of Information Technology-Enabled Services’, J. of Service Research, 26 (2), 2023, 270-282 **[ABS4]**
53. ELO, J., LUMIVALO, J., and TUUNANEN, T. ‘A Personal Values-Based Approach to Understanding Users’ Co-Creative and Co-Destructive Gaming Experiences in Augmented Reality Mobile Games’, Pacific Asia Journal of the AIS, 14(5) [ABS2].
54. TUUNANEN T., LINTULA J., VARTIAINEN T., ZHANG Y. and MYERS M. ‘Identifying Value Co-Creation Mechanisms to Support the Design of Digital Services', J. of Service Research, online first **[ABS4]**.
55. TUUNANEN, T., VARTIAINEN, T., and KAINULAINEN, S. ’Development of a Requirements Risk Prioritization Method’, Communications of the AIS [ABS2], online first.
56. LUMIVALO, J., TUUNANEN, T., and SALO, M. 'Understanding the Value Co-Destruction Process for Service Systems', Journal of Service Research, available online first **[ABS4]**.
57. TUUNANEN, T., WINTER, R. and VOM BROCKE J, ‘Dealing with Complexity in Design Science Research: Using Design Echelons to Support Planning, Conducting, and Communicating Design

Knowledge Contributions’, in press, MIS Quarterly **[FT50 / ABS4\*]**.

1. Shan, L.P, Rohit, N., Tuunanen, T. and Fui-Hoon Nah, F. ’Literature review in the generative AI era - how to make a compelling contribution’, Journal of Strategic Information Systems: 32:3, September 2023, pp. 1-4- **[ABS4]**
2. KAINULAINEN, S., TUUNANEN, T., and VARTIAINEN, T. ’Requirements Risk Management for Continuous Development’, accepted for Australian Journal of Information Systems [ABS1].
3. PÖYRY, E., HOLOPAINEN, J., PARVINEN, P., MATTILA, O. & TUUNANEN, T. ’Rocking the Process: Towards Designing Collaborative Service Encounters Using VR Technology’, cond. accepted for J. of Service Research **[ABS4]**.

**Journal Manuscripts Under Revision**

1. MCKENNA, B., MÄKINEN, P., and TUUNANEN, T. ’ Switching Behaviour in Smartphone Messaging Services—the Influences of Context, Content, and Features of the Service, under 2nd revision for J. of Service Research [ABS2].
2. LUMIVALO J., TUUNANEN T., ZHANG, Y., SALO, M. and MYERS M. ’Mechanisms of Value Co-Destruction for Understanding Service Failures in Information Technology-Enabled Services’’, under 2nd revision for J. of Service Research Special Issue on Service Recovery. **[ABS4]**
3. GHANBARI, H., TUUNANEN, T., & KAZAN, E. ’Designing Co-opetition: Digital Newspaper Subscription Service Platform’, under 1st revision for European J. of Information Systems **[ABS4]**.
4. GHANBARI H., KEMELL, K-K, TUUNANEN T., and ROSSI, M. ‘Continuous Practices in Systems Development – A Systematic Literature Review’, under development, under 1st revision for J. of Strategic Information Systems, Review Special Issue **[ABS4]**.

**Journal Manuscripts Under Review / Ready for Submission**

1. GUPTA, S., Tuunanen, T. et al. 'Moving from Physical to Cyber-Physical Servicescape', under 1st review for Information Systems Frontiers. **[ABS3]**
2. MODGIL, S., GUPTA, S., KAR, A.K., & TUUNANEN T. ’Role of generative AI to support and add value to non-technology companies’, under 1st review for Technovation **[ABS3]**
3. HUNKE, F., SATZGER, G., and TUUNANEN, T. ‘Modular Reuse of Service Concepts for Service Design’, under 1st review for J. of Service Management [ABS2].
4. GHANBARI H., TUUNANEN T., ROSSI ‘From Enterprise Plumbing to Continuous Digital Innovation: The Changing Role of Information Systems Development in Organizations’, under 1st review for J. of the AIS **[ABS4\*]**.
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3. Elo, J.,Vargo, S. L., & Tuunanen, T. ’Understanding Value Co-Creation in Continuous Digital Service Innovation’ under development.
4. Pekkala, K., Elo, J., Koskela-Huotari, K., & Tuunanen, T. **‘**The Role of Reflexivity in Continuous Digital Service Innovation’.
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86. BÖHMANN, T., LEIMEISTER, J.M. and TUUNANEN, T. “Introduction to Minitrack on Digital and Cybernized Services”, in the proceedings of the Hawaii International Conference on System Sciences (HICSS) 2021, Hawaii, USA.
87. SJÖSTRÖM, J., ÅKERFALK, AND TUUNANEN T., ‘An Educational Interaction Model for Curriculum Design and Maintenance‘, in the proceedings of the International Conference on Information Systems 2021, Austin, Texas, USA.
88. Elo, J., Lumivalo, J., Tuunanen, T., AND Salo, M. ‘Factors Enabling and Hindering Value Co-Creation in Continuous Service Development: A Systematic Literature Review’ in the proceedings of the Hawaii International Conference on System Sciences (HICSS) 2022, Hawaii, USA.
89. HOLOPAINEN, J., LÄHTEVÄNOJA, A., and TUUNANEN, T. ‘Immersive Virtual Reality Education Application – Four Development Iterations along Design Science Research Methodology’, in the proceedings of the Hawaii International Conference on System Sciences (HICSS) 2022.
90. BASKERVILLE, R., ROSSI, M. and TUUNANEN, T. ‘Introduction to the Advances in Design Research Minitrack’, in the proceedings of the Hawaii International Conference on System Sciences (HICSS) 2022, Hawaii, USA.
91. BÖHMANN, T., LEIMEISTER, J.M. and TUUNANEN, T. ‘Introduction to Minitrack on Digital and Cybernized Services and Digitalization of Services’, in the proceedings of the Hawaii International Conference on System Sciences (HICSS) 2022, Hawaii, USA.
92. SOLTANI, S., TUUNANEN, T., FRANK, L., and PAULUS, T. ‘Value Creation Behavior of Oura Ring Users in Social Media- (Customer-dominant LOGIC)’, accepted for Pacific Asia Conference on Information Systems (PACIS), 2022, Dubai.
93. SOLTANI, S., TUUNANEN, T., FRANK, L., and PAULUS, T. ‘User Experience with Well-being Technologies- A Systematic Literature Review’, accepted for 45th Information Systems Research Seminar in Scandinavia (IRIS 2022).
94. ELO, J., PEKKALA, K., and TUUNANEN, T. ’Managing Continuous Digital Service Innovation for Value Co-Creation’, in the proceedings of the Hawaii International Conference on System Sciences (HICSS) 2023, Hawaii, USA.
95. PEKKALA, K., ELO, J., and TUUNANEN, T. ’ Functional and Structural Roles of Data in Service Ecosystems’, in the proceedings of the Hawaii International Conference on System Sciences (HICSS) 2023, Hawaii, USA.
96. TONTERI, T., HOLOPAINEN, J., LUMIVALO, J., TUUNANEN, T., PARVINEN P., and LAUKKANEN, T. ’Immersive Virtual Reality in Experiential Learning - A Value Co-creation and Co-destruction Approach’, in the proceedings of the Hawaii International Conference on System Sciences (HICSS) 2023, Hawaii, USA.
97. BASKERVILLE, R., ROSSI, M., and TUUNANEN, T. ‘Introduction to the Advances in Design Research Minitrack’, in the proceedings of the Hawaii International Conference on System Sciences (HICSS) 2023, Hawaii, USA.
98. BÖHMANN, T., LEIMEISTER, J.M., and TUUNANEN, T. ‘Introduction to Minitrack on Digital Services and Service Digitalization’, in the proceedings of the Hawaii International Conference on System Sciences (HICSS) 2023, Hawaii, USA.
99. ELO, J., PEKKALA, K., TUUNANEN, T. and SALO, M. ‘Building Strategic Partnerships for Value Co-Creation: A Conceptual Framework for Digital Service Organizations‘, in the proceedings of the 31st European Conference on Information Systems, Adger, Norway.
100. ELO, J., LUMIVALO, J., TUUNANEN, T. and VARGO, S. ’Enabling Value Co-Creation in Partner Collaboration Ecosystems: Institutional Work Perspective’ in the proceedings of the Hawaii International Conference on System Sciences (HICSS) 2024, Hawaii, USA.
101. VIKSTRÖM, M., TUUNANEN, T., and HÖNIGSBERG, S. ’ Recombining Operant Resources: Integrating Service Design and Service Engineering to Improve Service Innovation’, in the proceedings of the Hawaii International Conference on System Sciences (HICSS) 2024, Hawaii, USA.
102. SOLTANI, S., TUUNANEN, T., MAKKONEN, M. and HOLOPAINEN, J. ’Online Value Creation Behavior of Ōura Ring Users and Service Quality Evaluation’, in the proceedings of the Hawaii International Conference on System Sciences (HICSS) 2024, Hawaii, USA.
103. KORHONEN, M., LUMIVALO, J., CLEMENTS, K. and TUUNANEN, T. ‘Understanding the Value Co-creation Potential of Social Robots in Primary School Education’, in the proceedings of the Hawaii International Conference on System Sciences (HICSS) 2024, Hawaii, USA.
104. TUUNANEN, T., BÖHMANN, T., and LEIMEISTER, J.M., ‘Introduction to the Minitrack on Drivers for Next Level Digital Service Innovation: Metaverse, IoT and Generative AI’, in the proceedings of the Hawaii International Conference on System Sciences (HICSS) 2024, Hawaii, USA.
105. BASKERVILLE, R., ROSSI, M., and TUUNANEN, T. ‘Introduction to the Advances in Design Research Minitrack’, in the proceedings of the Hawaii International Conference on System Sciences (HICSS) 2024, Hawaii, USA.
106. ELO, J., LUMIVALO, J., PEKKALA, K., SALO, M., and TUUNANEN T. ’Towards Continuous Digital Service Innovation in Organizations: Benefits and Challenges from People Perspective’, in the proceedings of the European Conference on Information Systems (ECIS) 2024, Cyprus.
107. SOLTANI, S., and TUUNANEN, T., ’Going beyond tracking: Understanding the fitness technology use persistence’, in the proceedings of the European Conference on Information Systems (ECIS) 2024, Cyprus.
108. SOLTANI, S., TUUNANEN, T., and HÖNIGSBERG, S. 'Unveiling User Experiences in Fitness Technology: Uncovering Value Co-Creation and Co-Destruction through a Systematic Literature Review', in the proceedings of the Americas’ Conference on Information Systems (AMCIS) 2024, Salt Lake City, Utah.
109. SOLTANI, S., TUUNANEN, T., and MAKKONEN, M. ‘Tuning the Pulse: The Impact of Motivational Feedback on Fitness Technology Adherence’, in the proceedings of the Pacific-Asia Conference on Information Systems (PACIS) 2024, Ho Chi Minh City, Vietnam.

**Conference Contributions – Keynote**

1. TUUNANEN, T. ‘Design Science Research: Theory Ingrained Artifact and Deriving Theories from Artifact‘,The 24th International Conference on Multiple Criteria Decision Making, Ottawa, Canada, July 10th-14th, 2017.
2. TUUNANEN, T. ‘Value Creation Mechanisms for Cybernization’, 42nd Information Systems Research Seminar (IRIS) in Scandinavia and the 11th Scandinavian Conference on Information Systems (SCIS), Nokia, Finland, 11th-14th August, 2019.
3. TUUNANEN, T. ‘Value Creation for Cybernized Services’, 10th International Conference on Exploring Service Science, Porto, Portugal, 5th-7th February, 2020.

**Conference Contributions – Abstract/Presentation**

1. TUUNANEN, T., ROSSI, M. 'Extending Three Dimensions of Requirements Engineering', The INFORMS Annual Meetings, Atlanta, USA, October 19th-22nd, 2003, p.1-1
2. TUUNANEN, T., PEFFERS, K., GENGLER, C. 'Wide Audience Requirements Engineering (WARE): A Practical Method and Case Study', OASIS Workshop (IFIP 8.2. workshop, Current chair of IFIP 8.2. is Professor Michael Myers), Washington D.C., 12th December, 2004, p.1-1
3. PEFFERS, K., TUUNANEN, T., GENGLER, C., ROSSI, M. and 2 others 'A Conceptual Process Model for Design Science Research in Information Systems and Demonstration', OASIS 2005 workshop (IFIP 8.2. workshop, Current chair of IFIP 8.2. is Professor Michael Myers), Las Vegas, USA, December 10th, 2005, p.1-1
4. CASSAB H., TUUNANEN T., PEFFERS K., GENGLER C. AND HUI W. ‘Activating Consumer Goals in Service Design’, Presentation at 17th Annual Conference on Frontiers in Service Conference (Top 1 conference in Service Sciences), Washington D.C., 2-5 October 2008.
5. TUUNANEN T., CASSAB H. AND GARTNER L.‘ Service Modularisation -- A Systematic Approach to Service Growth’ Presentation at 18th Annual Conference on Frontiers in Service Conference (Top 1 conference in Service Sciences), Oct 29 – Nov 1 2009, Oahu, Hawaii.
6. TUUNANEN T., PEFFERS K. AND GENGLER C. ‘‘A Theory for Engaging Strangers into Requirements Engineering’, IFIP 8.2. Organizations and Society in Information Systems (OASIS) 2009 Workshop, ICIS2009, Phoenix, USA.
7. TUUNANEN T., CASSAB H. AND GARDNER L.‘ Service Modularisation -- A Systematic Approach to Service Growth’ Presentation at 19th Annual Conference on Frontiers in Service Conference (Top 1 conference in Service Sciences), Karlstadt, Sweden, 2010.
8. TUUNANEN T., MERISALO-RANTANEN H., and BASK A. (2012), ‘Service Process Modularization: The Question of Customers' Utility’, the 3rd Service Modularity Workshop. at Brunel Business School, London, United Kingdom, 19th-20th January.
9. VARTIAINEN, T. and TUUNANEN T. (2012) ‘Co-Creation of Value for IT-Enabled Services: A Case of Geocaching’, INFORMS 2012, Phoenix, USA, 14th-17th October.
10. Tuunainen, V.K., Tuunanen, T. and Nah, F. (2012) ‘Mobile Customer’s Switching Behavior: Comparative Importance of Social Factors and Device Characteristics in Lead and Lag Environments’, presented at AIS SIG Services Workshop, 2012, Orlando, USA.
11. Peffers, K., Böhmann, T., Saarinen, T., Tuunainen, V., and Tuunanen, T. ‘Challenges of IT enabled, digital service design’, presented at AIS SIG Services Workshop, 2012, Orlando, USA.
12. BASK, A., MERISALO-RANTANEN, H. and TUUNANEN T. ‘Service Process Modularization in Supply Chain Management: A Case Study of Three Finnish E-Stores’, The 4th International Service Modularity Workshop, January 23th-24th, 2013, Hamburg, Germany.
13. BASK, A., MERISALO-RANTANEN, H. and TUUNANEN T. ‘Service Process Modularization in E-Stores’ Supply Chains’, to be presented at INFORMS 2013, Minneapolis, USA.
14. VODANOVICH, S., SUNDARAM, D., and TUUNANEN, T., “An Approach to Understanding Digital Native Well-being and Development in Ubiquitous Spaces”, presented at the AIS SIG for Services workshop, held together with ECIS 2015 conference, in Münster, Germany.
15. SJÖSTRÖM, J, ÅGERFALK, P., TUUNANEN, T., ‘Five Principles for DSR based Curriculum Development’, presented at AIS SIG for Education workshop, held together with ICIS 2016 conference, Dublin, 10th December 2016.
16. TUUNANEN, T. ‘Senior Scholar’s Pitch: Value Co-Destruction and Implications for Design Science Research’, presented at AIS SIG for Services workshop, held together with ICIS 2016 conference, Dublin, 10th December 2016.
17. Hellsten, P., Pekkola, S., Tuunanen, T., and Ylinen, M., ‘Toward a Theory of Information Systems Acquisition Decision Making’, JAIS theory workshop, held together with ICIS 2016 conference, Dublin, 11th December 2016.
18. J. Lintula, T. Tuunanen, M. Salo, and T. Kari, " Understanding Augmented Reality Game Players’ Value Co-destruction Process in Pokémon GO," in *QUIS15 symposium*, Porto, Portugal, 12th-15th June, 2017.
19. J. Lintula, Tuunanen T., and Salo M. ’Value Co-Destruction in Social Media Platforms: Rural Hospitality Providers' Perspective’, Frontiers in Services, June 22nd – 25th, 2017, New York.
20. TUUNANEN T., LINTULA J., VARTIAINEN T., ZHANG Y. and MYERS M. ‘Opening the Black Box of Value Co-Creation’, Frontiers in Services, September 6th-9th, 2018, Austin, Texas.
21. Grenha Teixeira J., Patrício L. and Tuunanen T., ‘Design Science Research: an emerging methodology for service design’, Frontiers in Services, September 6th-9th, 2018, Austin, Texas.
22. TUUNANEN T., LINTULA J., VARTIAINEN T., ZHANG Y. and MYERS M. ‘Opening the Black Box of Value Co-Creation for Digital Service Design: A Process Theory’, presented at the International Conference on Information Systems, December 13th-16th, 2018, San Francisco, USA.
23. Kazan, E., Tuunanen, T., Li, M., Ghanbari, H., and Tumbas, S. ‘Strategic Design Towards Platform Collaboration in The Newspaper Industry: A Design Science Research Study’, presented at the International Conference on Information Systems, December 13th-16th, 2019, Munich, Germany.
24. Elo, J., Lumivalo, J., Tuunanen, T., Salo, M., and Hollmann, T. ‘Harnessing Continuous Development for Value Co-creation in Digital Service Ecosystems’, presented at the 17th International research symposium on service excellence in management (QUIS17), Jan. 12th-14th 2022, Valencia.
25. Elo, j., tuunanen, t., pekkala, k., and Vargo, s. ‘Understanding Value Co-Creation in Continuous Digital Service Innovation’, Frontiers in Services, June 15th-18th, 2023, Maastricht, the Netherlands.
26. TUUNANEN, T., LUMIVALO, J., and MÄDCHE, A. ’Digital Service Design: Continuously Co-create Value with Your Customers’, INFORMS Annual Meeting, 15th-18th October, 2023, Phoenix, USA.
27. KORHONEN, M., LUMIVALO, J., CLEMENTS, K. and TUUNANEN, T. ’Understanding the value co-creation potential of social robots in primary school education, Paper presented at the 46th Information Systems Research Seminar in Scandinavia (IRIS2023), 13-16 August 2023, Porvoo, Finland.

**Conference Contributions - Poster**

1. TUUNANEN, T., ROSSI, M. 'An Advanced Requirements Elicitation Method and Tool', WITS 2003, Seattle, December 13th-14th, 2003
2. TUUNANEN, T., ROSSI, M. 'Market Driven Requirements Elicitation via Critical Success Chains', 11th International IEEE Requirements Engineering Conference (RE'03) conference, Monterey, California, September 8th-12th, 2003
3. ATIQ, A., TUUNANEN, T. and CASSAB H., ‘Consumer Information Services: An Investigation into the factors that Influence Consumers of Information Services’, PhD Conference 2009, The University of Auckland, October 23rd, 2009.
4. HOLMSTRÖM J., TUUNANEN T. and KAUREMAA J. ‘Logic of Design Theory’. Poster presented the DESRIST 2013, Helsinki.
5. TERZIAN, V., GOLOVIANKO, M., GRYSHKO, S., and TUUNANEN, T. ‘Responsible cognitive digital clones could replace decision-makers during a pandemic: design science research study’, European J. of Information Systems, Poster presented at AI DAY 2022, November 16, Espoo, Finland.

**Technical Reports**

1. TUUNANEN, T. 'Critical Success Chains Method (Business report of the M.Sc. thesis - published with an ISBN number by LTT Research)', LTT - Tutkimus Oy, Elektronisen Kaupan Instituutti, Julkaisuja, 2001, 1-13.
2. RAIJAS, A., TINNILA, M., TUUNANEN, T., OORNI, A. 'DIGITAALISET KANAVAT OSTAMISESSA- Focusryhmätutkimus kanavapreferensseistä ('Focus group study of buying behavior and digital channesl - published with an ISBN number by LTT Research)', LTT - Tutkimus Oy, Elektronisen Kaupan Instituutti, Julkaisuja, 2002, 1-63
3. RAIJAS, A., TINNILA, M., TUUNANEN, T. 'LAPSET JA TIETOTEKNIIKKA - huomioita 11-vuotiaiden parissa. Lapset digitaalisten kanavien käyttäjinä- Focusryhmä tutkimus 11-vuotiaista ('Focus group study of children's Internet use - published with an ISBN number by LTT Research)', LTT - Tutkimus Oy, Elektronisen Kaupan Instituutti, Julkaisuja, 2002, 1-28
4. KOSTOFF, R.N., TSHITEYA, R., BOWLES, C.A., TUUNANEN, T. 'Science and Technology Text Mining: Finland Core, DTIC Technical Report, 2005, 1-82

**Published Theses**

1. TUUNANEN, T. 'Feasibility of the Critical Success Chains Method for Mobile Application Development - Application Cocktails for the Financial Sector, M.Sc. thesis, Helsinki School of Economics, 2001. This was an interdisciplinary study in marketing (Dr. Teemu Ylikoski) and in information systems (Prof. Timo Saarinen). Available at www.aalto.fi
2. TUUNANEN, T. 'Requirements Elicitation for Wide Audience End-Users', doctoral dissertation, Helsinki School of Economics Library (later Aalto University). Supervised by Prof. Timo Saarinen and Matti Rossi. Available at www.aalto.fi and sold by the campus bookstore.

**Published Working Papers**

1. TUUNANEN, T., PEFFERS, K., GENGLER, C. 'Wide Audience Requirements Engineering (WARE): A Practical Method and Case Study', Electronic working paper series W-378, Helsinki School of Economics, 1-52, 2004, www.hse.fi
2. MATHIASSEN, L., SAARINEN, T., TUUNANEN, T., ROSSI, M. 'Managing Requirements Engineering Risks', Electronic working paper series W-379, Helsinki School of Economics, 1-63, 2004
3. Mathiassen, L., Saarinen, T., Tuunanen, T., Rossi, M. (2004). "Managing Requirements Engineering Risks: an Analysis and Synthesis of the Literature," Helsinki School of Economics, Finland. Sprouts: Working Papers on Information Systems, 4(26). http://sprouts.aisnet.org/4-26
4. Tuunanen, T., Peffers, K., and Gengler, C. (2004). "Wide Audience Requirements Engineering (WARE): A Practical Method and Case Study," Helsinki School of Economics, Finland. Sprouts: Working Papers on Information Systems, 4(27). http://sprouts.aisnet.org/4-27
5. BRAGGE, J., MARTTIIN, P., and TUUNANEN, T. Inviting Lead Users from Virtual Communities to Co-create Innovative IS Services in a Structured Groupware Environment. Electronic working paper series W-379, 2009, Helsinki School of Economics.
6. BRAGGE, J., MARTTIIN, P., and TUUNANEN, T. Inviting Lead Users from Virtual Communities to Co-create Innovative IS Services in a Structured Groupware Environment. Sprouts: Working Papers on Information Systems, 2009.
7. Labazova, O., Kazan, E., Dehling, T., Tuunanen, T., and Sunyaev, A. ’Managing Blockchain Systems and Applications: A Process Model for Blockchain Configurations’. arXiv preprint arXiv:2105.02118. 2021 Apr 16.
8. Peffers, K., Tuunanen, T., Gengler, C.E., Rossi, M., Hui, W., Virtanen, V., and Bragge, J. ’Design Science Research Process: A Model for Producing and Presenting Information Systems Research’. arXiv preprint arXiv:2006.02763. 2020 Jun 4.
9. MÄHÖNEN, J., CHANDRA KRUSE, L., and TUUNANEN, T. ‘Signaling the trustworthiness of a sharing economy platform: Insights from user’s first impressions and platform analysis’, Available at SSRN 4356963.

**Popular Press**

1. TUUNANEN, T. 'Mitä käyttäjät todella haluavat', 2002, www.tietoviikko.fi (Finnish weekly IT trade newspaper)
2. TUUNANEN, T. and PEFFERS K. (2018) ’REQUIREMENTS ACQUISITION FROM HARD-TO-REACH POPULATIONS’, *Science to Practice*, <https://science2practice.org/reviewitem/8/>.
3. TUUNANEN, T. ‘KYBERFYYSISET PALVELUINNOVAATIOT JA NIIDEN KEHITYSPROSESSI’, https://www.lsr.fi/blog/kyberfyysiset-palveluinnovaatiot-ja-niiden-kehitysprosessi
4. TUUNANEN, T. and LINTULA, J. ‘From Digitalisation to Cybernisation: Heading for Cyber-Physical Service Innovations’, https://jyunity.fi/en/thinkers/from-digitalisation-to-cybernisation/
5. TUUNANEN, T. and LINTULA, J. ‘Digitalisaatiosta kybernisaatioon – Matkalla kohti kyberfyysisiä palveluinnovaatiota’, <https://jyunity.fi/ajattelijat/digitalisaatiosta-kybernisaatioon/>
6. TUUNANEN, T. ’Ketterästä toimintatavasta arvoa yhteisluovaan jatkuvaan palveluinnovaatiotoimintaan’, <https://www.lsr.fi/blog/ketterasta-toimintatavasta-arvoa-yhteisluovaan-jatkuvaan-palveluinnovaatiotoimintaan/>

**Popular Books**

1. WALLENIUS, H., WALLENIUS-TUUNANEN, J., TUUNANEN, T., AND WALLENIUS, J. ’Food Happy People – Menus for Entertainment’, 1st edition, BookCover Oy, Espoo, 2021.
2. WALLENIUS, H., WALLENIUS-TUUNANEN, J., TUUNANEN, T., AND WALLENIUS, J. ’Food Happy People – Menus for Entertainment’, 2nd edition, Amazon, 2023.

**Creative Works**

1. TUUNANEN, T. What's Up@TUTA - The Department of Industrial Engineering and Management newsletter, Photographs for Vivat Academica! Event, Aalto University, March 1st, 2018, <http://tuta.aalto.fi/en/current/news/2018-02-19-003/>.
2. TUUNANEN, T. ‘IPTV educational future', 2008, Video, published at www.tuunanen.fi and

 [www.youtube.com](http://www.youtube.com).

1. TUUNANEN, T. The Future of Services is Changing', 2009, Video, published at www.tuunanen.fi and [www.youtube.com](http://www.youtube.com).

**TEACHING**

**Aalto University School of Business**

1. 2002 80C060 Electronic Commerce, coordinator, Helsinki School of Economics (HSE)
2. 2002 37D001 Seminar / bachelor's thesis
3. 2003 37D001 Seminar / bachelor's thesis
4. 2005 37D001 Seminar / bachelor's thesis
5. 2010 Service Design module in Information Technology Program
6. 2011 Service Design module in Information Technology Program
7. 2012 Service Design module in Information Technology Program
8. 2013 Service Design module in Information Technology Program
9. 2014 Service Design module in Information Technology Program
10. 2015 Service Design module in Information Technology Program
11. 2016 Service Design module in Information Technology Program
12. 2017 Service Design module in Information Technology Program
13. 2018 Service Design module in Information Technology Program
14. 2019 Service Design module in Information Technology Program
15. 2020 Digital Service Innovation module in Information Technology Program
16. 2021 Digital Service Innovation module in Information Technology Program
17. 2022 Digital Service Innovation in Information Technology Program
18. 2023 Digital Service Innovation in Information Technology Program

**The University of Auckland Business School**

1. 2005 INFOSYS720 Foundations of Information Systems, The University of Auckland Business School, post graduate research seminar.
2. 2006 INFOSYS110 Business Computing, The University of Auckland Business School ca 830 students.
3. 2006 INFOSYS720 Foundations of Information Systems, The University of Auckland Business School, post graduate research seminar.
4. 2006 INFOSYS220 Systems Analysis and Design I, The University of Auckland Business School, Stage II undergraduate course, ca 100 students.
5. 2007 INFOSYS110 Business Computing, The University of Auckland Business School approx 850 students
6. 2007 INFOSYS220 Systems Analysis and Design I, The University of Auckland Business School, Stage II undergraduate course, ca 120 students.
7. 2007 INFOSYS720 Foundations of Information Systems, The University of Auckland Business School, post graduate research seminar. (Sem. 2)
8. 2007 INFOSYS220 Systems Analysis and Design I, The University of Auckland Business School, Stage II undergraduate course, ca 90 students. (Sem. 2)
9. 2008 INFOSYS220 Systems Analysis and Design I, The University of Auckland Business School, Stage II undergraduate course, ca 100-120 students.
10. 2008 INFOSYS720 Foundations of Information Systems, The University of Auckland Business School, post graduate research seminar. (Sem. 2)
11. 2008 INFOSYS220 Systems Analysis and Design I, The University of Auckland Business School, Stage II undergraduate course, ca 80-90 students. (Sem. 2)
12. 2009 INFOSYS720 Foundations of Information Systems, The University of Auckland Business School, post graduate research seminar. (Sem. 1)

**The University of Auckland Cross-disciplinary teaching**

1. 2007 BUS703 Service Sciences; Teaching a module for the course. Cross-faculty course with a focus on Service Innovation and Management. (Sem. 2)
2. 2007 MGMT 716/COMPSCI 704/SOFTENG 711 Extenda Programme (Software Innovation); Teaching a module for the course. Cross-faculty course. (Sem. 2)

**University of Oulu**

1. 2010 813601S Information Systems Theory (Fall 2010-Spring 2011), Master’s/PhD level class, ca. 20 students. Two semesters. 10 credit points.
2. 2011 813601S Foundations of Information Systems (Fall 2011), Master’s level class, ca. 35 students. 7 credit points.
3. 2012 Digital Service Innovation & Design. Spring 2011. Master’s level class, ca. 30-40 students. 5 credit points.
4. 2012 813601S Foundations of Information Systems (Fall 2011), Master’s level class, ca. 30-40 students. 7 credit points.

**University of Jyväskylä**

1. 2013 Digital Service Innovation Design Spring II (Graduate class)
2. 2013 Digital Service Innovation Design Fall I (Graduate class)
3. 2013-2014 Master’s thesis seminar (Graduate class)
4. 2014 SIM Project course Spring II – Fall I (Graduate class)
5. 2014 Digital Service Innovation Design Fall I (Graduate class)
6. 2014 IS Theories (Graduate class) Fall II (Graduate class)
7. 2014-2015 Master’s thesis seminar (Graduate class)
8. 2015 SIM Project course Spring II – Fall I (Graduate class)
9. 2016 Digital Service Innovation Design Fall I (Graduate class)
10. 2016 IS Theories (Graduate class) Fall II (Graduate class)
11. 2017 Digital Service Innovation Design Fall I (Graduate class)
12. 2017 IS Theories (Graduate class) Fall II (Graduate class)
13. 2018 Digitalization of Services Spring II (Graduate class)
14. 2018 Digital Service Innovation Design Fall I (Graduate class)
15. 2018 IS Theories (Graduate class) Fall II (Graduate class)
16. 2019 Digital Service Innovation Design Fall I (Graduate class)
17. 2019 Advanced Topics in Service Innovation Spring II (Graduate class)
18. 2020 Current Topics in Digital Services, Summer (Graduate class)
19. 2020 Digital Service Design Fall II (Graduate class)
20. 2021 Current Topics in Digital Services, Summer (Graduate class)
21. 2021 Digital Service Design Fall II (Graduate class)
22. 2022 Current Topics in Digital Services, Summer (Graduate class)
23. 2022 Digital Service Design Fall II (Graduate class)
24. 2024 Laddering Interviews and Analysis Spring II (Graduate class)

**Doctoral level teaching**

1. 2009 INFORTE PhD seminar on Service Innovation and Design, National PhD seminar program for IS in Finland.
2. 2011 INFORTE PhD seminar on Service Co-Design, National PhD seminar program for IS in Finland.
3. 2016 INFORTE PhD seminar on Design Science Research, National PhD seminar program for IS in Finland.
4. 2017 INFORTE PhD seminar on State-of-the-Art in Digitalization, National PhD seminar program for IS in Finland.
5. 2019 INFORTE PhD seminar on Design Science Research, National PhD seminar program for IS in Finland.
6. 2021 INFORTE online course on IS Research, National PhD seminar program for IS in Finland.
7. 2022 INFORTE online course on IS Research, National PhD seminar program for IS in Finland.
8. 2023 INFORTE online course on IS Research, National PhD seminar program for IS in Finland.
9. 2023 Design Science Research course (Univ. of Jyväskylä TJTJ7703)
10. 2024 INFORTE online course on IS Research, National PhD seminar program for IS in Finland.
11. 2024 Echeloned Design Science Research course Fall II (TJTJ7703)
12. 2024 Theory and Research in Information Systems Fall II (TJTJ7706)

**Executive MBA / MBA teaching in Aalto Executive Education**

1. 2009 Service Design module in Korean EMBA program
2. 2010 Service Design module in Korean EMBA program (Fall 2010)
3. 2010 Service Design module in Aalto JOKO / EMBA program (Fall 2010)
4. 2011 Service Design module in Korean EMBA program (Fall 2011)
5. 2011 Service Design module in Aalto JOKO / EMBA program (Spring 2012)
6. 2012 Service Design module in Korean EMBA program (Fall 2012)
7. 2012 Service Design module in MBA program (Fall 2012)
8. 2014 Service Design module in Korean EMBA program (Fall 2014)

**SUPERVISION**

**PhD Thesis supervision**

Arzoo Saher (with Dr. Lesley Gartner), 2008- (discontinued in 2010 due relocation to Finland)

Christine Becket (with Prof. Michael D. Myers), 2008- (discontinued in 2010 due relocation to Finland)

Hongmei Liu (with Prof. Michael D. Myers), 2009- (discontinued in 2010 due relocation to Finland)

Harvinder Singh Dhaliwal (with A/Prof Lech Janczewski), 2009- (discontinued in 2010 due relocation to Finland)

Carl Lawrence, 2010-2012 discontinued due Univ. of Jyväskylä relocation (graduated 2013)

Pasi Karppinen 2010-2012 discontinued due Univ. of Jyväskylä relocation

Sami Halonen, 2011-2012 discontinued due Univ. of Jyväskylä relocation

Jussi Nykänen (Aalto), 2013-2019

Juuli Lumivalo (Univ. of Jyväskylä), 2016-2020

Juhani Risku (Univ. of Jyväskylä), 2017-2021

Kai-Kristian Kemell (Univ. of Jyväskylä), 2017-2022

Mengcheng Li (Univ. of Jyväskylä), 2018-2023

Jaana Mähönen (Univ. of Jyväskylä) 2020-2024

Sanna Kainulainen (Univ. of Jyväskylä), 2017-

Markus Ekman (Univ. of Jyväskylä) 2020-

Chao Fu-Cheng (Univ. of Jyväskylä) 2020-

Jenny Elo (Univ. of Jyväskylä) 2020-

Sanez Soltani (Univ. of Jyväskylä) 2021-

Jarkko Moilanen (Univ. of Jyväskylä) 2021-

Haim Shafir (Univ. of Jyväskylä) 2021-

Cory Barker (Univ. of Jyväskylä) 2021-

Anna Saastamoinen (Univ. of Jyväskylä) 2022-

Forough Shahpasandi (Univ. of Jyväskylä) 2022-

Meri Vikström (Univ. of Jyväskylä) 2023-

Terhi Kärpänen (Helsinki Univ.) 2023-

**PhD Student Collaboration**

Michael Przybiski (University of Helsinki, Computer Sciece); joint research project about Rapid Prototyping and CASE tools.

Hilkka Merisalo-Rantanen, (Helsinki School of Economics, Information Systems); several research projects together around Agile Development theme.

Mika Westerlund (Helsinki School of Economics, Marketing); joint research project about drivers for hedonic experiences of consumers in mobile advertising.

**PhD Thesis Examined**

Markus M. Mäkelä (Helsinki School of Economics)

Nisha Leena Sinha Roy (Monash University, Information Systems)

Sangeeta Karmokar (Auckland University of Technology)

Heikki Lempinen (Aalto University School of Business)

Francis Gacenga (University of Southern Queensland)

Guido Ongega (University of Twente)

Henri Karppinen (Technical University of Lappeenranta)

Tommi Kähkönen (Technical University of Lappeenranta)

Mahdi Fahmideh Gholami (The University of New South Wales, School of Information Systems)

Daniel Pekkala (University of Oulu)

**PhD Defenses / Member of the committee**

Markus M. Mäkelä (Helsinki School of Economics; International Business)

Guido Ongega (University of Twente)

Tahvo Hyötyläinen (Technical University of Tampere)

Henri Karppinen (Technical University of Lappeenranta)

Cathal Doyle (National University of Ireland)

Nirnaya Tripathi (University of Oulu)

Michael Twomey (National University of Ireland)

**Master’s thesis supervised**

1. Häivälä Janne, 2004-2005
2. Körkkö Ilpo, 2005-2006
3. Hebler Simeon, 2006
4. Martin Bastek, 2007-2008
5. John Zhang, 2007-2008
6. Hena Govingji, 2007-2008
7. Dantin Ursula, 2006-2008
8. Wyman Wei 2008
9. Murong Liang 2008
10. Brad McKenna 2008
11. Mehdi Ebrhaim 2008-2009
12. Angela Li 2009
13. Sam Ellis 2009
14. Petra Niemi, 2010-2012
15. Timo Haapalainen 2011-2012
16. Anna Kärkkäinen 2011-2012
17. Jussi Nykänen 2012-2013
18. Niko Huttu 2013-2014
19. Johanna Hänninen 2013-2014
20. Joni Arvio 2013-2018
21. Niko Häkkinen 2013-2018
22. Tero Laitila 2013-2017
23. Niklas Kuosmanen 2013-2014
24. Olli Kaaronen 2013-2014
25. Korpelainen Jarkko 2013-2014
26. Raappana Pasi 2013-2014
27. Paula Puhilas 2013-2015
28. Konsta Valkonen 2014-2016
29. Kalle Heinonen 2014-2015
30. Eeva Pullinen 2014-2015
31. Hanna Toivanen 2014-2015
32. Tommi Hakala 2014- 2019
33. Niklas Lindström 2015-2016
34. Sanna Koskela 2015-2016
35. Sari Mattson 2015-2018
36. Aseem Sood 2015-2019
37. Jussi Lahtinen 2015-2017
38. Joel Helin 2016
39. Jarmo Kuusinen 2016-2018
40. Heidi Puttonen 2016-2018
41. Laura Mustonen 2017-2018
42. Annemari Auvinen 2016-2020
43. Tanja Hulkkonen 2016-2020
44. Mikko Anttonen 2017-2018
45. Eero Haavisto 2017-2019
46. Esko Jussinoja 2017-2021
47. Tiia Tammela 2017-2020
48. Pasi Raatikainen 2017-2018
49. Sanni Turpeinen-Mähönen 2017-2020
50. Esa Naukkarinen 2017-2019
51. Joonas Mäkinen 2018
52. Mikko Lampi 2018-2020
53. Pyry Qvick 2018-2020
54. Petri Mäkinen 2018-2019
55. Ville Paasonen 2018-2020
56. Ville Pekkala 2018
57. Elias Rautala 2018-2019
58. Marjo Puikkonen 2018-2019
59. Jaakko Kylämies 2018-2019
60. Elena Veijalainen 2019-2020
61. Simo Viljanen 2019-2021
62. Janina Mämmi 2019
63. Ida Korpivaara 2019-2020
64. Teemu Niskakangas 2019-2020
65. Topi Tikkanen 2019-2021
66. Jenny Tähtinen 2019-2020
67. Jenny Elo 2019-2020
68. Roope Koitola 2020
69. Jere Lyytinen 2020
70. Jussi Kause 2020-2021
71. Juho Kallioniemi 2021-2022
72. Vilma Toivanen 2020-2022
73. Teemu Mustonen 2021-2022
74. Henri Krats 2021
75. Oona Liimatainen 2022
76. Niina Honka 2022
77. Anna Kalliomaa 2022-2023
78. Niko Kuokkanen 2022-
79. Janniina Lahtinen 2022-
80. Matilda Mäkitalo 2023
81. Kristian Sarasto 2024-
82. Azeem Mohamed Seeni 2024-
83. Elmeri Kaarnasaari 2024-
84. Miikka Harju 2024-
85. Juha Kurjenluoma (U of Wasa) 2024-
86. Miikka Hyvönen 2024-

*Note*: During 2007-2008 I supervised ca. 50% of Master’s theses produced in my department.

**BCOM (Hons) dissertations supervised**

Hena Govingji (UoA), 2007

Kuo, Ted (UoA), 2007

Tan, Peter (UoA), 2007

**Batchelor’s thesis supervised and completed during 2002-2005 in HSE**

1. Andersson Henrik
2. Atrila Juusi
3. Hario Sampsa
4. Harri Vesterinen
5. Hytti Johanna
6. Julkunen Elsa
7. Kataja Arttu
8. Körkkö, Ilp
9. Kuukka Tommi
10. Laaksonen Antti
11. Lehtonen Terhi
12. Leinonen Lauri
13. Louhekari Teemu
14. Luhtanen Timo
15. Lyyra Antti
16. Mallenius Seppo
17. Mikkola Jarmo
18. Reponen Petteri
19. Salojuuri Jari
20. Suominen Pekka
21. Toivonen Joni
22. Tolonen Esa
23. Tuulivirta Anssi

**Research Grants / Received External Funding**

Total received funding: 1.126.342€

2023 Paulo Foundation 15.000€

INFORTE Network external funding 371.000€

(2015-2023)

2023 Erasmus+ 59.150€

2022 ESF European Social Fund 54.288€

React-EU

2022 Tietotekniikan tut.säätiö 5.000€

2019 Liikesivistysrahasto 200.000€

2018 Media-alan tutkimussäätiö 60.000€

2017 Liikesivistysrahasto 40.000€

2016 Liikesivistysrahasto 50.000€

2015 TEKES 40.000€

2012 Jenny ja Antti Wihurin säätiö 20.000€

2012 Rehtorin apuraha, Jyv. yo. 3.000€

2011 Oulun yliopiston säätiö 2.000€

2005 PBRF, Dept of ISOM 5.000$

2005 Dept. reseach funding 5.000$

2006 PBRF, Dept of ISOM 5.000$

2006 Dept. reseach funding 5.000€

2006 New Staff Research Fund 20.000$

2007 Dept. reseach funding 5.000$

2007 PBRF, Dept of ISOM 5.000$

2007 Early Career Research Award 30.000$

2007 Faculty Research Dev. Fund 30.000$

2008 PBRF, Dept of ISOM 10.000$

2008 Dept. reseach funding 5.000$

2008 Distuinguished Visitor Award 5.000$

2005 HKKK tukisäätiö 5000€

2005 Pienyrittäjien säätiö 2000€

2004 LTT Reseach institute Ltd. 13.500€

2004 Liikesivistysrahasto 3.000€

2004 HKKK Tukisäätiö 5.000€

2004 HKKK Tukisäätiö 2.000€

2003 TAES 4.000€

2003 Jenny ja Antti Wihurin rahasto 5.000€

2003 HKKK Tukisäätiö 2.000€

2002 Vuorineuvos M.W. liik.tal. 3.363€

2002 Soneran T&K säätiö 3.363€

2002 HKKK Tukisäätiö 4.000€

2002 HKKK Tukisäätiö 3.000€

2001 Liikesivistysrahasto 3.000€

2001 HKKK Tukisäätiö 3.363€

2000 HKKK Tukisäätiö 16.815€

**INTERNATIONAL VISITS**

2002: I spent a total of one month in year 2002 Hong Kong University of Technology and Science by invitation of Associate Professor Ken Peffers, HKUST provided accommodation and facilities, these two visits were building blocks for starting my major doctoral research work (WARE)

2003: I visited City University of New York and Professor Charles Gengler for a period of two weeks in Jan-Feb 2003. The visit consisted of research workshop that was related to my doctoral research (WARE). I also visited University of Nevada Las Vegas for a period of three weeks by invitation of Associate Professor Peffers in Feb-March 2003. This visit was related to my New York visit with Prof. Gengler. In addition, I spent a total of two weeks in Georgia State University by invitation of Professor Lars Mathiassen in Oct 2003.

2004: In year 2004 I spent a total of four weeks in U.S.A visiting New York State University at Buffalo / Associate Professor Kishore, City University of New York / Prof. Gengler and Georgia State University / Prof. Mathiassen. These visits were related two doctoral research projects and the first "post-doc" research effort started with Dr. Gengler and Dr. Peffers (external funding and Presence project).

2005: I visited Dr. Peffers at UNLV for two weeks to prepare our publication pipeline for the coming year and I departed to Auckland, NZ in June 2005.

2009-2010: Sabbatical (Research & Study leave) June 2009 – February 2010, Arizona State University (ASU) / Center for Service Leadership; World’s leading research institute in the field of Service Sciences. Host: Prof. Michael Goul, Chair, Department of Information Systems, College of Business.

2011: Three visits with cumulated visit time of 7 weeks: ASU: Center for Service Leadership.

2012: Three visits with cumulated visit time of 9 weeks: ASU: Center for Service Leadership.

2013: Three visits with cumulated visit time of 7 weeks: ASU: Center for Service Leadership.

2014: Three visits with cumulated visit time of 8 weeks: ASU: Center for Service Leadership.

2015: Three visits with cumulated visit time of 9 weeks: ASU: Center for Service Leadership.

2016 Mobility visit to Uppsala University / Prof. Pär Ågerfelt: 12 weeks / spring semester

2016: Four visits with cumulated visit time of 12 weeks: ASU: Center for Service Leadership.

2017: Three visits with cumulated visit time of 9 weeks: ASU: Center for Service Leadership.

2018: Three visits with cumulated visit time of 9 weeks: ASU: Center for Service Leadership.

2019: Three visits with cumulated visit time of 9 weeks: ASU: Center for Service Leadership.

2020: One visit with cumulated visit time of 2 weeks: ASU: Center for Service Leadership.

2022 Mobility visit with cumulated visit of 2-3 weeks: Stockholm School of Economics, House of Innovation.

2022: Two visits with cumulated visit time of 5 weeks: ASU: Center for Service Leadership.

2023: Three visits with cumulated visit time of 10 weeks: ASU: Center for Service Leadership.

**InterviewS - Radio, TV, Other**

TUUNANEN, T. In-depth interview, Kauhavan Lehti, Weekly Newspaper, 18-05-2006, 2006.

TUUNANEN, T. '10 kotimaista esittelyssä - Miten syntyy älytuote?', Prosessori - Monthly Trade Magazine, 30-08-2004, 2004

TUUNANEN, T. 'Kuluttajaa kuunneltava digipalveluita kehitettäessä', MTV3 - Finnish National TV broadcaster, 06-04-2005, TV interview (12 mins with re-runs, leading commercial TV channel in Finland), 300-500 000 viewers.

TUUNANEN, T. 'Väitös: WARE paljastaa tarpeet', ITviikko - Weekly IT Trade Magazine, 07-04-2005, Weekly IT Trade Magazine, readership 120 000.

TUUNANEN, T. 'Uratie', Talouselämä, 08-04-2005, Weekly General Business magazine, readership 230 000.

TUUNANEN, T. ’10 kotimaista esittelyssä - Miten syntyy älytuote?’, Prosessori - Monthly Trade Magazine, ca. 30 000 readers per issue. Targetted to IT hardware/solution developers / engineers.

**UNCONVENTIAL CAREER PATHS**

* Doctoral work done in 2 years and 10 months, median time was at time 5-6 years. The dissertation included 5 journal manuscripts of which 2 were already published in FT50/ABS3.
* After graduation recruited to The University of Auckland as Senior Lecturer; comparable to U.S. Associate Professor (non-tenured).
* Promotion to Senior Lecturer Above the Bar (permanent position) after 2.5 years was a very rare achievement.
* Appointment to Full Professor (permanent/tenured) after 7 years and 2 months of receiving the doctoral degree.