

Marko Jääntti



Project Manager, PhD.

University of Eastern Finland (UEF started 1.1.2010 by integrating two universities: University of Kuopio and University of Joensuu)

School of Computing

Email: marko.jääntti@uef.fi

Description:

Marko Jääntti received his Ph.D. in 2008 at the Department of Computer Science, University of Kuopio, Finland. His main research interests include IT service management, problem management and defect management. His Ph.D. thesis discusses difficulties in managing problems and defects. Dr. Jääntti has worked in the Software Engineering Research Group of the University of Kuopio since 2001 mainly in research tasks. His current position is a project manager of the research project MaISSI (Managing IT Services and Service Implementation) that focuses on implementing ITIL (IT Infrastructure Library) processes. His personal goal is to report the challenges and success stories regarding the IT service management to academia. Jääntti's next research project focuses on improving the service transition processes: change management and release management.

IARIA Publications:

Jääntti M., Kalliokoski J., Vähäkainu K., Honkala T., Hakkarainen T.: Establishing a Service Support Knowledge Base System: A Case Study. The Fifth International Conference on Systems, ICONS 2010, The Three Valleys, French Alps, France, 11-16 April 2010, p. 71-76. IEEE Computer Society, 2010.

Jääntti M, Kalliokoski J.: Identifying Knowledge Management Challenges in a Service Desk: A Case Study. Second International Conference on Information, Process, and Knowledge Management, eKNOW 2010, St. Maarten, Netherlands Antilles, 10-16 February 2010, p. 100-105. IEEE Computer Society, 2010.

Lahtela A., Jääntti M., Kaukola J.: Implementing an ITIL-based IT Service Management Measurement System. Fourth International Conference on Digital Society, ICDS 2010, St. Maarten, Netherlands Antilles, 10-16 February 2010, p. 249-254. IEEE Computer Society, 2010.

Jääntti M.: Defining Requirements for an Incident Management System: A Case Study. Proceedings of the Fourth International Conference on Systems (ICONS 2009), March 1-6, 2009, Cancun, Mexico. IEEE Computer Society, 2009.

Jääntti M., Tanskanen, K., Kaukola, J.: Knowledge Management Challenges in Customer Support: A Case Study. Proceedings of the International Conference on Information, Process, and Knowledge Management (eKNOW 2009), February 1-7, 2009, Cancun, Mexico. IEEE Computer Society, 2009.

IARIA Conference Activities

Conference Panels:

- ICONS 2010 Panelist: Robustness in Real-time Complex Systems
- eKNOW 2010 Panelist: Digital Society Trends: Challenges in Distributed Knowledge

Session Chair Activities

- ICONS 2010
- ICONS 2009

Program Committee Memberships

- ICONS 2010