

Marko Jäntti



Marko Jäntti is a University Lecturer in Software Engineering and Associate Professor (Docent) in Digital Service Management at the University of Eastern Finland, School of Computing. He holds a Ph.D. in Computer Science and an MSc in Economics and Business Administration.

Dr. Jäntti has led numerous EU-funded projects focused on digital transformation, IT service management, and customer support systems. His research interests include service process improvement, ITIL-based frameworks, and the intersection of software engineering and service management. He is a frequent speaker at national IT conferences and an active contributor to the development of regional digital innovation hubs.