Open digital services and platforms

Juho Lindman
Applied IT
University of Gothenburg
juho.lindman@ait.gu.se

Matti Rossi
Information Systems Science
Aalto University School of
Business
matti.rossi@aalto.fi

Virpi Kristiina Tuunainen
Information Systems Science
Aalto University School of
Business
virpi.tuunainen@aalto.fi

The first Open Data Services Mini-track was organized in HICSS-46, followed by a workshop discussing Open Data service research agenda in HICSS-47, a minitrack focusing on different aspects of open data services in HICSS-48, on digital service innovations based on "open" phenomena and practices in HICSS-49 and on Open digital services and platforms in HICSS-50. In HICSS-51, we continue the discussion to the different digital services and platforms.

How does the value provided by open digital services disrupt markets and advance digitalization? Open digital services and platforms are no longer a novelty, and their importance for individuals, organizations as well as societies is expected to grow fast. As the available service stack grows, we can see the proliferation of innovation on many areas, such as traffic and mobility, news and communication, and payments and other financial services. Research on open services, service systems or service platforms as well as open service development and their implications is crucial in ensuring a balance between the opportunities and the inevitable risks.

Until recently, open digital services and platforms have been the domain of computer science and key issues have focused on technical aspects. Now, we are moving into an era of utilizing open data and platforms that are creating novel opportunities and challenges for the creation of new services. This calls for research from various disciplines, including at least information systems science, service science, marketing and computer science to better understand these opportunities and challenges.

The paper in this minitrack deals with digital services and service innovations.

In the paper, "Love and Hate Relationships in a Platform Ecosystem: A case of Finnish Electronic Identity Management", Anar Bazarhanova, Kari Smolander and Jesse Yli-Huumo (Aalto University) discuss the key issue of non-focal firms' dependencies to external platforms. Using the case study results of Finnish firms' utilization of a monopolistic BankID authentication platform, the authors describe the platform ecosystem and its transformation on organizational and technology aspects and show how legislation can transform the roles and relations between ecosystem participants and lead to the long-time dominant legacy platform weakening. The study extends existing research on platforms and contributes to new knowledge about the enforced adoption of the platform by heterogeneous organizations. These findings have important managerial implications, as they inform how non-focal firms can understand the use of existing and coming digital platforms.

This paper provide examples of issues relevant for continuing the much-needed work in the field. Furthermore, this minitrack provides a venue for presenting findings, creating future research collaborations and, debating the future of digital service innovations based on different open platforms and services.

HICSS