Reading list for Digital Service Management, 15 credits (SMAA35)

The reading list was approved by the Board of the Department of Service Management and Service Studies 7 June, 2017, revised 20 July, 2018.

The reading list is valid from 1 August, 2018.

Belk, Russel (2014). You are what you can access: Sharing and collaborative consumption online. *Journal of Business Research*, 67, 1595-1600.

Belk, Russel W. & Llamas, Rosa (Red.) (2013). *The Routledge companion to digital consumption*. New York: Routledge. [100 pages, selected chapters. ISBN 9781136253379] Available as an ebook.

Castells, Manuel (2009). *The rise of the network society*, 2nd edition. Chichester: Wiley Blackwell. [Chapter 1 & 6. 100 pp. ISBN 9781405196864/9781444310146] Available as an e-book.

Fuchs, Christian (2014). *Social Media: a critical introduction*. London: Sage. [293 pp. ISBN9781446296868] Available as an e-book.

Sussna, Jeff (2015). *Designing Delivery: Rethinking IT in the Digital Service Economy*. O´Reilly Media Inc. [232 pp. ISBN 9781491949887]

Williams, Kevin, Chatterjee, Samir, & Matti, Rossi (2008). Design of emerging digital services: a taxonomy. *European Journal of Information Systems*, 17, 505-517.

150 pages additional literature focusing on different perspectives on digitalization of services in component one.

150 pages additional literature focusing on digital retail, digital tourism, digital health and other digital service industries in component two.

100 pages additional literature chosen and applied by students in component three.

Total number of pages: approx. 1100.