

## **PEDRO OLIVEIRA**

### **Dean**

#### **Calouste Gulbenkian Chair Professor**

Nova School of Business and Economics, Campus de Carcavelos, Rua da Holanda, 1, 2775-405 Carcavelos, Portugal

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#### **Professor MSO with special responsibilities**

Copenhagen Business School, Dpt. of Strategy & Innovation, Kilen, Kilevej 14, K.2.71, 2000 Frederiksberg, Denmark

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## **EDUCATION**

- 2004 Ph.D., Operations, Technology and Innovation Management  
Kenan-Flagler Business School, University of North Carolina at Chapel Hill, USA  
(*Dissertation: An empirical investigation of the antecedents and consequences of B2B e -service capability*)
- 2000 M.Sc., Operations Research and Systems Engineering  
Instituto Superior Técnico, Technical University of Lisbon, Portugal  
(*Dissertation: On the Contribution of Science and Technology to the Economic Development of OECD countries*)
- 1996 *Licenciatura*, Naval Engineering  
Instituto Superior Técnico, Technical University of Lisbon, Portugal
- 2018 *Agregação*, Operations, Technology and Innovation Management  
Católica Lisbon School of Business and Economics, Universidade Católica Portuguesa, Portugal

### **NON-DEGREE ADVANCED TRAINING**

- 2014 Organic Growth Through Innovation, Kellogg School of Management, Northwestern University, USA
- 2014 Leading a Culture of Innovation, Kellogg School of Management, Northwestern University, USA
- 2009 Art and Craft of Discussion Leadership, Harvard Business School, Harvard University, USA
- 1994 Management of the Engineering Process, KTH – Royal Institute of Technology, Stockholm, Sweden
- 1993 High Speed Marine Vehicles, NTH – Norwegian Institute of Technology, Trondheim, Norway

## **PROFESSIONAL EXPERIENCE (ACADEMIC)**

### **Nova School of Business and Economics, Portugal (2019-present)**

- Dean, January 19 2023 onwards
- Professor Catedrático / Full Professor, June 30 2022 onwards  
(previously Professor Catedrático Convidado/Invited Full Prof., Sept 1 2019-June 29 2022)
- Calouste Gulbenkian Chair Professor for the Impact Economy, Sept 1 2019-present
- Senior Academic Advisor for Innovation & Strategic Development & Member of NovaSBE's Exec Committee, Feb 1 2021-present
- Academic Director (and founder), MSc in Impact Entrepreneurship and Innovation, 2021-present
- Academic Director, Post-graduate program in Innovation and Entrepreneurship, 2021-present
- Academic Director, Paradigm Shift: Towards Responsible Business, 2<sup>nd</sup> and 3<sup>rd</sup> eds (exec ed), 2020-present
- Academic Director, Innovation Ecosystem, 2021-present
- Executive Director, Nova Fórum, Dec 16 2021 – presente
- Founder & Scientific Director, Open & User Innovation (OUI) Knowledge Center, April 2022 - present

### **Copenhagen Business School, Denmark (2018-present)**

- Professor MSO with special responsibilities, Department of Strategy and Innovation, July 15 2018-present  
(MSO stands for *med særlige opgaver*, which is equivalent to a Professor with Special Responsibilities. Professor MSO is a position at the level of Professor in the Danish system - *stillingen på professorniveau*).
- Program Director, MSc in Business Administration and Innovation in Health Care (IHC), Jan 2019-present
- Director, EIT-Health (European Institute of Technology and Innovation-Health) - CBS, Jan 2019-present
- Program Director, Patient Innovation Bootcamp, Oct 2019-present
- Principal Investigator (PI) of several research projects/grants
- Instructor: Innovation and Platforms (CBS MBA - entrepreneurship concentration); Health Care Innovation and Management (CBS IHC MSc program); Health Care Innovation Project (CBS IHC MSc program); Open and User innovation in Healthcare (AMP in health innovation, CBS Executive)
- Project-Based Learning (PBL) with companies/organizations including Novo Nordisk, Roche, Radiometer, Leo Pharma, 3D Shape, Cook Medical, Rigshospitalet, WSAudiology, Demant etc

### **Católica Lisbon School of Business and Economics, Portugal (2004-2018)**

- Associate Professor with *Agregação*, March 2018-July 15 2018  
(Associate Professor, Aug 2012-Feb 2018; Assistant Professor, Feb 2004-Aug 2012)
- Senior Associate Dean, Faculty & Research, Sept 2015-Sept 2017
- Associate Dean, Research, May 2014-Sept 2015
- Director, Católica Lisbon Research Unit in Business and Economics (CUBE), May 2014-Sept 2017
- Academic Director, The Lisbon MBA (partnership w/ NovaSBE & MIT-Sloan School of Management), May 2014–July 2016 (#13 in Europe & #36 worldwide at the end of my tenure, according to FT rankings)
- Academic Director and Founder, Doctoral Program in Technological Change and Entrepreneurship, a dual degree w/ Carnegie-Mellon University & IST (CMU Portugal Program), Oct 2006-Sept 2015
- Director and Founder, Católica Lisbon Innovation Lab, Feb 2011-Sept 2015
- Principal Investigator (PI) of several research projects since 2004
- Co-founder and investor, BAUC Business Angels Universidade Católica SA, 2017-2022
- Director of several executive education programs (2004-18): *Advanced Program in Entrepreneurship and Innovation Management, PAEGI, 15 editions; Supply Chain Management, 6 eds.; Advanced Program on Telecom and Information Technologies, PAGETTI, 4 eds.; BES Entrepreneurship & Venture Development Initiative, 3 eds.*

### **Cornell University, Cornell Institute for Healthy Futures, USA**

- Academic Scholar, July 2017-present

### **Massachusetts Institute of Technology (MIT), Sloan School of Management, USA**

- International Faculty Fellow (IFF), Spring 2009, Fall 2011, Fall 2013

### **University of North Carolina at Chapel Hill, Kenan-Flagler Business School, USA**

- Instructor and Research Assistant of Operations Management (undergrad program), 2002-2004

### **Instituto Superior Técnico (IST), Portugal**

- Head, Studies and Planning Office (GEP-IST), Jan 1997-Jan 1999 (Researcher, March 1994- Dec 1996)
- Research Fellow, Center for Innovation, Technology and Policy Research, May 1999- May 2004

### **The University of Texas at Austin, IC<sup>2</sup> Institute, USA**

- Visiting Scholar, Sept 1998

### **PROFESSIONAL EXPERIENCE (NON-ACADEMIC)**

#### **EDP – Energias de Portugal (2018-present)**

- Member, Environment & Sustainability Board, April 2018-April 2021 & April 2021-present (2<sup>nd</sup> mandate)

#### **Patient Innovation, [www.patient-innovation.com](http://www.patient-innovation.com) (2014-present)**

- Founder and President, Feb 2014–present (*A non-profit association & online platform dedicated to facilitating the sharing of innovative solutions developed by patients/caregivers to help them cope with their diseases*)

#### **Orange Birds, PPL-Crowdfunding Portugal, [www.ppl.com.pt](http://www.ppl.com.pt) (2011-present)**

- Co-founder and Member of the Board, June 2011-present

#### **Portugal Capital Venture – Sociedade de Capital de Risco, S.A.**

- Secretary of the General Assembly, May 2018-Oct 2019

#### **Creative Commons, Portugal**

- Founder and Project Leader, 2006-2012

#### **Government of Portugal, Ministry of Science, Technology and Higher Education**

- Policy Advisor, Secretary of State of Science, Technology and Higher Education Prof. Manuel Heitor, April-Sept 2005

#### **Consulting Activity**

- Projects with Calouste Gulbenkian Foundation, COTEC (Association of Portuguese Companies for Innovation), Sonangol (Angola), eChiron, SAP, Cisco Systems, VdA Legal Partners, Government of Portugal (Ministry of Science, Technology and Higher Education; IAPMEI; FINICIA) among other.

## **AWARDS, RECOGNITIONS AND EVIDENCE OF IMPACT**

- Nominated to the National Teaching Excellence Award in Denmark, endorsed by CBS SI Dept HoD (2022)
- Finalist, VinFuture Grand Prize, endorsed by Nobel Laureate Sir Richard Roberts (Jan 2022)
- United Nations nominates Patient Innovation as an example of SDGs' Good Practices (Jun 2021)
- Patient Innovation won Planetiers Awards – Portugal (Nov 2020)
- Nominated "Commissioner of CIÊNCIA 2020" by the Minister of Science, Technology & Higher Education, in the scope of the Science and Technology Summit in Portugal (Nov 2020)
- Patient Innovation won World Summit Awards (WSA) – Portugal (Sept 2018)
- Patient Innovation won Prémio Fidelidade Comunidade (Mar 2018)
- Patient Innovation won Santa Casa Challenge (Feb 2018)
- Patient Innovation nominated for Red Herring – TOP 100 start-ups (Jan 2018)
- Finalist, Research Excellence Award in Innovation, Entrepreneurship and Leadership, TUM–Peter Pribilla Foundation, Munich, Germany (Jan 2018)
- Awarded a Shuttleworth Flash Grant from the Shuttleworth Foundation, South Africa (2017)
- AACSB's Entrepreneurship Spotlight Challenge Honoree (2017)
- Non-profit Startup of the Year Award for Patient Innovation at *The Healthcare Startup Awards*, London, UK (Dec 17 2016)
- The Secretary-General of the United Nations, Ban Ki-moon, recognized Patient Innovation as an example of "Commitments to Collective Action" due to its contribution to the UN's Sustainable Development Goals. Mr. Ban Ki-moon deemed the project as "highly encouraging" (Nov 29 2016).
- Featured in the exhibition "Beyond the Lab: The DIY Science Revolution" organized by the London Science Museum. The exhibition visited 29 European countries from 2016 to 2018.
- Featured in the case study "Patient Innovation: empowering user innovators in healthcare" by Nadia Massari, Solvay Business School, Belgium (2016).
- Named to the list of "Fazedores" (Doers) by DN/JN on Dec 31 2016, Portugal (2016).
- Nominated to "Círculo da Inovação" (Innovation Circle), an initiative by Expresso, SIC and NOS (2016).
- "2015 Personality of the Year in Education in Portugal Award" by the Amadeus Brighter Awards, together with Daniel Traça, Dean of Nova SBE, Portugal (2016).
- Named "One of the 14 individuals who are changing the world for the better", by Jornal i (2014).
- Patient Innovation was "most voted project from the crowd" (with about 26.000 votes) and a semifinalist at Harvard Health Innovation Challenge, Harvard University, Cambridge, MA, USA (2014).
- Runner-up, Everis Foundation Entrepreneurship Prize (for Patient Innovation), Madrid, Spain (2014).
- Named Peter Pribilla Foundation Fellow, Munich, Germany (Nov 2011 – 2013).
- Finalist, TUM Research Excellence Award in Innovation & Leadership, Peter Pribilla Foundation, Munich, Germany (2012)
- 2nd Prize Best Paper Innovation Management, EBS Business School, Oestrich-Winkel, Germany (2011).
- Honorable Mention, E.S.Buffa Doctoral Dissertation Competition, Decision Sciences Institute, USA (2005).
- Best Paper Proceedings, Academy of Management, Operations Management Division, USA (2005).
- Named SAP Fellow, SAP, USA (2003).
- Calouste Gulbenkian Foundation Scholarship for Doctoral Studies, Portugal (1999-2002).
- Luso-American Development Foundation Grant for Doctoral Studies, Portugal (1999).

### *Media coverage*

Featured in popular media outlets including, *UK*: Sky News, The Guardian, BBC, The Independent, Time Out London, Virgin, E&T Magazine; Reader Digest; *Austria*: LT1, Neues Volksblatt; *Belgium*: Horizon Magazine; *Brazil*: El Pais (Brazil); *Canada*: Canoe, Le Journal de Quebec; *Cyprus*: CYBC; *Denmark*: CBS Wire; *Italy*: Corriere della Sera, Il Sole 24 Ore; *Kenya*: Business Daily Africa; *Luxembourg*: Luxemburger Wort, Tageblatt; *Poland*: Wyborcza, Human, National Geographic Polska; *Portugal*: RTP 1/2/3/Internacional, RDP Internacional, SIC, SIC-N, TVI, Expresso, Público, DN, JN, Observador, Sol, Sábado, Visão, Diário Económico, Jornal de Negócios, Exame, Dinheiro Vivo, Antena 1/2, Radio Renascença, TSF, CMTV; *Russia*: Clip; *Spain*: El Pais, El Independiente de Granada; *Slovenia*: VAL 2020 Radio Slovenija; *Switzerland*: World Economic Forum, Neue Zürcher Zeitung; *UAE*: Akbar El Emarat, MBC; *USA*: Huffington Post, NEJM Catalyst, Florida Today, Miami Herald, Medgaget, MGH Proto Magazine, Business Insider, among other.

## **RESEARCH PUBLICATIONS**

### ***Papers in refereed journals***

- Cennamo, C., P. Oliveira and L. Zejnilovic (2022), "Unlocking Innovation in Healthcare: The Case of the Patient Innovation Platform," *California Management Review*, 64 (4): 47-77.
- Jacinto, M.J., P. Oliveira, A.M. Rodrigues and H. Canhão (2022), "Editorial: Innovation in Rheumatic Diseases," *Frontiers in Medicine*, Vol. 8, 2 p.
- Oliveira, P. and M. P. Cunha (2021), "Centralized decentralization or distributed leadership as paradox: The case of the Patient Innovation's Covid-19 Portal," *Journal of Change Management*, 21 (2): 203-221.
- Gomes, L.A., M.J. Gregório, T. Iakovleva, R. Sousa, J. Bessant, P. Oliveira, J. Branco, H. Canhão and A.M. Rodrigues (2021), "A Home-based eHealth Intervention for an Older Adult Population with Food Insecurity: Feasibility and Acceptability Study," *Journal of Medical Internet Research*, 23 (8).
- Jacinto, M.J., Oliveira, P. and H. Canhão (2021) "Innovations Developed by Patients and Informal Caregivers for Needs Associated to Rheumatic Diseases", *Frontiers of Medicine*, 8:647388.
- DeMonaco, H., P. Oliveira, A. Torrance, C. von Hippel and E. von Hippel (2019), "When Patients Become Innovators," *Sloan Management Review*, 60 (3): 81-88. (also published at *Kinday Management Review*, Vol 8, April 2020)
- Oliveira, P., L. Zejnilovic, S. Azevedo, A.M. Rodrigues and H. Canhão (2019) "Peer-adoption and development of health innovations by patients: a national representative study of 6204 citizens," *Journal of Medical Internet Research*, 21 (3): e11726.
- Rodrigues A. M., M. J. Gregório, P. Gein, M. Eusébio, M. J. Santos, R. D. de Sousa, P. S. Coelho, J. M. Mendes, Graça, P., P. Oliveira, J. C. Branco and H. Canhão (2017) "Home-Based Intervention Program to Reduce Food Insecurity in Elderly Populations Using a TV App: Study Protocol of the Randomized Controlled Trial Saúde.Come Senior," *JMIR Research Protocols*, 6(3): e40.
- Canhão, H., L. Zejnilovic and P. Oliveira (2017) "Revolutionising Healthcare by Empowering Patients to Innovate," *European Medical Journal*, 1 (1): 31-34.
- Canhão, H., P. Oliveira and L. Zejnilovic (2016) "Patient Innovation – Empowering Patients, Sharing Solutions, Improving Lives," *The New England Journal of Medicine – Catalyst*.
- Oliveira, P., L. Zejnilovic, H. Canhão and E. von Hippel (2015) "Innovation by patients with rare diseases and chronic needs," *Orphanet Journal of Rare Diseases*, 10 (1): 41.
- Van de Boor, P., P. Oliveira and F. Veloso (2014), "Users as innovators in developing countries: The global sources of innovation and diffusion in mobile banking services," *Research Policy*, 43 (9): 1594-1607.
- Stock, R. M., P. Oliveira and E. von Hippel (2014), "Impacts of Hedonic and Utilitarian User Motives on the Innovativeness of User-Developed Solutions," *Journal of Product Innovation Management*, 32 (3): 389-403.
- Cunha, M. P. e., A. Rego, P. Oliveira, P. Rosado and N. Habib (2014), "Product Innovation in Resource-Poor Environments: Three Research Streams," *Journal of Product Innovation Management*, 31: 202–210.
- Habicht, H., P. Oliveira and V. Shcherbatiuk (2013), "User Innovators: When Patients Set Out to Help Themselves and End-up Helping Many," *Die Unternehmung - Swiss Journal of Business Research and Practice*, 66 (3): 277-294.
- Oliveira, P. and A. V. Roth (2012), "The Influence of Service Orientation on B2B E-service Capabilities," *Production and Operations Management*, 21 (3): 423-443.
- Oliveira, P. and A. V. Roth (2012), "Service orientation: the derivation of underlying constructs and measures," *International Journal of Operations and Production Management*, 32 (2): 156 - 190.
- Oliveira, P. and E. von Hippel (2011), "Users as Service Innovators: The Case of Banking Services," *Research Policy*, 40 (6): 806-818.
- Oliveira, P. and E. von Hippel (2011), "Users as Financial Service Innovators," *The European Financial Review*, Aug-Sept.
- Siemsen, E., A. V. Roth and P. Oliveira (2010) "Common Method Bias in Regression Models with Linear, Quadratic and Interaction Effects," *Organizational Research Methods*, 13 (3): 456-476.
- Oliveira, P. and A. V. Roth (2003), "Cross-border mergers and acquisitions in network industries as a tool to transfer knowledge and foster competitive capabilities," *International Journal of Technology, Policy and Management*, 3 (2): 204-223.
- Oliveira, P., A. V. Roth and W. Gilland (2002), "Achieving Competitive Capabilities in E-services," *Technological Forecasting & Social Change*, 69 (7): 721-739.

Conceição, P., M. Heitor and P. Oliveira (1998), "Expectations for the University in the Age of the Knowledge Based Societies," *Technological Forecasting & Social Change*, 58 (3): 203-214.

Conceição, P., M. Heitor and P. Oliveira (1998), "University Based Technology Licensing in the Knowledge Economy," *Technovation*, 18 (10): 615-625.

### **Book chapters**

Coelho da Silva, R., L. Zejnilovic and P. Oliveira (2022), "Improvisation and bricolage: Similarities and differences between two different approaches to resource scarcity," in M. Pina e Cunha, D. Vera, A. Abrantes, & A. Miner (Eds.), *Routledge Companion to Improvisation in Organizations*. Routledge.

Canhão, H. and P. Oliveira (2022), "Inovação em Saúde," in: H. Canhão, A. P. Gil, P. Pita Barros and J. C. Branco (Eds.), *Desafios do Envelhecimento para a Saúde, a Economia e a Sociedade*, Principia Editora, p. 67-72.

DeMonaco, H., P. Oliveira, A. Torrance, C. von Hippel and E. von Hippel (2020), "When Patients become Innovators," in: *Managing Innovation in a Global and Digital World: Meeting Societal Challenges and Enhancing Competitiveness*. ed. /Rajnish Tiwari; Stephan Buse. Wiesbaden : Gabler, p. 121-129

Oliveira P., S. Azevedo and H. Canhão (2019), "Empowering patients to innovate: the case of Patient Innovation," in T. Iakovleva, E. Oftedal and J. Bessant (Eds), *Responsible Innovation in the e-health sector*, Edward Elgar Publisher, Cheltenham, 42-55.

Oliveira, P., H. Canhão and L. Zejnilovic (2017), "Challenges and opportunities of developing and sharing solutions by patients and caregivers, a story of Patient-Innovation," in B. Frischmann, K. Strandburg, and M. Madison (Eds.), *Governing Medical Knowledge Commons*, Cambridge Series on Governing Knowledge Commons, Cambridge University Press, Cambridge, 301-325.

Oliveira, P. and S. Azevedo (2017), "Seja inovador para melhorar a sua saúde," in A. Rodrigues, H. Canhão, J. Branco, M. J. Gregório and R. Sousa (Eds.), *Viver com saúde depois dos 60*, Lisbon, 48–53.

Zejnilovic, L., P. Oliveira and H. Canhao (2016), "Innovations by and for Patients, and their Place in the Future Health Care System," in: H. Albach, H. Meffert, A. Pinkwart, R. Reichwald, W. von Eiff (Eds.), *Boundaryless Hospital*. Springer-Verlag, Berlin, 341–357.

Oliveira, P. and H. Canhão (2016), "Users as Service Innovators: Evidence from Banking to Healthcare," in K. Lakhani and D Harhoff (Eds.), *Revolutionizing Innovation*, MIT Press, Cambridge, MA.

Cunha, M.P., A. Rego, S. Clegg, P. Neves and P. Oliveira (2014), Unpacking the concept of organizational ingenuity: Learning from scarcity. in B. Honig, J. Lampel and I. Drori (Eds.), *Handbook of Organizational and Entrepreneurial Ingenuity*.

Oliveira, P. and C. Abecassis-Moedas (2014), "Process Innovation," in V.K. Narayanan (Drexel and G. O'Connor (Eds.), *Wiley Encyclopedia of Management 3rd edition, Technology and Innovation Management* (Vol. 13).

Oliveira, P. and J. Mendonça (2014), "User Innovation," in V.K. Narayanan (Drexel and G. O'Connor (Eds.), *Wiley Encyclopedia of Management 3rd edition, Technology and Innovation Management* (Vol. 13)

Oliveira, P., A. V. Roth, M. V. Conley and C. Voss (2003), "Knowledge Assets in Global Service Strategy," in D. Gibson, C. Stolp, P. Conceição and M. Heitor (Eds.), *Systems and Policies for the Global Learning Economy*, Praeger Publishers, Westport CT, 511-536.

Conceição, P., M. Heitor, P. Oliveira and F. Santos (2000), "On the Socio-Economic Context and Organizational Development of the Research University," in P. Conceição, D. Gibson, M. Heitor and S. Shariq (E Challenges and opportunities of developing and sharing solutions by patients and caregivers, a story of Patient-Innovation ds.), *Science, Technology and Innovation Policy: Opportunities and Challenges for the Knowledge Economy*, Quorum Publishers, Westport CT, 99-118.

Conceição, P., M. Heitor and P. Oliveira (1999), "On the Need of New Mechanisms for the Protection of Intellectual Property of Research Universities," in A. Inzelt and J. Hilton (Eds.), *Technology Transfer: From Invention to Innovation*, Kluwer Academic Publishers, (NATO ASI Series 4 [Science & Technology Policy]/19), Boston MA, 68-85.

### **Papers in proceedings**

Oliveira, P., L. Zejnilovic and H. Canhão (2020), "Patients and Informal Caregivers as Healthcare User Innovators," In: *Proceedings of the Eightieth Annual Meeting of the Academy of Management*. ed. /Guclu Atinc. Briarcliff Manor, NY : Academy of Management 2020, 1 p. (Academy of Management Proceedings)

Zejnilovic, L., P. Oliveira and H. Canhao (2017), "Development, adoption, and attitudes towards health-related solutions developed by citizens: a representative survey in Portugal," *Academy of Management Proceedings*, Aug 4-8 2017, Atlanta, GA, USA.

- Oliveira, P., Zejnilovic, L., Canhão, H. and von Hippel, E. (2014) "Patient innovation under rare diseases and chronic needs" *Orphanet Journal of Rare Diseases*, 9(Suppl 1):O33 (*abstract only*)
- Oliveira, P. (2013), "Users as Service Innovators: Evidence from Banking and Healthcare," Proceedings of the 20th International Annual EurOMA Conference, June 7-12 2013, Dublin, Ireland.
- Oliveira, P. and E. von Hippel (2010), "Users as Service Innovators", *Academy of Management Proceedings*, Aug 6-10 2010, Montreal, Canada.
- Eterno, R., A. Póvoa and P. Oliveira (2010), "New Services Development Through an Idea Management System: An Empirical Investigation," *EUROMA Proceedings 2010*, June 6- 9 2010, Porto, Portugal.
- Oliveira, P. and E. von Hippel (2010), "Users as Service Innovators," *EUROMA Proceedings 2010*, June 6- 9 2010, Porto, Portugal.
- Arora, A., R. Baptista, D. Hounshell, S. Klepper, P. Oliveira and F. Veloso (2007) Policy paper: Economic Development, Scientific Excellence, Entrepreneurial Activity.
- Oliveira, P. and A. V. Roth (2005), "An Empirical Investigation of the B2B E-service Chain," Best Paper Proceedings of the 2005 Academy of Management Annual Meeting, Aug 5-10 2005, Honolulu, Hawaii.
- Oliveira, P., A. V. Roth, D. S. Rubin and W. Gilland (2002), "A Framework for the Analysis of Retail Banking Efficiencies and Strategies," Proceedings of the Decision Sciences Institute Annual Meeting, Nov 23-26 2002, San Diego, CA, USA
- Oliveira, P. and A. V. Roth and M. V. Heitor (2001), "Mergers and acquisitions: a tool for knowledge/technology transfer," Proceedings of the 34th Annual Hawaii International Conference on System Sciences, Maui, HI, USA.
- Oliveira, P., A. V. Roth and W. Gilland (2001), "Challenges and Opportunities for E-services," Proceedings of the Decision Sciences Institute Annual Meeting, Nov 17-20 2001, San Francisco, CA, USA.
- Conceição, P., M. Heitor and P. Oliveira (1999), "Realities and perspectives of industrial R&D: a study of the Portuguese reality in the European and global contexts," Proceedings of the 32nd Annual Hawaii International Conference on Systems Sciences. 1999. HICSS-32. Maui, HI, USA.
- Conceição, P., M. Heitor and P. Oliveira (1997), "Reasonable Expectations for the University in the Age of the Knowledge-Based Society," Proceedings of the 1st Intl. Conference on Tech. Policy and Innovation, July 2-4 1997, Macao.
- Conceição, P., M. Heitor and P. Oliveira (1997), "Capitalizing on Intellectual Property: the Challenges for the Development of European Universities," Proceedings of the 1st Intl. Conference on Tech. Policy and Innovation, July 2-4 1997, Macao.
- Conference presentations (presenter is underlined)**
- Silva, R., Zejnilovic, L. and P. Oliveira, "Searching for user innovators and user innovations: A review of currently used methods and future opportunities," *Druid22 Conference*, June 13-15 2022, Copenhagen, Denmark.
- Oliveira, P., Zejnilovic, L. and H. Canhão, "Development and adoption of innovations Developed by Patients," *Druid19 Conference*, June 19-21 2019, Copenhagen, Denmark.
- Zejnilovic, L., P. Oliveira and H. Canhão, "Development, adoption, and attitudes towards health-related solutions developed by citizens: a representative survey in Portugal," *Academy of Management Meeting*, Aug 4-8 2017, Atlanta, USA.
- Oliveira, P., H. Canhão, S. Azevedo and J. Silva, "If necessity is the mother of invention, are patients from developing countries keen innovators?," *15th Open & User Innovation Conference*, July 10-12 2017, Innsbruck, Austria.
- Oliveira, P. and H. Canhão, "Development and diffusion of health solutions by patients and caregivers," *XXVIII ISPIM Innovation Conference*, June 18-21 2017, Vienna, Austria.
- Goeldner, M., C. Herstatt, H. Canhão and P. Oliveira, "With a Little Help from My Friends – How Patients and Caregivers Become User Entrepreneurs in the Medical Device Sector," *14th Open & User Innovation Conference*, Aug 1-3 2016, Cambridge, MA, USA.
- Zejnilovic, L., P. Oliveira and H. Canhão, "Development, adoption, and attitudes towards health-related solutions developed by citizens – a representative survey in Portugal," *14th Open & User Innovation Conference*, Aug 1-3 2016, Cambridge, MA, USA.
- Azevedo, S., A. Duarte, P. Oliveira and H. Canhão, "Patient Innovation: from the need to the market," *14th Open & User Innovation Conference*, Aug 1-3 2016, Cambridge, MA, USA.

Goeldner, M., C. Herstatt, H. Canhão and P. Oliveira, "Patients and Caregivers as User Entrepreneurs – A Case Study Analysis in the Healthcare Sector," R&D Management Conference, 2016, Cambridge, UK.

Zejnivic, L., P. Oliveira and H. Canhão, "Patient innovation and adoption, and the role of the content of social interactions," Academy of Management Meeting, Aug 7-11 2015, Vancouver, Canada.

Azevedo, S., H. Canhão and P. Oliveira, "Are patient innovations above the threshold of regulatory agencies? Are the regulatory agencies ready for patient innovations?" 13th Open & User Innovation Workshop, July 13-15 2015, Lisbon, Portugal.

Oliveira, P., L. Zejnivic, H. Canhão and E. von Hippel, "Innovation by patients with rare diseases and chronic needs," 13th Open & User Innovation Workshop, July 13-15 2015, Lisbon, Portugal.

Roldão, J., L. Zejnivic, P. Oliveira and H. Canhão, "The effectiveness of diffusion attempts of user-developed health-care solutions," 13th Open & User Innovation Workshop, July 13-15 2015, Lisbon, Portugal.

Oliveira, P., "Patient Innovation," 22th International Annual EurOMA Conference, June 28–July 1 2015, Neuchâtel, Switzerland.

Oliveira, P., H. Canhão, L. Zejnivic and P. Pereira, "The use of technology in patient and caregiver innovation: An empirical survey of solutions developed to help mental or cognitive impaired children and adolescents," VI Congresso Internacional da Criança e do Adolescente, April 22-23 2015, Lisbon, Portugal.

Oliveira, P., H. Canhão, L. Zejnivic and P. Pereira, "Patient Innovation e a difusão de inovações desenvolvidas por doentes e cuidadores na area da Medicina Fisica e Reabilitação," XVI Congresso Sociedade Portuguesa de Medicina Física e Reabilitação, March 19-21 2015, Lisboa, Portugal.

Oliveira, P., "Health Innovation: A Research Agenda" (Keynote), 12th Open & User Innovation Workshop, July 28-30 2014, Harvard University, Cambridge, USA.

Oliveira, P., L. Zejnivic, H. Canhão and E. von Hippel, "Patient Innovation Under Rare Diseases and Chronic Need," 12th Open & User Innovation Workshop, July 28-30 2014, Harvard University, Cambridge, USA.

Fidelis, T., L. Zejnivic and P. Oliveira, "Diffusion as a validation process: Learning from Patient innovators," 12th Open & User Innovation Workshop, July 28-30 2014, Harvard University, Cambridge, USA.

Oliveira, P., L. Zejnivic, H. Canhão and E. von Hippel, "Patient Innovation Under Rare Diseases and Chronic Need," 2014, Academy of Management Meeting, Philadelphia.

Fidelis, T., L. Zejnivic and P. Oliveira, "Diffusion as a validation process: Learning from Patient innovators," 2014, Academy of Management Meeting, Philadelphia.

Zejnivic, L., P. Oliveira and H. Canhão, "Patient Innovation under Chronic Needs: An Empirical Investigation of Innovation Efforts by Patients of Rare Diseases and their Caregivers." Medical User Innovation Medical Commons Conference, May 28-30, 2014, New York, NY, USA.

Zejnivic, L. and P. Oliveira, "How high necessity influences patient-innovation: an empirical study among rare disease patients in Portugal," 11th Open & User Innovation Workshop, July 14-17 2013, Brighton, UK.

Fidelis, T., L. Zejnivic and P. Oliveira, "Diffusion and observational trials as a validation process: learning from patient innovators," 11th Open & User Innovation Workshop, July 14-17 2013, Brighton, UK.

Van der Boor, P., J. Mendonça and P. Oliveira, J. de Jong and E. von Hippel (2013), "Diffusion and Commercialization of User Innovations: Evidence from a National Survey in Portugal," 11th Open & User Innovation Workshop, July 14-17 2013, Brighton, UK.

Zejnivic, L., P. Oliveira and R. Stock-Homburg (2013), "The moderating role of technological competence on the level of user involvement in the innovation process," 11th Open & User Innovation Workshop, July 14-17 2013, Brighton, UK.

Oliveira, P., "Users as Service Innovators: Evidence from Banking and Healthcare," 20th International Annual EurOMA Conference, June 7-12 2013, Dublin, Ireland.

Mendonça, R., A. Pova and P. Oliveira, "An Empirical Investigation of Innovation System Practices And Work Environment Types In Service Firms," 20th Int. Annual EurOMA Conference, June 7-12 2013, Dublin, Ireland.

Oliveira, P., "Patients as Health Care Innovators and Developers of New Treatments, Therapies or Medical Devices," INFORMS Annual Meeting, Oct 14-17 2012, Phoenix, Arizona.

Oliveira, P., "Users as Service Innovators: Evidence from Banking to Healthcare," 5th International EurOMA Service Operations Management Forum, Sept 19-20 2012, Cambridge, UK

Mendonça, P., P. Oliveira, J. de Jong and E. von Hippel (2012), "Measuring User Innovation: a large-scale survey in Portugal, July 30-Aug 1 2012, Harvard University, Boston, Massachusetts.

Oliveira, P., "Patients as Health Care Innovators: The Case of Cystic Fibrosis," 10th Open & User Innovation Workshop, July 30-Aug 1 2012, Harvard University, Boston, Massachusetts.

Shcherbatiuk, V. and P. Oliveira, "Users as Developers and Entrepreneurs of Medical Treatments/Devices: The case of Patients, their Families and Friends," 4th Intl Conf on Drug Discovery and Therapy, Feb 12-15 2012, Dubai, UAE.

van der Boor, P., P. Oliveira and F. Veloso, "Emergence and diffusion of mobile banking services in emerging markets", Academy of Management Annual Meeting, Aug 3-7 2012, Boston, MA, USA.

Zejnivic, L., P. Oliveira and F. Veloso, "Employees as User Innovators: An Empirical Investigation of an Idea Management System", Academy of Management Annual Meeting, Aug 3-7 2012, Boston, MA, USA.

von Hippel, E., H. DeMonaco and P. Oliveira, "Patients as Health Care Innovators: The Case of Cystic Fibrosis," 9th Open & User Innovation Workshop, July 4-6 2011, Vienna, Austria.

Oliveira, P. and M. P. Cunha, "Social Networks as Platforms for Service Development by Users: The Evolution of Crowdfundig," 9th Open & User Innovation Workshop, July 4-6 2011, Vienna, Austria.

van der Boor, P., P. Oliveira, F. Veloso and E. von Hippel, "Emergence and diffusion of mobile banking services in emerging markets," 9th Open & User Innovation Workshop, July 4-6 2011, Vienna, Austria.

Zejnivic, L., P. Oliveira and F. Veloso, "User vs. Non-User Ideas in ICT/Telecom," 9th Open & User Innovation Workshop, July 4-6 2011, Vienna, Austria.

Oliveira, P. and E. von Hippel, "Users as Service Innovators," Academy of Management Annual Meeting, Aug 6-10 2010, Montreal, Canada.

Oliveira, P. and E. von Hippel, "Users as Service Innovators," MIT Open & User Innovation Workshop, Aug 2-4 2010, Boston, MA.

Van der Boor, P., P. Oliveira, F. Veloso, S. Klepper and E. von Hippel, "Emergence and Diffusion of Mobile Banking Services in the Developing World," 8th Open & User Innovation Workshop, Aug 2-4 2010, Boston, MA, USA.

Zejnivic, L., P. Oliveira, F. Veloso, "Empowering Users to Innovate: Implications for Organisational and Innovation Policy in ICT sector," 8th Open & User Innovation Workshop, Aug 2-4 2010, Boston, MA, USA.

Oliveira, P. and E. von Hippel, "Users as Service Innovators," EUROMA Annual Meeting, June 6-9, 2010, Porto, Portugal.

Eterno, R., A. Póvoa, P. Oliveira, "New Services Development Through an Idea Management System: An Empirical Investigation," EUROMA Annual Meeting, June 6-9 2010, Porto, Portugal.

Oliveira, P., A. V. Roth and S. Venkataraman "An Imprecise Data Envelopment Analysis (IDEA) Framework for the Analysis of Retail Banking Strategies," POMS Annual Meeting, May 7-10 2010, Vancouver, Canada.

Eterno, R., A. Póvoa, and P. Oliveira, "Innovative Ideas in Firms Through Idea Management Systems," POMS Annual Meeting, May 7-10 2010, Vancouver, Canada.

Oliveira, P. and E. von Hippel, "Users as Service Innovators: The Case of Banking," POMS Annual Meeting, May 7-10 2010, Vancouver, Canada.

Oliveira, P. and E. von Hippel, "The Major Role of Users in Services Innovation: An Empirical Investigation into the Sources of Financial and Hospitality Services," 7th Open & User Innovation Workshop, June 3-5 2009, Hamburg, Germany.

Eterno, R., P. Oliveira and A. Póvoa, "New Services Ideas developed through Idea Management Systems (IMS): An Empirical Investigation" POMS Annual Conference, May 1-4 2009, Orlando, FL, USA.

Eterno, R., P. Oliveira and A. Póvoa, "New Service Development through Lead-Users: An Empirical Investigation," INFORMS Annual Meeting, Oct 12-15 2008, Washington DC, USA.

Oliveira, P. and A. Roth, "The Influence of Service Orientation on B2B E-service Capabilities: An Empirical Investigation," POMS Annual Meeting, May 2008, La Jolla, CA, USA.

Oliveira, P. and A. Roth, "New Multi-item Measurement Scales for Service Orientation in B2B," INFORMS Annual Meeting, Nov 4-7 2007, Seattle, WA, USA.

Oliveira, P. and A. Roth, "New Multi-item Measurement Scales for Service Orientation in B2B," POMS College of Service Operations Meeting, July 12-13 2007, London Business School, London, England.

Assunção, J. B. and P. Oliveira, "Introducing Innovations in Small Economies," POMS Annual Meeting, May 2007, Dallas, TX, USA.

Assunção, J. B. and P. Oliveira, "Introducing Innovations in Small Economies," INFORMS Annual Meeting, Nov 5-8 2006, Pittsburgh, PA, USA.

Oliveira, P. and A. V. Roth, "Towards a New Theory of B2B E-Service Capability," Seventeenth Annual Conference of POMS, April 28-May 1, 2006, Boston, MA, USA.

Oliveira, P. and A. Roth, "Customer Technology Receptivity and the B2B e-Service Chain," 2005 INFORMS Annual Meeting, Nov 13-16 2005, San Francisco, CA, USA.

Oliveira, P. and A. Roth, "An Empirical Investigation of the B2B E-service Chain," 2005 Academy of Management Annual Meeting, Aug 5-10 2005, Honolulu, Hawaii (Best Paper Proceedings).

Oliveira, P. and A. Roth, "Customer Technology Receptivity: the Missing Link of the B2B E-Service Chain," POMS Annual Meeting, April 29-May 2 2005, Chicago, Illinois.

Oliveira, P. and A. Roth, "B2B E-Service Capacity," INFORMS 2004, Oct 2004, Denver, Colorado.

Oliveira, P. and A. Roth, "Antecedents and Consequences of B2B E-Service Capability," EUROMA 2004, June 27-29 2004, Fontainebleau, France.

Oliveira, P. and A. V. Roth, "New Multi-item Measurement Scales of the Antecedents and Consequences of B2B E-service Capability: A Two-stage Approach," POMS Annual Meeting, April 30-May 3 2004, Cancun, Mexico.

Oliveira, P. and A. V. Roth, "An Empirical Investigation of the Antecedents of E-Service Competence," 7th Intl. Conf. on Tech. Policy and Innovation, June 10-13 2003, Monterrey, Mexico.

Oliveira, P., A. Roth, D. S. Rubin and W. Gilland, "Fostering competitive capabilities through knowledge-based operations strategies," POMS Annual Meeting, April 4-7 2003, Savannah, GA, USA.

Oliveira, P. and A. V. Roth, "Impact of B2B E-Service Competence on Customer Satisfaction and Loyalty," POMS Annual Meeting, April 4-7 2003, Savannah, GA, USA.

Oliveira, P. and A. V. Roth, "An Empirical Investigation of the Antecedents of E-Service Competence," POMS Annual Meeting, April 4-7 2003, Savannah, GA, USA.

Oliveira, P. and A. V. Roth, "An Empirical Investigation of Electronic-Service Value and Performance," Decision Sciences Institute Annual Meeting, Nov 23-26 2002, San Diego, CA, USA.

Oliveira, P., A. V. Roth, D. S. Rubin and W. Gilland, "A Framework for the Analysis of Retail Banking Efficiencies and Strategies," Decision Sciences Institute Annual Meeting, Nov 23-26 2002, San Diego, CA, USA.

Oliveira, P., and A. V. Roth, "Leveraging competitive capabilities through cross-border mergers and acquisitions," 6th Intl. Conf. on Tech. Policy and Innovation, Aug 12-15 2002, Kyoto, Japan.

Oliveira, P., A. V. Roth, D. S. Rubin and W. Gilland, "An Imprecise Data Envelopment Analysis (IDEA) Framework for the Analysis of Retail Banking Strategies," POMS Annual Meeting, April 5-8 2002, San Francisco, CA, USA.

Oliveira, P., A. V. Roth and W. Gilland, "Challenges and Opportunities for E-services," Decision Sciences Institute Annual Meeting, Nov 17-20 2001, San Francisco, CA, USA.

Oliveira, P. and A. V. Roth, "An Empirical Investigation of the Drivers of Customer Satisfaction and Loyalty in E-services," 5th Intl. Conf. on Tech. Policy and Innovation, June 26-29 2001, Delft, The Netherlands.

Oliveira, P. and A. V. Roth, "Competitive Capabilities in E-Services: New Challenges and Opportunities in the Virtual Market Space," Decision Sciences Institute Annual Meeting, Nov 18-21 2000, Orlando, FL, USA.

Oliveira, P. and A. V. Roth, "Redefining Competitive Capabilities in E-Services," 4th Intl. Conf. on Tech. Policy and Innovation, 28-31 Aug 2000, Curitiba, Brazil.

Conley, V., P. Oliveira, A. V. Roth and C. Voss, "Knowledge Assets in Global Service Strategy," 3rd Intl. Conf. on Tech. Policy and Innovation, Sept 1 -4 1999, Austin, TX, USA.

Conceição, P., M. Heitor, P. Oliveira and C. Vedovello, "Learning through Interaction: A Perspective for Research Universities," Innovation, Creation of New Businesses and Jobs, May 18-19 1998, Luxembourg.

Oliveira, P., S. Thore, P. Conceição, and M. Heitor, "An Integrated Approach to Foster the Assessment and Utilization of University R&D Results," EURO-INFORMS Joint Intl Meeting, July 14-17 1997, Barcelona, Spain.

Conceição, P., M. Heitor and P. Oliveira, "Reasonable Expectations for the University in the Age of the Knowledge-Based Society," 1st Intl. Conference on Tech. Policy and Innovation, July 2-4 1997, Macao.

Conceição, P., M. Heitor and P. Oliveira, "Capitalizing on Intellectual Property: On Modelling the Exploitation of University R&D Results," 1st Intl. Conf. on Tech. Policy and Innovation, July 2-4 1997, Macao.

Conceição, P., M. Heitor and P. Oliveira, "Intellectual Property: the Challenges for the Development of European Universities," 6th Intl. Conf. on Mngt. of Technology, July 25-28 1997, Gotemborg, Sweden.

## **KEY-NOTES, RESEARCH SEMINARS AND OTHER INVITED PRESENTATIONS**

- Paradoxes & Healthcare, Center of Paradox and Organization, NovaSBE, Carcavelos, Portugal, Nov 17 2022
- Associação Portuguesa de Farmácias Hospitalares (APFH), Anual Meeting, Lisbon, Portugal, Nov 10 2022 (Keynote Speaker)
- Comprehensive Health Research Center (CHRC), NMS Lisbon, Portugal, Nov 3 2022 (Keynote Speaker)
- The Gago Conferences on European Science Policy (“Cancer research: Society at the Frontiers of knowledge”), German Cancer Research Center DKFH, Heidelberg, Germany, October 6 2022
- Open & User Innovation Conference (online), June 21 2022
- MIT Sloan School of Management, Innovation Lab Meeting (online), Cambridge, MA, USA, April 21 2022
- O Nosso Futuro é a Proxim(a)idade, Porto, Portugal, March 12 2022 (Keynote Speaker)
- SORTECH conference, (online) Poland, December 15 2021 (Keynote Speaker)
- Siemens Healthniers, (online) Poland, November 18 2021 (Keynote Speaker)
- Intl. Manufacturing Forum Series 2021, (online) IPLeiria, Portugal, November 4 2021 (Keynote Speaker)
- HEART - Healthcare, Education & Research Talks, (online) Cluj, Romania, Oct 23 2021 (Keynote Speaker)
- CBS Entrepreneurial Day, CBS, Copenhagen, November 11 2021 (Keynote Speaker)
- Roche Denmark, (online) Copenhagen, September 13 2021
- Managing Through Crisis: Evidence from our research in 2020, (online), SI-CBS, March 12 2021
- Principles of Successful Patient Engagement in Cancer Research, (online), German EU Presidency, Dec 10 2020
- Skema Innovation Academy, (online), Dec 3 2020
- Patient-Developed Digital Solutions, (online), EPIS Summit, Nov 5 2020 (Keynote Speaker)
- O Covid-19 veio acelerar a Inovação em Saúde?, (online), Webinar Abreu Forward Session, May 5 2020
- The Awakening of Social Innovation?, Webinar series, Nova Executive Education, May 5 2020
- When Innovation Goes Viral, Webinar series, Nova Executive Education, April 15 2020
- Biomedical Design Novo Nordisk Foundation Fellowship Program, Copenhagen, Denmark, Jan 9 2020
- 18<sup>th</sup> European Congress of Internal Medicine, Lisbon, Portugal, August 29-31 2019
- Interdisciplinary Program in Healthcare Innovation, Brussels, Belgium, March 29 2019
- Third Copenhagen Strategy and Innovation Summit, Copenhagen, Denmark, March 13 2019
- Aarhus University, Dpt. of Management & INNO-X Healthcare, Aarhus, Denmark, Feb 21 2019
- Medtronic Deformity Symposium – Disrupting Healthcare, Lisbon, Portugal, Jan 24-25 2019
- CBS Health, Copenhagen Business School, Copenhagen, Denmark, Feb 18, 2019 (Keynote Speaker)
- GENIE Global Educator Network for Health Innovation Education, Copenhagen Business School, Copenhagen, Denmark, Oct 18, 2018 (Keynote Speaker)
- Im-Patient summit, London, UK, Oct 16-17 2018
- SMART maps, Brussels, Belgium, Oct 1 2018
- Nordic Edge, Stavanger, Norway, Sept 24 2018
- TEDx Católica Lisbon, Lisbon, Portugal, Sept 21 2018
- Creative Morning Copenhagen, Danish Industries, Copenhagen, Denmark, Aug 24, 2018
- Medtronic Kick-off Meeting, Almancil, Portugal, June 22 2018 (Keynote Speaker)
- 24<sup>o</sup> Congresso Nacional de Medicina Interna, Salgados-Algarve, Portugal, May 31 2018 (Keynote Speaker)
- OECD Forum, OECD, Paris, France, May 29-30 2018
- 34<sup>o</sup> Congresso Nacional da Sociedade Portuguesa de Neurocirurgia, Coimbra, Portugal, May 26 2018
- Innovation Lab Workshop, Harvard Business School, Boston, MA, USA, April 3-4 2018
- Crowdsourcing Week Artic / Europe, Lulea, Sweden, March 21 2018 (Keynote Speaker)
- U of Copenhagen, Copenhagen, Denmark, Feb 23 2018 (Research Seminar)
- “Talk a bit” conference, Porto, Portugal, Jan 20 2018 (Keynote Speaker)
- U of Lancaster, LU Management School, Lancaster, UK, Jan 12 2018
- U of Strathclyde, Strathclyde Business School, Glasgow, Scotland, Dec 20 2017
- Web Summit, Lisbon, Portugal, Nov 9 2017 (Keynote Speaker)
- Erasmus University, Rotterdam School of Management, Rotterdam, The Netherlands, Nov 14 2017
- Copenhagen Business School, Copenhagen, Denmark, Oct 25 2017 (Research Seminar)
- AACSB’s Europe, Middle East, and Africa Annual Conference, Saint Julian’s, Malta, Oct 16-18 2017
- Cornell University, Cornell Institute for Healthy Futures, Ithaca, NY, USA, Sept 21 2017 (Research Seminar)

- MIT Sloan School of Management, Innovation Lab Meeting, Cambridge, MA, USA, July 19-20 2017
- 1<sup>st</sup> Interdisciplinary Global Governance Symposium, Villa Mondragone, Frascati, Italy, July 13 2017
- Carnegie Mellon Portugal Symposium, Porto, Portugal, June 27 2017
- QUIS 15 – 2017, Porto, Portugal, June 12-15 2017 (Keynote Speaker)
- Health Systems for the Future, European Parliament, Brussels, Belgium, June 8 2017
- 37<sup>o</sup>C Life Science Technology Conference & Exhibition, Stavanger, Norway, June 7 2017
- TEDxFACTUNL, Lisbon, Portugal, June 2 2017
- Horasis Global (Feb 26-27 2018), May 27-30 2017, Cascais, Portugal (speaker and chair)
- Responsible Research & Innovation in the Health Industry, Brussels, Belgium, May 18-19 2017
- BET24 (Bring Entrepreneurs Together), Microsoft-Portugal, Lisbon, Portugal, May 6 2017
- Maximizing the Value of Patient Invention, Harvard Medical School, Boston, MA, USA, April 24 2017 (Keynote Speaker)
- eHealth Summit, Lisbon, Portugal, April 4th 2017
- Leading the Heart, Lisbon, Portugal, March 25 2017 (Keynote Speaker)
- Bayer Medical Directors Meeting, Berlin, Germany, Feb 14 2017 (Keynote Speaker)
- Summit on Science and Technology Enablement for the Sustainable Development Goals, New York Academy of Sciences, New York City, NY, USA, Nov 29 2016
- Web Summit 2016 - Health Conference - 2<sup>nd</sup> Patient Innovation Awards, Lisbon, Portugal, Nov 10 2016
- 2<sup>nd</sup> PI Awards Forum, Católica Lisbon School of Business and Economics, Lisbon, Portugal, Nov 9 2016
- Pre-meeting Web Summit event at Católica-Lisbon, Oct 27 2016
- Reformas de Proximidade – SNS, Lisbon, Portugal, Oct 17-18 2016 (Keynote Speaker)
- Tycho Brahe Planetarium, Copenhagen, Denmark, Oct 4 2016
- 26<sup>o</sup> Digital Business Congress, APDC, Lisbon, Portugal, Sept. 28 2016
- Workshop on “health innovation”, Ministry of Health & Católica-Lisbon, Lisbon, Portugal, Sept. 22 2016
- Univ of San Diego, San Diego, CA (USA), Sept 20 2016
- Stanford Medicine X, Stanford University, Palo Alto, CA (USA), Sept 16-18 2016
- Festiwal Przemiany, Centrum Nauki Kopernik, Warsaw (Poland), Sept 4 2016
- Univ of North Carolina at Chapel Hill, Kenan-Flagler Business School, Chapel Hill, NC, USA, Aug 26 2016 (Research Seminar)
- Science Museum, Católica-Lisbon Alumni gathering, London, UK, July 11 2016
- Building Global Entrepreneurs, Católica-Lisbon, Lisbon, Portugal, June 20 2016
- Conference by Jornal Expresso “o meu futuro, os meus medicamentos”, Lisbon, Portugal, May 18 2016
- HOPE-European Hospital and Healthcare Federation, UNL, Conference Lisbon, Portugal, May 13 2016
- Value Creation in Healthcare, UNL, Lisbon, Portugal, May 13 2016
- Hospital Fernando da Fonseca, Amadora, Portugal, April 13 2016
- AIMS 2016 - Annual Intl. Medical Students Meeting, Lisbon, Portugal, March 12 2016 (Keynote Speaker)
- Portugal Embassy in Madrid-Spain, Católica-Lisbon Alumni gathering, Madrid, Spain, Feb 2016
- From e-Health to better Health: How engineering and technology will cut costs and shape the future of healthcare, IST, Lisbon, Portugal, Feb 18 2016
- 3<sup>o</sup> CONAHP - Congresso Nacional de Hospitais Privados, São Paulo, Brazil, Nov. 11-13 2015
- TEDxTUM, Munich, Germany, Oct 24 2015
- Crowdsourcing Week Europe 2015, Brussels, Belgium, Oct 19-23 2015 (Keynote Speaker)
- European Students' Conference at Charité, Berlin, Germany, Sept 25 2015 (Keynote Speaker)
- 13th Open & User Innovation Workshop, Gulbenkian Foundation, Lisbon, Portugal, July 13-15 2015
- SIWF'15 Social Innovation World Forum, Lisbon, Portugal, June 25-26 2015
- Opening Up to an Era of Innovation – A New start for Europe, European Commission, Brussels, Belgium, June 22-23 2015 (Keynote Speaker)
- 22nd EurOMA Conference, Neuchatel, Switzerland, June 26-July 1 2015
- Fostering Science & Innovation Ecosystems: PT-USA Partnerships, Lisbon, Portugal, May 28-29 2015 (Highlight Talk)
- Fórum de Inovação INSPER & Hospital Albert Einstein, São Paulo, Brasil, March 31 2015
- 12th Open & User Innovation Workshop, Harvard Business School, Cambridge, MA, USA, July 28-30 2014 (Keynote Speaker)
- Lund University 's CIRCLE, Lund, Sweden, Oct 1 2014 (Research Seminar)
- New York University, NY, USA, May 16 2014

- MIT Sloan Management School, TIES - Technological Innovation, Entrepreneurship, and Strategic Management, Cambridge, MA, USA, May 5 2014 (Research Seminar)
- MIT Sloan School of Management, Innovation Lab Meeting, Cambridge, MA, USA, June 3-4 2013
- MIT Sloan School of Management, Innovation Lab Meeting, Cambridge, MA, USA, March 27-28 2013
- Technical University of Munich, Munich, Germany, 2012
- MIT Sloan School of Management, Innovation Lab Meeting, Cambridge, MA, USA, Nov 27-28 2012
- 4th International Conference on Drug Discovery and Therapy, Dubai, UAE, Feb 12-15 2012,
- MIT Sloan School of Management, Innovation Lab Meeting, Cambridge, MA, USA, Nov 9 2011
- VINNOVA Swedish Governmental Agency for Innovation System, Cambridge, MA, USA, Oct 27 2011
- FIM - Forum for Innovation Management, Stockholm, Sweden, Oct 27 2011
- EBS Business School, Wiesbaden, Germany, July 26 2011
- NASA Johnson Space Center - Houston, Innovation Lab Meeting, Houston, TX, USA June 17 2011
- IDEO, Munich, Germany, Feb. 25 2011
- Ericsson Nikola Tesla, Zagreb, Croatia, 2010
- MIT Sloan School of Management, Innovation Lab Meeting, Cambridge, MA, USA, 2009
- Clemson University, Clemson, SC, USA, 2006 (Research Seminar)
- IESE Business School, Barcelona, Spain, 2003 (Research Seminar)
- Instituto de Empresa, Madrid, Spain, 2003 (Research Seminar)
- U Carlos III de Madrid, Dpt. de Economía de la Empresa, Madrid, Spain, 2003 (Research Seminar)
- U Nova de Lisboa, Faculdade de Economia, Lisboa, Portugal, 2003 (Research Seminar)
- U Católica Portuguesa, FCEE, Lisboa, Portugal, 2003 (Research Seminar)
- U of Utah, David Eccles School of Business, Salt Lake City, UT, USA, 2003 (Research Seminar)
- U of Notre Dame, Mendoza College of Business, Notre Dame, IN, USA, 2003 (Research Seminar)
- U of Oxford, Saïd Business School, Oxford, UK, 2003 (Research Seminar)
- U of North Carolina at Chapel Hill, Kenan-Flagler Bus. School, Chapel Hill, NC, USA, 2001 (Res. Seminar)

### **GRANTS (as Principal Investigator)**

<i>Project title</i>	<i>Budget</i>	<i>Source of funding</i>
HealthEConnect: Connecting healthtech innovation ecosystems for user-centred and business-driven entrepreneurial education propelling next-generation digital health solutions	1.000.000€	Horizon Scaleup
Cross-cutting strategic initiative: Entrepreneurship and user/patient innovation	1.004.916dkk	CBS
Patient Innovation Bootcamp 2022	100.000€	EIT Health
Healthcare Innovation and Entrepreneurship for Impact: Creating a Resilient, Safe and Crowd-based Innovation System	247.745€	FCT
Healthinnovation Project	25.000€	EIT Health Scand.
Patient Innovation Bootcamp 2021	140.000€	EIT Health
Patient Innovation Bootcamp 2020	250.000€	EIT Health
Releasing the power of users – articulating user interests to accelerate new innovative pathways in digital health and welfare sector	200.000NOK	Norwegian Research Council
Revolutionizing Healthcare: Empowering patients by valuing innovation and promoting entrepreneurship - Patient2Entrepreneur	231.101€	FCT
ProFooSe: Promoting Food Security	185.950€	EEA Grants
Patient Innovation (grants 2014/15 and 2016/17)	46.000€	FCG
Digitalize or Die: Dynamic Drivers of Responsible Research and Innovation in Health and Welfare Services	40.000€	Norwegian Research Council
TEIPL: Technology, Entrepreneurship and Innovation Policy Lab	350.000€	FCT/ CMU PT
An Empirical Investigation of Treatment, Therapies and Medical Devices developed by Patients of Chronic Diseases	180.174€	FCT
Visualizing User Innovation in Health Care	40.000€	Peter Pribilla F.
Human Resource Capability and User Innovation: A pilot survey in Portugal		MIT PT
The Role of 'User Innovators' in the Devel. of Telecom Products and Services	199.584€	FCT/ CMU PT
Technology Management and Policy in the Telecommunications Industry	486.735€	FCT/ CMU PT
The Internet and the Service Economy	116.420€	FCT
Information & communication tech., inter-firm networking and innovativeness	159.624€	FCT
COMMUNIA - The European Thematic Network on the Digital Public Domain	10.000€	e-Content Plus
Other (firms, travel grants, etc)	27.600€	FLAD, FCG

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## **EDITORSHIPS OF JOURNALS**

- Editorial Review Board Member, Production and Operations Management (POM), ranked among Business Week's top 20 and FT 45 premier journals & European Management Journal (EMJ).
- Editorial Review Board Member, Special Issue, Manufacturing & Services Operations Mngt. (MSOM)
- Senior Editor, Production and Operations Management (POM).
- Co-Editor, Special Issue, Int. Journal of Operations and Production Management (IJOPM).
- **Reviewer**: Research Policy | Management Science | Journal of Operations Management (JOM) | Management Science | Manufacturing and Services Operations Management (MSOM) | Production and Operations Management (POM) | Quarterly Journal of Electronic Commerce | Decision Sciences Journal | International Journal of Operations and Production Management (IJOPM).

## **ORGANIZATION OF RESEARCH CONFERENCES**

- DRUID23 in Carcavelos & Lisbon  
Nova School of Business and Economics, June 10-12 2023
- The 13<sup>th</sup> Open & User Innovation Conference in Lisbon (<http://oui2015.clsbe.lisboa.ucp.pt>)  
Caloute Gulbenkian Foundation, July 13-15 2015. Chair of the Organizing Committee
- SEI Consortium - Strategy, Entrepreneurship and Innovation (SEI) Faculty Workshop 2015  
Católica-Lisbon, May 15 2015, Member of the Organizing Committee
- Workshop: User Innovation - A Paradigm Shift  
Católica-Lisbon, Nov 15 2012, Chair of the Organizing Committee
- The 12th International Research Symposium on Service Excellence in Management  
Cornell University, June 2-5, 2011, Member of the International Scientific Committee
- 17<sup>th</sup> International Annual EurOMA Conference Managing Operations in Service Economies  
UCP-CRP, June 6-9 2010, Member of the Organizing Committee
- Workshop: Frontiers in Entrepreneurship research: Entrepreneurship, Innovation and Human Capital,  
Católica-Lisbon, Dec 17-18 2010, Member of the Organizing and Scientific Committee
- Workshop: Frontiers in entrepreneurship research: The interplay of the entrepreneur and the firm over their life cycles, Católica-Lisbon, Jan 9-10 2009, Member of the Organizing and Scientific Committee
- 1st Bridging Operations and Marketing Conference: New Product Development,  
Católica-Lisbon, Dec 18-19 2005, Member of the Organizing Committee
- Series of International Conferences on "Technology Policy and Innovation" 1997 - 2003, Member of the Organizing Committee from 1997 to 2003.

## **ORGANIZATION OF OTHER/NON-RESEARCH CONFERENCES**

- 4<sup>th</sup> Patient Innovation Awards at EIT Health Summit, Paris-France, Dec 2 2019
- 3<sup>rd</sup> Patient Innovation Awards at Gulbenkian Foundation, Lisbon, Nov 28 2017
- 2<sup>nd</sup> Patient Innovation Awards at WebSummit 2016, Lisbon, Nov 10 2016
- 1<sup>st</sup> Patient Innovation Awards at Gulbenkian Foundation, Lisbon, July 13 2015
- Health Innovation and Operations Forum, Católica-Lisbon, July 9 2015
- Patient Innovation: *como os doentes conseguem ajudar-se a si próprios e acabam por ajudar muitos mais*, Fórum de Inovação INSPER & Hospital Albert Einstein, São Paulo, Brasil, March 31 2015
- Patient Innovation: When Patients Set Out to Help Themselves and End Up Helping Many - Patient Innovation Forum. Medical Industry Leadership Institute (MILI) and University of Minnesota Carlson School of Management, Minneapolis, Minnesota, November 3 2014
- Crowdfunding, Gulbenkian Foundation, Sept 28 2011
- Launching of Creative Commons Portugal with Lawrence Lessig (Harvard University), John Wilbanks (ScienceCommons), Shigeru Miyagawa (MIT Open CourseWare). Dec 15 2006

## **OP-ED CONTRIBUTIONS** (authored opinion articles in the leading Portuguese newspapers):

- *ChatGPT: vamos (outra vez) tentar parar o vento com as mãos?* (Jornal de Negócios 17/1/2023)
- *Crescer e descarbonizar a economia (em simultâneo)* (Jornal de Negócios 17/1/2022)
- *Da centenária insulina ao novo Ecossistema de Inovação da NovaSBE* (Eco 3/12/2021)
- *As vacinas, um hino à ciência, uma pandemia de esperança* (Eco 26/12/2020)

- *O país que tudo fez para reabrir as escolas! (Eco 18/6/2020)*
- *Inovação viral para combater o vírus (Eco 11/4/2020)*
- *“Cancelem tudo” (Eco 12/3/2020)*
- *Votos para 2020: paz, prosperidade e níveis de corrupção como os da Dinamarca! (Eco 12/2019)*
- *O país onde as obras cumprem os prazos e os funcionários públicos podem ser despedidos (Eco 2/2019)*
- *O que a Dinamarca tem... “A Lei de Jante” e a lei da jante (Eco 5/1/2019)*
- *Inovações para Viver (e não apenas sobreviver) premiadas em Lisboa (Observador 9/11/2017)*
- *Podem os “utilizadores-inovadores africanos” salvar África? (Observador 27/7/2017)*
- *O que vão fazer os nossos filhos? (Cadernos de Economia 2017 April-Jun)*
- *As minas vão mesmo reabrir? Com pessoas, ou acabará Trump a dar emprego a robôs mineiros? (Observador 15/6/2017)*
- *O que é que a Tesla tem? (Observador 13/4/2017)*
- *Se o futuro pertence aos robôs, o que farão os nossos filhos? (Observador 9/1/2017)*
- *Toda a verdade sobre as notícias falsas! (Observador 24/11/2016)*
- *O Patient Innovation da Católica-Lisboa no Web Summit (Dinheiro Vivo 4/11/2016)*
- *A Revolução da Inovação- uma exposição e dois livros (Observador 11/8/2016)*
- *Podem baldes de água fria e “likes” do Facebook salvar vidas? (Diário Ecocómico 31/12/2014)*
- *A Década da Inovação Aberta e de Utilizador (Diário Ecocómico)*
- *A Democratização da Inovação*
- *2012 também vai ser o que nós quisermos! (Sol)*
- *Inovação: de pobres para ricos (Sol 4/06/2013)*
- *Está sem comida em casa? Imprima qualquer coisa que se coma! (Sol 19/02/2013)*
- *Os Portugueses são Inovadores? (Sol 20/11/2012)*
- *Crowdfunding: afinal há dinheiro fácil? (Sol 23/9/2011)*
- *Inovar em contextos de austeridade (Sol 4/2/2011)*
- *Inov Utilizador (7) | Inov Produtor (0) (Sol 26/6/2010)*
- *Que têm em comum? (inovações de utilizador) (Sol 27/11/2009)*
- *Economias Híbridas (Expresso 1/11/2008)*
- *Cadeias Fracas (Expresso 28/6/2008)*
- *Novo Portugal (Expresso 29/3/2008)*
- *Propaganda Tecnológica (Expresso 29/12/2007)*
- *Um direito obsoleto (Expresso 29/9/07)*
- *Perfeito perfeito era ser estatal! (Expresso 19/5/07)*
- *Choque Chinês (Expresso 9/2/07)*
- *Os Piratas da Internet (Expresso 4/11/06)*
- *Quem lidera as universidades? (Expresso 17/6/06)*
- *I&D tradicional cede lugar a inovação aberta (Público 22/5/06)*
- *Muita parra e pouca uva (Expresso 4/3/06)*
- *As nove vidas de Silicon Valley (Prémio 25/11/05)*
- *Revolução digital nos direitos de autor (Público 10/1/05)*
- *Portugueses Excelentíssimos (Prémio 9/9/05)*
- *Os limites da propriedade intelectual (DN 29/6/05)*
- *Inovação Made in Asia (SE 8/4/05)*

### **MAIN TEACHING ASSIGNMENTS**

- About 18 yrs (2004-present) of degree-program teaching (undergraduate, MSc level, executive master programs) in operations and technology management, innovation and entrepreneurship, multi-sided platforms as well as methods and business statistics.
- About 18 yrs of MBA teaching in different programs including: Lisbon MBA International & Executive/Part-time classes (2007-present); Católica-Nova MBA (2006-2007) & Católica MBA (2004- 2006); MIT MBA (guest lecturer); CBS MBA (entrepreneurship concentration).  
Courses/topics include: Processes and Operations Management; Innovation and Intrapreneurship; Innovation and Platforms; Business Statistics.
- Over 1200 hrs of executive education teaching in innovation, entrepreneurship, operations and supply chain management at Nova SBE, CBS Executive, Católica-Lisbon and IESE Business School.

## **DOCTORAL & MSC STUDENTS SUPERVISED**

### **Doctoral students supervised (as main supervisor)**

<i>Student</i>	<i>Dissertation Topic</i>	<i>Grad.</i>	<i>Co-Advisor</i>	<i>Program</i>
Inês Mendonça	An empirical investigation of Idea Management Systems	2015	A Póvoa	IST
Leid Zejnilovic	Essays in user innovation	2014	F Veloso	CMU (TCE)
Paul van der Boor	Emergence and diffusion of mobile banking services in developing markets	2013	F Veloso	CMU (TCE)
<b>Chair of Assessment Committee:</b>				
Laila Starr	When is health innovation worth it? Essays on new approaches to value creation in health	2022	n.a.	CBS

### **MSc students supervised (as main supervisor)**

Victor F. Larsen & Varun Aart Gupta	Building a Digital Health Business Unit In the Hearing Aid Industry	2022		CBS BBIP
Alejandra Motta de la Parra	Process innovation through digital transformation and the impact on the organisational culture	2022		CBS IHC
Zsofia Keszthelyi	Securing access to pharmaceuticals in developing countries	2022		CBS IHC
Federico Veronesi & M Teresa Spina	Commercialization of Patient's Innovative Solutions by Producers of Medical Devices: application to WSAudiology in the hearing devices industry.	2021		CBS IHC
Brit-Silje Sode & Fie Kobberup	Active Arrival - Evaluation of a Digital Innovation that enables Patient Participation in Emergency Care	2019		CBS IHC
M. Iannetta & Theo. Michou	A Proposal for Acceptancy and Implementation of AI-based Decision Making Tools in Health Care	2019		CBS IHC
Mehdi Bensehda & Sara Moreira	Modelling, simulation and optimization for clinical processes	2019	S Ruff	CBS IHC
Lilly-Sophie Gerlach	Empirical Analysis of User Innovations in the Healthcare Industry	2019		IMSc-BA
Shuyue Zhang	Patient Innovation Activities in China: A combination of semi-quantitative and multi-case study approach	2019	H Canhão	LMBA
João Silva	User Innovations in healthcare in developing countries	2017	H Canhão	IMSc-BA
Jonas Lochny	Can health care social networks increase user innovation in health care?	2015	H Canhão	IMSc-BA
Rita Jordão	Creating virtual capacity (Hospital of Vila Franca de Xira)	2015		MSc-BA
Rita Oliveira	Patients and caregivers as sources of innovative ideas and solutions: A multiple-case study approach	2014	L Zejnilovic	MSc-BA
Matilde Czernin	Patients innovation: prevalence, antecedence, and impact	2013	L Zejnilovic	MSc-BA
Tomás Fidelis	Diffusion as a validation process: Learning from patient innovators	2013	L Zejnilovic	IMSc-BA
Mariana Lopes	Innovation in the sales and after-sales model of the Brazilian automotive industry	2012		L-MBA
Paulo S. Pereira	The role of crowdfunding in promoting entrepreneurship	2012		L-MBA
Yoann Nesme	Crowdfunding: An international comparison and analysis of the constraints and opportunities for implementing it in Portugal	2012		L-MBA
Viktoriia Shcherbatiuk	The role of users in developing new treatments, therapies and medical devices	2012		MSc-BA
Maria Caetano	Mangeltaerwaltung; VW suppliers' capacity concerns	2009		MSc-BA

## **STUDENT GOVERNMENT**

- Coordinator and Contractor, EC Project TEMPUS JEP 1716 – Board of European Students of Technology Summer Program; Sept 1993 - Sept 1994 (17 universities from 14 European countries)
- President, Executive Committee of PAPS (Portuguese-American Postgraduate Society), Dec 2000 – Jan 2002 (member of the Executive Committee, Jan 2002 – Feb 2003)
- President, BEST-IST (Board of European Students of Technology), an international organization of 35 leading engineering universities in 20 European countries. May 1992 - May 1993
- Organizer of two BEST Summer Programs: Advanced Techniques for Industrial Process Control (Sept 1992) & Design and Flight Testing of an Unmanned Aerial Vehicle (Sept 1993)
- Vice-President, Assembly of Representatives of IST, the highest ruling body of IST. Nov 1990 - Nov 1991

## **SERVICE TO SOCIETY**

- Founder and President of Patient Innovation, Feb 2014-present
- Launched the “SOS Refugees” initiative (in Lesvos, Greece & Tabanovce, Macedonia), Nov 2015.