

Implementation plan Finished

Study unit	Creating Innovation through Service Design (A0132), 10.0
Implementation	MFA1511: 1/2015-2016 (24.08.2015 - 23.12.2015)
Type	DEEPENING PROFESSIONAL COMPETENCE (A023)
Groups	Primary: MFA13SN Others : HBA13SN , HCA13SN , NIA13SN , NTA13SN
Involved in the project	
Lecturers	
Number of participants	Minimum: Maximum:
Enrolment period	18.05.2015 08:00 - 31.05.2015
Main timing for implementation	
Applicability	For exchange students: Yes For elective studies: Yes Open UAS student: No Suitable for virtual UAS: Yes
Teachers	De Arruda Camara Antonius (Teacher in charge), Bourdache Kaci (Other teacher), Lassila Veera (Other teacher), Sohlman Anna-Mari (Other teacher), Wuorikoski Tuomas (Other teacher)
Campus	Laurea Leppävaara
Main location for implementation	
Implementation method	Optima realization/student group, Other method of implementation, Project/venture/R&D Language: English Virtuality: 2 cr Integration of R&D: 5 cr
Implementation class	LbD based on local project or development task
Focus areas	Security, safety and social responsibility, Service business
Evaluation at the latest	21.01.2016 Storing of graded material ends.: 21.12.2016
Exam days	
Having completed the study unit the student is able to	• carry out an innovation project applying the newest existing knowledge and service innovation and design methods • carry out creative problem solving and development of working methods • know the prerequisites for profitable and customer-oriented operations • work in a diversified project
Previous studies	Developing ICT Systems or equivalent knowledge.
Previous studies, more information	Priority is given to students having 120 ects or more
Learning objectives	The aim of the study unit is to acquaint the students with multidisciplinary knowledge in service innovation and design by carrying out a service innovation and design project. Students will learn several Service Innovation and Design (SID) process and tools by implementing it in practice.
Contents	Service innovations Innovation process in practice SID method and the use of service design tools Planning, conducting and evaluating an innovation project
Study material	Will be provided when the course starts
Tutoring and communication	Coaching sessions, client meetings, optima
Evaluation criteria and methods	The course is based on various client-projects, which require 100% attendance of students. Work will be conducted 1 day/week for a whole day (9 a.m. - 16.00 p.m.) and some additional work may be required outside these working hours depending on the project. Clients and the project tasks will be announced and specified at the beginning of the course. Students will be working in project teams, which are further divided into

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	subteams with team-specific tasks. 100% attendance of students is required. Work will be conducted 1 day/week for the whole day (9 a.m. - 16.00 p.m.). Some additional work may be required outside these working hours depending on the client's needs and the objectives of the project.
Project (name)	Project tasks will be announced and specified at the beginning of the course.
R&D methods	
Other arrangements	