

## Implementation plan Finished

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|--------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Study unit                                             | Service Design in digital context (A9067), 5.0                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Implementation                                         | HYA1411: 1/2014-2015 (25.08.2014 - 23.12.2014)                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Type                                                   | USER-CENTRIC SERVICE DESIGN COMPETENCES (0319)                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Groups                                                 | Primary: HYA213SJ Others :                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Involved in the project                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Lecturers                                              | Melanie Wendland from M4ID                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Number of participants                                 | <b>Minimum: Maximum:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Enrolment period                                       | 19.05.2014 08:00 - 02.06.2014                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Main timing for implementation                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Applicability                                          | <b>For exchange students:</b> No <b>For elective studies:</b> Yes <b>Open UAS student:</b> No <b>Suitable for virtual UAS:</b> No                                                                                                                                                                                                                                                                                                                                                                                    |
| Teachers                                               | Nisula Janne-Valtteri (Teacher in charge), Luojus Satu (Other teacher)                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Campus                                                 | Laurea Leppävaara                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Main location for implementation                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Implementation method                                  | Optima realization/student group, Other method of implementation, Project/venture/R&D <b>Language:</b> English <b>Virtuality:</b> 0 cr <b>Integration of R&amp;D:</b> 3 cr                                                                                                                                                                                                                                                                                                                                           |
| Implementation class                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Focus areas                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Evaluation at the latest                               | 20.01.2014 <b>Storing of graded material ends.:</b> 20.12.2015                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Exam days                                              | <b>Real:</b> No exams, Case work                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Having completed the study unit the student is able to | <b>The students will be able to</b> <ul style="list-style-type: none"> <li>• understand how to create digital interfaces and basic understanding of interaction design</li> <li>• use service design skills in designing digital interfaces</li> <li>• analyze clients digital strategy in the service design perspective</li> <li>• work with co-workers and clients in co-creative digital service interface projects</li> <li>• have basic knowledge how to manage digital service design projects</li> </ul>     |
| Previous studies                                       | <b>Prerequisites</b> None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Previous studies, more information                     | <b>Students enrolling this course are expected to have basic knowledge of service design and service design tools. The sessions are interactive good English interaction skills are needed. Personal interest in digital tools and services is a plus.</b>                                                                                                                                                                                                                                                           |
| Contents                                               | The course will be run via service design project. We are currently scouting for different cases and possible clients.                                                                                                                                                                                                                                                                                                                                                                                               |
| Project (name)                                         | This course will be produced in cooperation with Melanie Wendland and Laurea. Melanie graduated from SID Masters Programme, she has worked for long time as service designer and is specialized in digital service design. Currently she works at M4ID as Director of Service Design & Innovation. <b>More about Melanie</b> <b>CONTACT DAYS: Fri 12.9, Thu 2.10, Fri 24.10, Thu 13.11, Fri 12.12 at 16.30-19.30</b> If you have any questions concerning the course please contact: janne-valtteri.nisula@laurea.fi |

## Learning events

| Date       | o'clock/at h | Subject | Content                                                                                                                                                                                             | Status | Teachers |
|------------|--------------|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|----------|
| 12.09.2014 | 16.30-19.30  |         | <b>CONTACT DAYS: Fri 12.9, Thu 2.10, Fri 24.10, Thu 13.11, Fri 12.12 at 16.30-19.30</b> All contact days might take until 19.30, please book that in your calendars. (SoleOps/space management: All |        |          |

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|  |  |  |  | contact days will be used) |  |  |
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