

Implementation plan Finished

Study unit	Service Innovations (A9297), 10.0
Implementation	HBA1611: 1/2016-2017 (12.09.2016 - 23.12.2016)
Type	SERVICE INNOVATION DEVELOPER (A861)
Groups	Primary: HBA215SN Others : HCA215SN , NIA215SN
Involved in the project	
Lecturers	
Number of participants	Minimum: Maximum:
Enrolment period	16.05.2016 08:00 - 31.05.2016
Main timing for implementation	
Applicability	For exchange students: Yes For elective studies: Yes Open UAS student: No Suitable for virtual UAS: No
Teachers	Matvejeff Pekka (Teacher in charge), Airo Kaisa (Other teacher), Sohlman Anna-Mari (Other teacher)
Campus	Laurea Leppävaara
Main location for implementation	At the campus
Implementation method	Optima realization/student group, Project/venture/R&D Language: English Virtuality: 1 cr Integration of R&D: 10 cr
Implementation class	LbD based on local project or development task
Focus areas	Security, safety and social responsibility, Service business
Evaluation at the latest	23.01.2017 Storing of graded material ends.: 23.12.2017
Exam days	
Having completed the study unit the student is able to	The student is able to • carry out an innovation project applying the newest existing knowledge and service innovation and design methods • work in multisectoral projects • apply creative problem-solving and develop working methods
Previous studies	
Learning objectives	The aim of the study unit is to acquaint students with multidisciplinary knowledge in creating innovation through service design by carrying out a project. Students will learn several service innovation and design tools by implementing them in practice.
Contents	• planning, conducting and evaluating an innovation project • service innovation process in practice • service design method and tools
Study material	The course material will be provided when the study unit starts.
Tutoring and communication	• Coaching sessions • Client meetings • Optima
Evaluation criteria and methods	Generic evaluation criteria can be found through the attached link. Specific evaluation criteria of this course will be announced at the beginning of the course. Because of the customer-based project, 100% attendance of students is required. Students that are not able to regularly attend to weekly contact sessions, will be dropped out from the course.
Other arrangements	The course is based on a customer project, which will be announced and specified at the beginning of the course. Students will be working in teams, which are divided into sub-teams with team-specific tasks according to the project. The course requires regular attendance at weekly contact sessions. Some additional work may be required outside these working hours depending on the project and client's needs.