

Implementation plan Finished

Study unit	Service Innovations (A9297), 10.0
Implementation	HBA1621: 2/2016-2017 (18.01.2017 - 03.05.2017)
Type	SERVICE INNOVATION DEVELOPER (A861)
Groups	Primary: HBA215SN Others : HCA215SN , NIA215SN
Involved in the project	
Lecturers	
Number of participants	Minimum: 20 Maximum: 45
Enrolment period	28.11.2016 08:00 - 09.12.2016
Main timing for implementation	On working days during daytime
Applicability	For exchange students: Yes For elective studies: No Open UAS student: No Suitable for virtual UAS: Yes
Teachers	Matvejeff Pekka (Teacher in charge), Airo Kaisa (Other teacher), Nisula Janne-Valtteri (Other teacher), Penttilä Heikki (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, Student entrepreneurship
Evaluation at the latest	03.06.2017 Storing of graded material ends.: 20.06.2018
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	
Previous studies, more information	A pre-assignment will be required from all accepted students. Pre-assignment will be sent to all accepted students before the course starts. This course is recommended for all exchange students. A certain amount of seats will be reserved for exchange students in case the amount of enrollments exceeds the maximum amount of students (45). Depending on the selected project, enrollment priority may be given to students with specific study background.
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. A pre-assignment will be sent to all accepted students by e-mail. The pre-assignment has to be submitted to the lecturers before the starting date of the course (18th of January, 2017)
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

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	course. A pre-assignment is required from all accepted students. Students not having completed the pre-assignment before the starting date of the course (18th of January, 2017) will be automatically dropped out from the course.
Project (name)	The course is based on a customer project. The project and its objectives will be announced at the beginning of 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. If the student doesn't attend to the first session of the course (18th of January, 2017) without a justified reason accepted by the Lecturer, he/she will be automatically dropped out from the course. It is not possible to take this course with other overlapping courses = it is not possible to take another course during the same day (Wednesday). A certain amount of seats will be reserved for exchange students in case the amount of enrollments exceeds the maximum amount of students (45). Depending on the selected project, enrollment priority may be given to students with specific study background.