

Implementation plan Finished

Study unit	Service Innovations (A9297), 10.0
Implementation	NIA1521: 2/2015-2016 (18.01.2016 - 09.05.2016)
Type	SERVICE INNOVATION DEVELOPER (A861)
Groups	Primary: NIA214SN Others : HBA214SN , HCA214SN
Involved in the project	
Lecturers	
Number of participants	Minimum: Maximum:
Enrolment period	30.11.2015 08:00 - 07.12.2015
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	Harmoinen Päivi (Teacher in charge), Bourdache Kaci (Other teacher), Lybäck Henry (Other teacher), Mantere Päivi (Other teacher), Säilynoja Petri (Other teacher), Takala Jouni (Other teacher), Uutela Juha (Other teacher), Wuorikoski Tuomas (Other teacher)
Campus	Laurea Leppävaara
Main location for implementation	At the campus
Implementation method	Optima realization/student group Language: English Virtuality: 2 cr Integration of R&D: 8 cr
Implementation class	LbD based on local project or development task
Focus areas	Service business
Evaluation at the latest	09.06.2016 Storing of graded material ends.: 23.06.2017
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	
Contents	• planning, conducting and evaluating a service designproject • service innovation process in practice • service design methods and tools
Study material	• Pre-assignment (individual), to be conducted between 11th and 22nd January. Task description will be sent to students via separate email in January. Assignment covers: Schneider, J., Stickdorn, M. 2011. This is service design thinking: basics - tools - cases. BIS Publishers. Amsterdam. https://laurea.finna.fi/Record/laurus.74054 • Moritz, S. (2005). Service Design. A practical access to an evolving field (http://stefan-moritz.com/files/Practical%20Access%20to%20Service%20Design.pdf) • Marc Stickdorn and Jakob Schneider. This is service design thinking : basics - tools - cases.Amsterdam : BIS Publishers. 2010 • Bill Graham. Research Interviewing : The Range of Techniques. 2005 - e-book: http://site.ebrary.com/nelli.laurea.fi/lib/laurea/reader.action?docID=10161349 • Research oriented approach, an article by Ojasalo & al 2009

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Tutoring and communication	• Coaching sessions • Customer 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 study unit.
Other arrangements	Customer projects for the student teams will be announced and introduced in the beginning of the study unit. Students will be working in multidisciplinary teams, including members from business management/liiketalous, security management / turva-ala, and business information technology/tietojenkäsittely, as well as exchange students. The study unit is based on different customer projects, topics given by the companies. Study unit will require 100% participation of students. Our working day will be Monday at 9-16, from 18th January to 9th May, 2016. 10 credits is 270 working hours. see schedule here: https://tilat.laurea.fi/asio/w/i.php?dd0laurea.at31946457&lang=fin