

Implementation plan Finished

Study unit	Service Design Process and Methods (A9303), 5.0
Implementation	HYA21521: 2/2015-2016 (04.01.2016 - 23.06.2016)
Type	SERVICE LOGIC DRIVEN INNOVATION AND DESIGN COMPETENCES (A862)
Groups	Primary: HYA215SJ Others :
Involved in the project	
Lecturers	Marc Stickdorn
Number of participants	Minimum: Maximum:
Enrolment period	30.11.2015 08:00 - 07.12.2015
Main timing for implementation	According to a schedule agreed by the parties
Applicability	For exchange students: No For elective studies: No Open UAS student: No Suitable for virtual UAS: No
Teachers	Kaartti Virpi (Other teacher)
Campus	Laurea Leppävaara
Main location for implementation	
Implementation method	Optima realization/student group Language: English Virtuality: 1 cr Integration of R&D: 3 cr
Implementation class	LbD based on local project or development task
Focus areas	Service business
Evaluation at the latest	23.07.2016 Storing of graded material ends.: 23.06.2017
Exam days	
Having completed the study unit the student is able to	• explain the principles of service design • use service design processes and methods
Previous studies	
Study material	The study material will be published on optima workspace
R&D methods	Service design tools and methods
Other arrangements	Contact sessions 11.-13.2.2016 at 9-16.30