

Implementation plan Finished

Study unit	Service Design Process and Methods (A9303), 5.0
Implementation	HYA21711: 2/2017-2018 (01.02.2018 - 15.06.2018)
Type	SERVICE LOGIC DRIVEN INNOVATION AND DESIGN COMPETENCES (A862)
Groups	Primary: HYA217SJ Others :
Involved in the project	
Lecturers	Marc Stickdorn
Number of participants	Minimum: 12 Maximum: 35
Enrolment period	27.11.2017 08:00 - 08.12.2017
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: 2 cr Integration of R&D: 3 cr
Implementation class	LbD supporting knowledge and skills development
Focus areas	Service business
Evaluation at the latest	22.01.2018 Storing of graded material ends.: 22.12.2018
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	
Contents	The course consists of three intensive contact days and course assignment. There is not a pre-assignment for this course.
Tutoring and communication	The tutor of the course is Virpi Kaartti