Service Design, studio course

Single subject and programme course

12 credits

Tjänstedesign, studiokurs

769A15

Valid from: 2020 Spring semester

Determined by
Course and Programme Syllabus Board
at the Faculty of Arts and Sciences

Date determined
2019-12-03

Offered for the last time
Spring semester 2022

Replaced by
769A25

Main field of study
Cognitive Science

Course level
Second cycle

Advancement level
A1F

Course offered for
- Master Programme in Cognitive Science

Entry requirements
Bachelor's degree in the field of cognitive science, or Bachelor's degree in main field of computer science or equivalent and approved 30hp courses in one or more of the subjects: psychology, linguistics, philosophy, neuroscience, anthropology or equivalent, or Bachelor's degree in one of the main areas of Psychology or Neuroscience and approved 30hp courses in computer science or equivalent. 12 credits in design, of which at least 6hp at advanced level (eg 2 of the courses "Interaction Design 6hp", "Advanced Interaction Design 6hp", "Interaction Design Studio 6hp").

Intended learning outcomes
After the completed course the student shall be able to:
- explain and use theory and design practices and methods from design for service systems
- choose and apply appropriate design methods and tools in a real service system context engaging multiple actors in designing
- reflect on design methods and tools in relationship to service systems and cocreation of values
- reflect on a given theme and its implications within the challenge area, based in an account of its central concepts
- integrate and apply disciplinary skills in a multidisciplinary context.
- understand a challenge area and contexts from field work and theory, integrating knowledge from several points of view
- synthesizing and communicating such knowledge for the benefit of the design work
- summarizing and presenting design work in online contexts
- design critique, design history and responsible design

Course content

Students will engage with service systems that presents design challenges interconnected across adaptive systems, policy, user/citizen engagement, co-production, and resource integration. Examples of such challenges can be collected from welfare, wellbeing, healthcare and migration.

The content of the course entails synchron and dischron visualization technuiques, static and dynamic prototyping tools, facilitation practices, modelling in service development, cocreation of values, resource integration, social innovation, design critique, responsible design, judgment of design work.

Teaching and working methods

The course is studio based, with supporting lectures, coaching, supervision and seminars. Students will work both in teams and individually. Homework and independent studies are a necessary complement to the course. Supervision and coaching are done by faculty, professional designers and challenge domain experts. The challenge will call for multiple interpretations and designs, from highly social over policy-driven to organisational processes. Results will be presented in various formats, partly exhibited online.

Examination

The course is examined through the design work, as well as in terms of design process, design product and development of design ability, and is both in oral and written assignments. Detailed information can be found in the study guide.

Students failing an exam covering either the entire course or part of the course twice are entitled to have a new examiner appointed for the reexamination.

Students who have passed an examination may not retake it in order to improve their grades.

Grades

Three-grade scale, U, G, VG

Other information

Planning and implementation of a course must take its starting point in the wording of the syllabus. The course evaluation included in each course must therefore take up the question how well the course agrees with the syllabus.

The course is carried out in such a way that both men´s and women´s experience and knowledge is made visible and developed.

Department

Institutionen för datavetenskap