

SYLLABUS

Strategic service design 7.5 credits I0019N

Strategisk tjänstedesign

Course syllabus admitted: Autumn 2024 Sp 1 - Present

**DECISION DATE
2024-02-15**

Strategic service design 7.5 credits I0019N

Strategisk tjänstedesign

First cycle, I0019N

Education level	Grade scale	Subject	Subject group (SCB)
First cycle	U G VG *	Informatik	Informatics/Computer and Systems Sciences

Main field of study

Social Informatics

Entry requirements

In order to meet the general entry requirements for first cycle studies you must have successfully completed upper secondary education and documented skills in English language and The course requires knowledge and abilities equal to the goals of the courses I0001N, I0006N and I0016N or corresponding.

Selection

The selection is based on 1-165 credits.

Course Aim

Knowledge and understanding

- Carry out trend analyses and understand contemporary trends.

Competence and skills and

- Construct service portfolio in relation to an organizations strategy and emerging trends.
- Develop a service packages.

Judgement and approach

- Critical discuss and relate to the developed service concepts

Contents

The course consists of three major parts. The first part focuses trend analysis. In the second stage, students construct service packages based on organizational strategies, and design a service portfolio. In the third part, the students will critically reflect and relate to made service concepts and service packages. They should also reflect on the strategic importance of these.

Realization

Each course occasion's language and form is stated and appear on the course page on Luleå University of Technology's website.

During the course, the student participates in various teaching moments, individual work, as well as in discussions with teachers and other students. During the course, the student is trained to work independently, and to be able to account for their work. The student works independently and actively to carry out trend analysis, construct service packages based on organizational strategies and design service portfolios, as well as critically review and reflect on the work of others. The work is presented in the form of oral and written presentations. At the meetings, teaching takes place partly in the form of teacher-led reviews and elements, and partly of tasks that the student has solved individually and presents orally or in writing. Between meetings, students communicate with classmates and teachers via email, an online learning platform and a web conferencing system. The learning platform has access to information, course materials and assignments. With the help of the learning platform, students can participate in group discussions and submit individual assignments.

Examination

If there is a decision on special educational support, in accordance with the Guideline Student's rights and obligations at Luleå University of Technology, an adapted or alternative form of examination can be provided.

The course is examined in the following way: individual oral and written assignments corresponding to 6 credits where the students' ability to carry out trend analyzes, design service packages and service portfolios and critically relate to these are examined.

Grading takes place according to the grading scale U, G, VG *. The course also contains compulsory seminar opportunities corresponding to 1.5 credits. At the seminars, students must present their work and critically reflect on and relate to service concepts made and reflect on the strategic significance of these. Grading takes place according to the grading scale U, G #. All included examination parts must be completed for the final grade.

Unauthorized aids during exams and assessments

If a student, by using unauthorized aids, tries to mislead during an exam or when a study performance is to be assessed, disciplinary measures may be taken. The term "unauthorized aids" refers to aids that the teacher has not previously specified as permissible aids and that may assist in solving the examination task. This means that all aids not specified as permissible are prohibited. The Swedish version has interpretative precedence in the event of a conflict.

Course offered by

Department of Computer Science, Electrical and Space Engineering

Modules

Code	Description	Grade scale	Cr	Status	From period	Title
0001	Individual assignments	U G VG *	6	Mandatory	A14	
0003	Seminars	U G#	1.5	Mandatory	S18	

Study guidance

Study guidance for the course is to be found in our learning platform Canvas before the course starts. Students applying for single subject courses get more information in the Welcome letter. You will find the learning platform via My LTU.

Last revised

by Robert Brännström 2024-02-15

Syllabus established

by Director of Undergraduate Studies Bo Jonsson, Department of Business Administration, Technology and Social Sciences 2014-02-14