18th International Project Week 2016
25th – 29th April 2016

Lecturer: Timo Oravainen
University/Company: TimmyCon
Country: Finland

Changing to E-Services

Content:
Basics of how the services, especially public services, are turned into e-services. The course includes combination of process development, knowledge management and public administration.

Methods:
Lessons, group work, presentation

Competences and skills to be acquired:
Group work, process development, structuring the service layer of an e-service, the information flow between different layers of e-services

Prerequisites:
Group work, process development, structuring the service layer of an e-service, the information flow between different layers of e-services

Language of instruction: English

Recommended for: Economics