19th International Project Week 2017
15th – 19th May 2017

Lecturer: Timo Oravainen

University/Company: TimmyCon

Country: Finland

Digitalizing the public services

Content:
Introduction to turning the present services provided in the offices during office hours into digitalized services provided 24/7 services. The course contains principles of describing processes and identifying them in order to be interpreted into computer systems. The theoretical background builds on knowledge management, process development and roles of the citizen.

Methods:
Lectures, group work, presentations, home work, evaluation

Competences and skills to be acquired:
- identifying processes in order to make them visible
- basic knowledge on theoretical background issues and terms
- working by using English in groups
- self reflection

Prerequisites:
Basic knowledge in public administration, programming or customer service.

Language of instruction: English

Recommended for: Economics