Digitalisation of Social Services

Content:
During the course we’ll learn how to describe processes, the development of digital services and principles of public administration. The course aims to create a digital service example and its description both on operational and IT layers.

Methods:
The course consists of lectures, group work and daily assignments (either in small groups, pairs or personal). Passing the course requires also individual research and writing in English.

Competences and skills to be acquired:
The course would benefit from the students’ comprehension of the public administration, basic knowledge on service (processes). It would also be beneficial if there would be participants who study IT as their major. The course will get best results when the participants can use their creativity to develop services and use their expertise in doing so.
The course enhances the students’ ability to communicate in English in multi-national environment through group work.

Prerequisites:
The course suits best for the 2nd or 3rd year students. Also a 1st year student can take the course in case he/she can communicate in English. The basics in Public Administration, IT and/or services.

Language of instruction: English

Recommended for: Economics