Courses in English
Course Description

Department 12 Design

Course title Introduction to Service Design

Hours per week (SWS) 4

Number of ECTS credits 6

Course objective The aim of this course is the application of the human-centered design process: from understanding customers and their needs, researching the competitive landscape, ideating and creating innovative product or service concepts to prototyping, testing and pitching the ideas. Students will learn design thinking and service design methodologies relevant to current industry needs by designing a relevant digital product. The course is intended as a very hands-on experience in the (digital) product development process.

Prerequisites The course is introductory in nature. Students who enroll to this class should be committed to participating fully in a team project. We aim to have a diverse mix of students in the class, and facilitate students to form interdisciplinary teams for the development of their project. Energy and willingness to learn are key.

Recommended reading
• Gothelf, Jeff; Seiden, Josh: Lean UX. Sebastopol, O'Reilly Media, 2013.

Teaching methods Weekly lectures and hands-on project work.

Assessment methods Weekly student assignments (visual and written), class presentations, final project.

Language of instruction English

Name of lecturer Bettina Köbler

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Link linkedin.com/in/bkoebler

Course content With the rise of digital and mobile technologies, development of products and services has become a fundamental part of corporations of any size. This class is centered around the execution of a real-world project – developing a product or service from idea through first pass prototype in an inter-disciplinary team of students. Teams will be coached by faculty and designers from local firms. In-class time will be a mixture of lectures, project work, case discussions and guest lectures.

Remarks