

## Master of Business Administration, Service Design

You are warmly welcomed to study path studies at the MBA Degree Programme of Service Design!

In this document, you will find information and schedules on how to start your studies

### Beginning of the Studies

- **Time:** On Monday 31st of August 2020 at 9.00-16.00
- **Online participation, check the links below**
- **The code of your study group:** YSERVIS20

The study programme of your group is available at Study guide. The detailed study plan is available at <https://lukkari.turkuamk.fi>.

#### 31.8.2020 Programme:

##### 9.00-11.00: Joint opening event for all TUAS master students:

<https://turkuamk.zoom.us/j/64449143496>

The connection opens 30 minutes before the meeting.

##### 11.00-13.00: Lunchbreak

##### 13.00-16.00: Future Operating Environments course starts

The group working sessions **in the afternoon** will lead the students to work on the first study course of "Future operating environments". Please, note the pre-assignment on the next page.

31.8.	13-16	<a href="https://turkuamk.zoom.us/j/67701591893">https://turkuamk.zoom.us/j/67701591893</a>
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#### Friday 4 September 2020

This introductory day will provide you with information about your master's degree programme, as well as orientate you to the studies, the way of studying, the study environments and different practicalities, meet fellow students and staff etc.

The programme for the day will be organised together with Novia UAS.

**Time:** 10.00 – 16.00

**Place:** Novia's Campus in Turku (Henrikinkatu 7, 20500 Turku, classroom 103).

Online: <https://novia.webex.com/meet/elina.vartama>

**Please take with you:** Personal identity card and laptop computer, and original degree certificates (foreign students). Please, be prepared to certify your personal identity. You will then get a lunch benefit coupon.

**Saturday 5 September 2020:**

**Time:**

8.30 – 12.00: The course **Service Design Thinking** begins.

12.45 – 16.15: The course **Future Operating Environments** continues.

**Place:** Novia's Campus in Turku (Henrikinkatu 7, 20500 Turku, classroom 101)

Online: <https://novia.webex.com/meet/elina.vartama>

**Autumn's other contact days are:**

**18.-19.9.2020, 9.-10.10.2020, 6.-7.11.2020, 27.-28.11.2020, 7.12.2020, 11.-12.12.2020**

Studies in the degree programme are based on blended learning. As a rule, you will have almost every second weekend contact days (Friday and Saturday) during the first semester. During the spring semester 2021 there will be contact studies once a month. Studies are planned this way in order to make it possible for you to work full-time alongside your studies. Between the contact days, you will carry out learning tasks independently.

**More information**

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## Pre-assignment for 31.8.

All TUAS Master School's programmes include a compulsory course The Future Operating Environments. Course will start already on TUAS Master School Opening Day 31.8.2020 with an orientation to the course and multiprofessional team discussions in which team members share experiences and thoughts on the impacts of megatrends on their professional field and their own work.

- Dufva, Mikko 2020. What are megatrends? <https://www.sitra.fi/en/articles/what-are-megatrends/>
- Dufva, Mikko 2020. The big picture of the megatrends. Sitra articles. <https://www.sitra.fi/en/articles/the-big-picture-of-the-megatrends/>
- Sitra 2020. Megatrends 2020 slide-set. <https://www.sitra.fi/en/articles/megatrends-2020-slide-set/>
- Sitra 2020. Megatrend cards. <https://media.sitra.fi/2020/03/04130112/2021544megatrendikortit2020enverkko.pdf>

### Service Design Thinking Pre-assignment for the Summer:

Read the following article and make notes on different aspects of design thinking, service design and leadership.

Gloppen, J. 2009. Service Design Leadership.  
<http://www.ep.liu.se/ecp/059/007/ecp09059007.pdf>