

AGREEMENT ON STUDY PROJECT AT AALTO UNIVERSITY

1. Parties

1.1. Aalto

Aalto University Foundation sr, operating as Aalto University, business ID2228357-4, hereinafter referred to as "**Aalto**"

The contact person for Aalto is Nuria Solsona, nuria.solsona@aalto.fi, telephone number 0504717475. The course leader of Aalto is Nuria Solsona hereinafter referred to as "**Course Leader**"

1.2. Partner

Kela, business ID 0246246-0, the contact person for the Partner is Marjukka Turunen (marjukka.turunen@kela.fi, 0405285371).

hereinafter referred to as "**Partner**"

1.3. Students

The names of the participating students will be included as a separate appendix 1 to this Agreement latest at start date of the course.

Participating students are hereinafter referred to collectively as "**Students**"

2. Purpose of the agreement

This agreement applies to a study project, in the work in performed by the Students.

The objective of the cooperation of the Parties is to support the studies of the Students. Aalto and the Partner will agree on the terms of the cooperation by signing this agreement. After Aalto has chosen the Students to the course, the Students may join the study project by signing this agreement. This agreement does not constitute any employment relationship between the Students and the Partner or between Aalto and the Students.

3. Description of the study project

3.1. This agreement applies to course Design for Government, which is part of the Students' Creative Sustainability -studies in Aalto University. The study project, is part of the course, hereinafter be referred to as "**Project**". The Project must meet the

academic requirements set by Aalto. A more detailed description of the Project is attached as Appendix 1 to this agreement.

3.2. "Result" refers hereinafter to the specific form of the data and other material collected, as well as any design, prototype, report or similar outcome of the Project in which it is presented to the Partner in the final presentation.

4. Schedule

The Project begins on 28.2.2022 and ends on 23.5.2022. The Partner is aware that the Project is part of the studies of the Students and that the Students must complete the Project within the Schedule.

5. Responsibilities of the parties

5.1. Students

The Students shall perform their work carefully. The Students shall not copy any third party's work when producing materials in connection with the Project in any manner, which infringes copyright. Students may neither consciously include any other third party's material, which is protected by other intellectual property rights, in the Result.

The Students must complete the Project within the Schedule. A student who decides not to complete the course or the Project is obliged to inform the Partner and Aalto immediately.

5.2. Aalto

Aalto is responsible for organizing the course and for the overall guidance and supervising of the Students in order for the Students to be able to achieve the targets of the Project.

5.3. The Partner

The Partner shall provide the Students with necessary information, material and guidance so that the Students are able to complete the Project in the agreed Schedule. The information and material provided by the Partner is subject to the Partner's standard internal procedures and legal obligations that include but are not limited to internal and other data permits. The Partner shall also provide feedback during the Project and participate in the final assessment.

6. Copyrights and other IPR

6.1. Students

Regardless of the rights of other Parties, moral rights including rights of paternity and integrity will always remain with the Students who are creators of the Result.

6.2. Aalto

The undersigned Student hereby grants to Aalto non-exclusive intellectual property rights

to the Result, including right to use, modify, as well as to license and transfer the rights to third parties, for example with Creative Commons CC BY 4.0 license

<https://creativecommons.org/licenses/by/4.0/>.

The Student shall not receive any compensation for such transfer.

6.3. The Partner

All IPRs to all Results, including also the right to transfer, license and to modify the Results, will be transferred to the Partner. The Students shall perform their duties under this agreement without any compensation from the Partner.

Rights referred to in paragraph 6.2 will remain with Aalto.

7. Compensation for Aalto

Kela shall pay compensation for Aalto for organising the course and the Project in amount of 10 000 euros. The payment shall be paid by 23.5.2022 against a separate invoice. Payment has to be paid within 30 days counted from the date of the invoice. VAT (when applicable) shall be added to the prices.

8. Confidentiality

Performing the Project work might require sharing confidential information by the Partner. When disclosing information intended to be confidential, the Partner shall clearly mark the material as confidential and when disclosing oral information intended to be confidential, the Partner shall at the time of disclosure state that the information is confidential and confirm the confidentiality in writing within three days, hereinafter be referred to as "**Confidential Information**". Should any Confidential Information be shared with the Students and Aalto, the Students and Aalto are obliged to keep such information in strict confidence. Confidential Information may not be used for any other purpose than for performing the Project.

Copies or reproduction of the Confidential Information shall not be made, except as and to the extent required for performing the Project. On the request of the Partner the Confidential Information, including all copies, shall be returned to the Partner at the Partner's expense.

All reports, documents, drawings, designs, specifications, data, files and similar provided by the Partner to the Students / Aalto for the purpose of the Agreement shall remain the sole property of the Partner and the Students / Aalto shall not get any licensing rights to them. For the avoidance of doubt the Parties acknowledge that the above-mentioned information is without limitation to be regarded as Partners background intellectual property to which the Partner shall retain all rights.

Confidentiality obligation shall remain in force for three years counted from the disclosure of the Confidential Information unless made public before by the owner of the Confidential Information.

9. Reference and communication

The Partner and Aalto have the right to use each other's name and logo for communicational purposes related to this Project. Instruction given by the other Party regarding the use must be observed.

The Students, who are creators of a Result, have the right to make a reference to the participation in the course and to the Results in their analogue and digital portfolio and/or CV.

The Parties have the right to post pictures and general remarks of the course in social media marked with the symbol *#creativesustainability*, *@aaltoCS* and *@aaltoarts*. Confidentiality as agreed in paragraph 7 has to be taken into consideration with the postings.

10. Limitation of liability

The Partner understands that the Students are not professionals in the field of the Project. Neither the Students nor Aalto provide any warranty that the achievements of the Project are fit for any particular purpose or intended use of the Partner. The use of all Results of the Project and other material shared shall take place at the risk of the user.

Neither Aalto nor the Students warrant that the Results of the Project do not include material protected by third-party intellectual property rights. Aalto is not responsible for any damage or loss caused by a Student. Students are not jointly liable for any damage or loss caused by another Student.

The total liability for any damage or loss caused by the Students is limited in all cases to the 1.000 euros. These limitations do not, however, apply in situations in which the damage is caused by intentional breach of this agreement or by gross negligence. Students, Aalto and the Partner are not liable for any indirect or consequential loss or damages.

11. Validity

This agreement is binding between Aalto and the Partner upon their signature and in relation with each Student upon his/her signature. Upon signing this agreement shall have retroactive effect from the beginning of the Project.

This agreement shall be valid until the end of the Schedule as defined in paragraph 4. All terms and conditions of this agreement concerning confidentiality, IPR and any other terms, which by their nature are meant to remain valid also after the termination of the agreement, shall remain valid.

12. Applicable law

This agreement shall be construed and governed by the laws of Finland excluding its choice of law provisions. Any disputes, which cannot be resolved through negotiation, shall be submitted to District Court of Helsinki.

13. Appendices

Appendix 1

Description of the Study project

14. Signatures

Aalto and Partner have duly executed this agreement by signing a PDF version, which is deemed as effective as an original. The Students will agree to this agreement in written response via their aalto.fi email. Each Student will get a copy of the agreement as pdf file.

DATE 28.1.2022

Aalto University Foundation sr



Tuuli Mattelmäki

Head of Department,

Department of Design

DATE ____.

Kela

Janne Pulkkinen

Head of IT Innovation unit, Kela

Appendix 1 Description of the Study project

DfG 2022 Project Brief 2: Orchestrating public governance in the example of employment services by Kela and the Ministry of Finance

Background

Finland is undergoing reforms in public services that will significantly change how public administration works between state, region and municipal levels.

On the one hand, the responsibility for organising public healthcare, social welfare and rescue services will be transferred from municipalities to wellbeing service counties from 2023. At the same time, the TE office (The Employment and Economic Development Office) will move in different directions, from state to municipalities. They will be transferred to municipalities during 2024, becoming a significant part of what "new" reinvented municipalities take care of.

As TE administration workers will be placed from state to municipalities and municipalities will take on new responsibilities and roles on employment services, this means big changes to the thousands of employees working in TE Office and those in municipalities working with employment matters.

There are different types of entities providing employment services in the current situation.

- 1) Traditional TE offices of the state, where all workers are state officials
- 2) Pilot offices run by municipalities¹, either one municipality running an office or a consortium of multiple municipalities with TE offices workers, placed in the municipal pilot organisation. These state officials, paid by the state, remain officially employed by the state while practically working in the municipal administration.

This brief is divided into two sub-briefs. Both aim to identify and solve the obstacles of the new model of employment services with a focus on the Helsinki, Espoo and Vantaa municipalities.

Project brief 2.1: New governance model

This sub-brief focuses on the public servants' needs working in the new employment services model, with particular emphasis on bringing together municipal workers, state officials (TE) and Kela to work together in a people-centred way.

The reform will be a major shift from the perspective of personnel. Currently, both TE offices and the municipal Pilot offices are actively hiring new employees around

¹ Pilot municipalities started in March 2021, three rounds of experiments have now been conducted.
<https://www.localfinland.fi/local-government-pilots-on-employment>
<https://tem.fi/en/local-government-pilots-on-employment>

Finland. TE services have approximately 2500 people working for them, and over the course of 2021 and 2022, this number is expected to rise by about 1000 new employees.

Meanwhile, municipalities are beginning to form alliances to establish organisations that will run the services from 2024 onwards. At that point, all the state employees of TE offices are expected to be transferred to municipal organisations. Municipal pilot offices are spearheading this change, but even for them, there is a lot of re-organizing to take into account while preparing for 2024.

Currently, the state has 15 regional TE offices. As municipalities take over, the number might rise significantly depending on how municipalities (309) organise alliances for arranging services. New organisations will bring together employers with different backgrounds and from different organisational cultures. Municipalities have their own histories and ways of working to support their residents and local employers. Public servants of the state, on the other hand, have different types of perspectives, and their current organisation has a long history of providing TE services in Finland. Successful integration will require a nuanced understanding of organisational cultures and an appreciation of the variety of skill sets for providing the best possible services in the future. While not forgetting the challenge of building a new organisation while also training many newly hired specialists into the challenging roles of employment and economic development services in Finland.

This sub-brief aims to understand the needs of public workers and using the following 'Public Strategy renewal principles' to keep people at the centre of this change:

Principle 1: People-centric services (e.g. How to develop the use of language and communication in public governance to make it easier to understand and better support equality.?)

Principle 4: Partnerships with the rest of the society (e.g. How to develop digital solutions that enable smooth cross-sectoral cooperation?)

Principle 5: Coherence within the public sector (e.g. How to strengthen the shared operating culture of public governance?).

Focus:

This brief focuses on the public servants' needs for successful collaboration within and between different organisations. As a lens towards the future, it will pay attention to municipal employment service pilots (for example in the Helsinki region), with a particular focus on best ways of bringing together employees from municipalities, state (TE offices) and Kela to work together in a people-centred way.

Kela is the Finnish social insurance institution responsible for unemployment benefits and many other social benefits. Kela also provides access to various types of rehabilitation. To achieve people-centric services, Kela needs to collaborate seamlessly with TE services and vice versa.

Main questions:

- What do public administration workers need to ensure that the right benefits and services are offered to residents?
- How could the renewal principles and people-centred ethos be used to guide the changes that public staff have to undergo – from training to learning new processes?
- How could the best practices and most problematic challenges learned from different pilots be used to prepare for the change in 2024? (consider, for example, the pilots in Oulu, Helsinki, Espoo, Vantaa/Kerava and Pirkanmaa region)
- How could Kela best support municipalities and TE officials in preparation for change? How to ensure the flow of information and collaboration between different organisations now and in the future?

Output:

- A collaboration model that answers the public administration workers' needs.
- A people-centred vision, bringing together public administration workers from Municipalities, Kela and TE to build the best possible services in the future.
- Suggestions on a people-centred public governance model that can be scaled to other services.

Project brief 2.2: The future service for international jobseekers

This brief focuses on the jobseekers' perspective in the ongoing development of new employment service models. We will focus on the target group of jobseekers whose mother tongue is a language other than Finnish, Swedish, or Sami. They are also a group whose services have been moved to municipal pilot offices in 2021.

Approximately 5000 international students graduate from Finnish higher education on a yearly basis. While the growing need for a skilled workforce should make them an attractive target for the Finnish job market, there are still plenty of challenges even for the highly educated international jobseekers. These serve as our example of the challenges that the new service models should aim to solve.

From the job seekers' perspective, TE offices and Kela are typically part of the same service path. To receive unemployment benefits from Kela, one needs to maintain a status as an active jobseeker in the system of TE services. Many job seekers also benefit from various other services that TE offices can help them reach at best. Health and wellbeing services, additional education, and other social benefits are also often supported by Kela and require a smooth collaboration between Kela and TE offices.

This sub-brief focuses on the impact of the reform at the service delivery level to create smooth service journeys across the many public service providers involved.

Focus:

Improving the international jobseekers outcomes, access to benefits and public services for the new reform.

Identifying the impact on current service journeys and the ideal service journeys between Kela, TE and municipality to inform the development of the pilot offices.

Main questions:

- How are the pilots tackling the needs and services of international job seekers, and what kind of experiences do they have from running the different experiments?
- How do job seekers experience the current services and the shift between TE offices' past service and the current municipal pilot office setup?
- How should the ideal service journeys be for the target group?
- How shall Kela, TE and Municipalities orchestrate these services to improve employability?

Output:

- Students will analyse relevant pilot office initiatives and identify practices and challenges affecting the service journeys of the international jobseekers.
- Suggestions and examples of service journeys that show fruitful cooperation between public service providers, which improve the jobseeker's outcomes.