DESIGN FOR GOVERNMENT

Aalto University

Creative *Sustainability*

Today

09:15 - 10:00 Course introduction

10:15 - 12:00 Team building exercise

11	09	01	01	01	01
CoID	CS Des	CS Chem	IDBM Des	BIZ	Human Computer Interaction

Núria Solsona

DfG Course director & Lecturer
Practice of designing for services

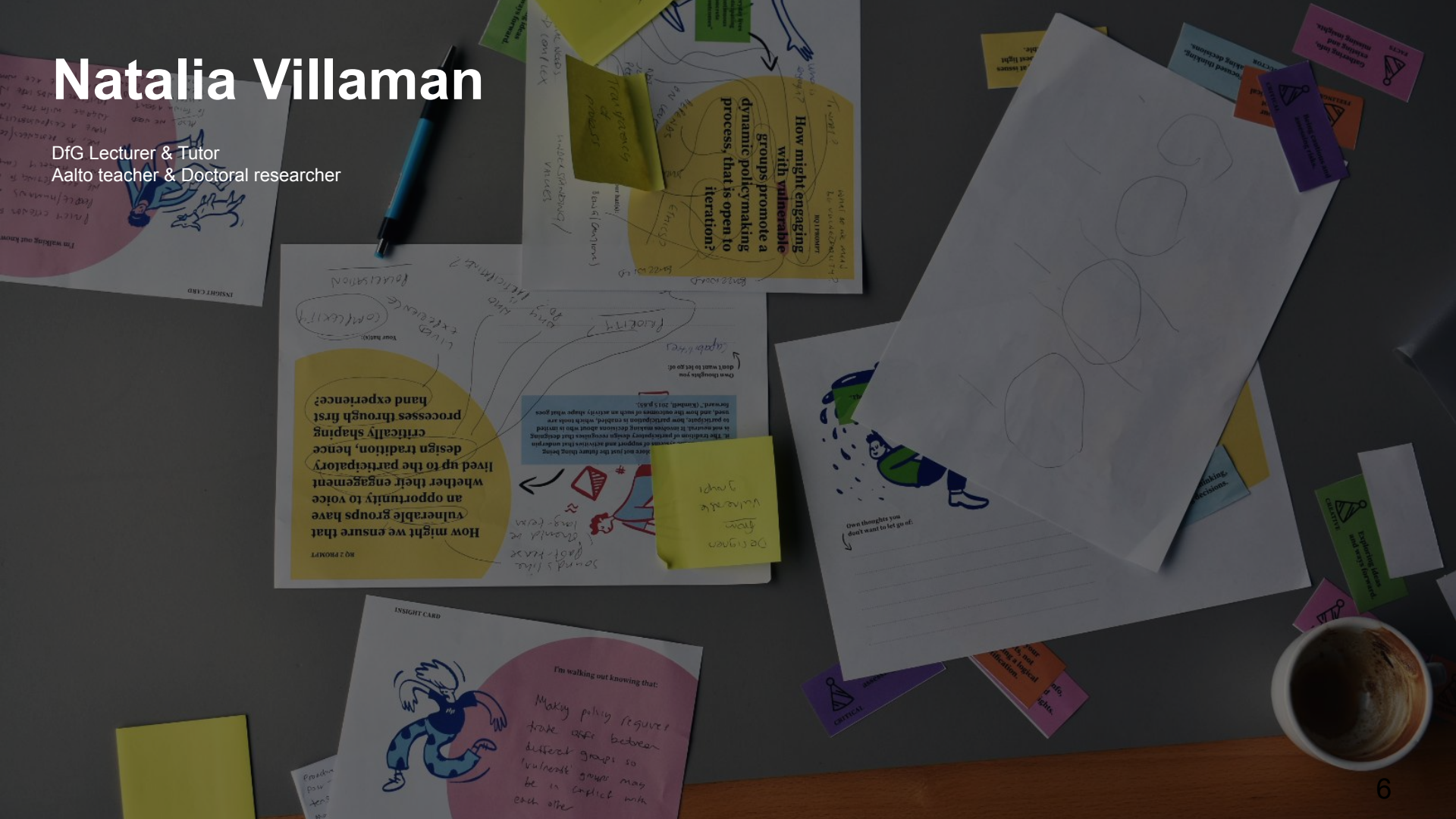
DfG teacher bios at http://dfg-course.aalto.fi/teachers

Zoe Zhang

DfG Teaching assistant
MA CoID

Natalia Villaman

DfG Lecturer & Tutor
Aalto teacher & Doctoral researcher



Sofia Johansson

DfG Tutor
Service Designer at OP

Learning outcomes

After completing the course successfully, students are able to:

- *apply human-centred design, systems thinking and behavioural design as a problem-solving approach for policy-level project briefs*
- *analyse collected information and extrapolate critical conclusions that inform concrete actions and systemic change*
- *identify and evaluate types of design intervention that stakeholders could implement to leverage change*
- *frame and communicate processes and proposals verbally, visually, and in writing to multiple disciplines, sectors and the public to facilitate participatory environments with stakeholders with different agendas and in multidisciplinary teams*

Changes
based on student feedback

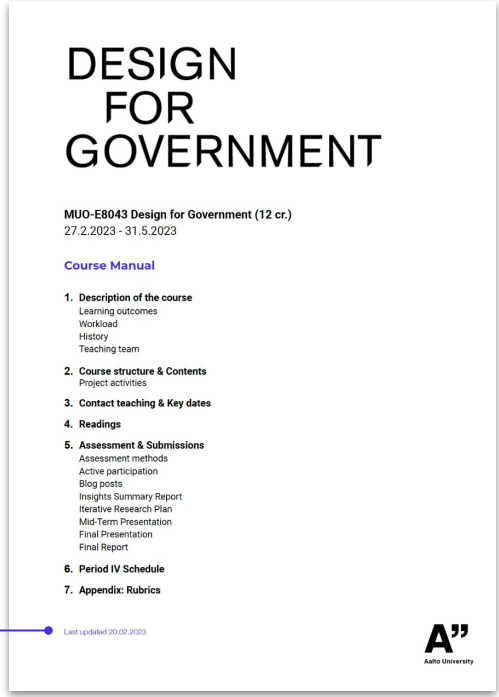
10 cr. → 12 cr.

Urban Gov. → Reading discussions

Tutorials with more structure (Miro)

Tue until 17h > Two Mon + Wed until 16h

Course Manual (with updates)



DESIGN FOR GOVERNMENT

MUO-E8043 Design for Government (12 cr.)
27.2.2023 - 31.5.2023

Course Manual

1. **Description of the course**
   - Learning outcomes
   - Workload
   - History
   - Teaching team
2. **Course structure & Contents**
   - Project activities
3. **Contact teaching & Key dates**
4. **Readings**
5. **Assessment & Submissions**
   - Assessment methods
   - Active participation
   - Blog posts
   - Insights Summary Report
   - Iterative Research Plan
   - Mid-Term Presentation
   - Final Presentation
   - Final Report
6. **Period IV Schedule**
7. **Appendix: Rubrics**

Last updated 20.02.2023

Aalto University

DfG 2022

Future sustainable nature recreation
Metsähallitus,
Ministry of environment

Employment services reform
Kela,
Ministry of finance

DfG 2021

Strategy for expatriate Finns
Ministry of the interiors

Personal budgeting model
Kela, ORSI, THL, ORSI
Ministry of social affairs and health

Reducing carbon footprint of public procurement, Maternity box
Kela, Ministry of employment and economic affairs, ORSI

DfG 2020

Boosting climate education
Finnish National Agency for Education, Ministry of Environment, Ministry of Education and Culture, ORSI

Just transitions in Post-Oil Heating homes
Ministry of Environment, ORSI

...

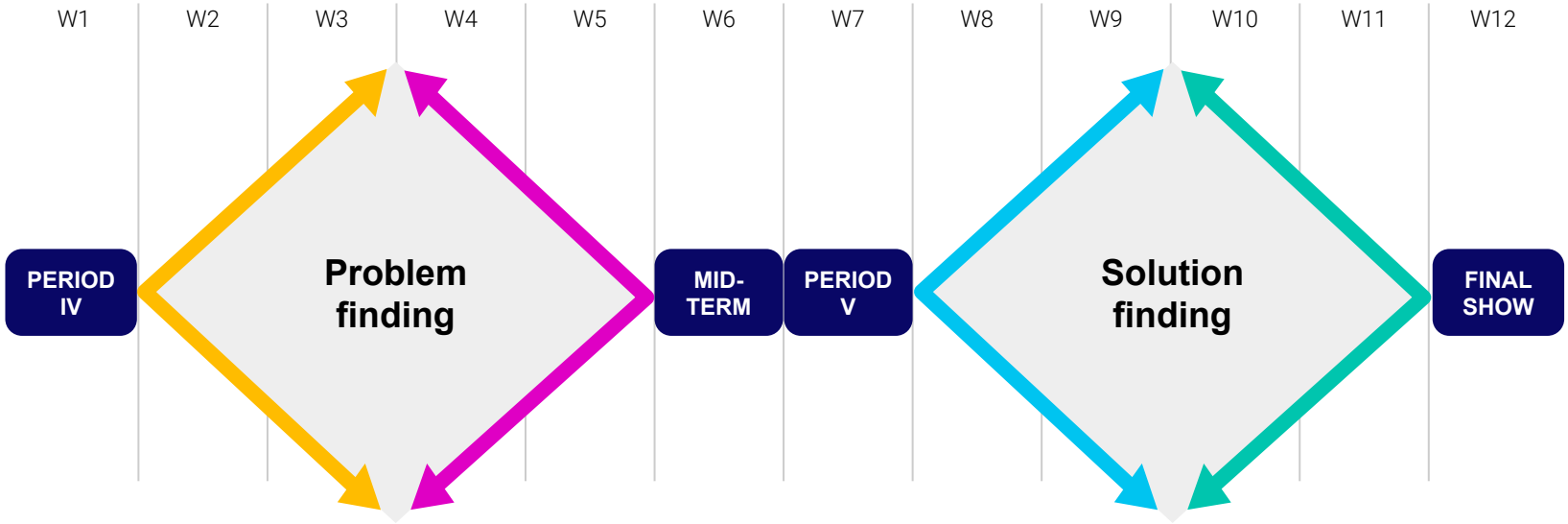
More on our website:

http://dfg-course.aalto.fi/

We apply human-centered approaches to identify stakeholder needs, systems approaches to analyze the wider context of policies, and behavioural insight to identify and design relevant solutions.

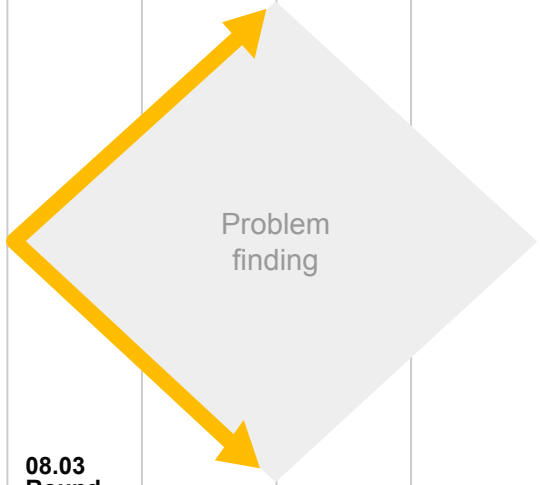
What excites you the most?

Course structure and design process



Period IV

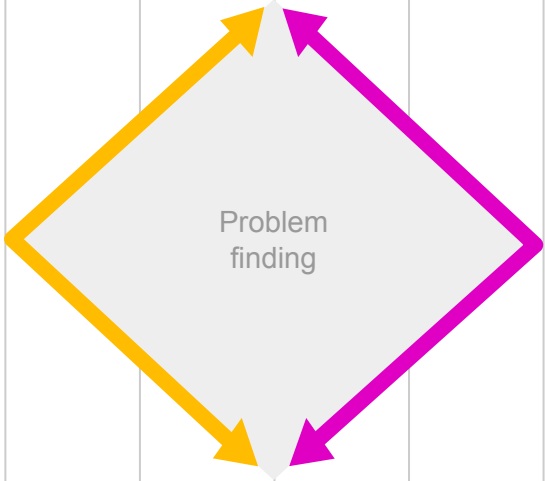
	W1	W2	W3	W4	W5	W6	W7	W8	W9	W10	W11	W12



Key events	Today Course Starts	**08.03 Round table**
Project activities		Iterative Research Plan

Period IV

	W1	W2	**W3**	**W4**	W5	W6	W7	W8	W9	W10	W11	W12



Key events

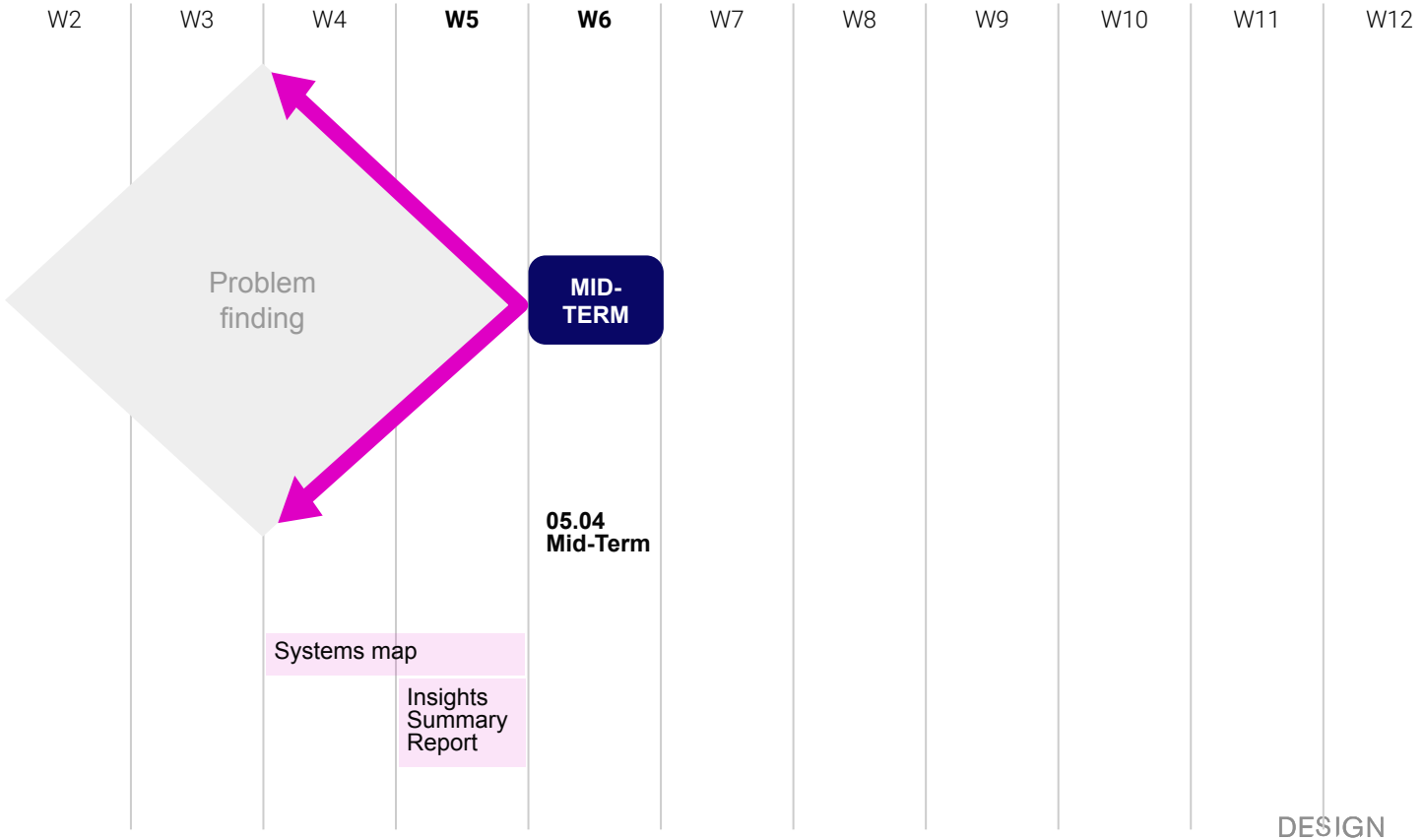
Project activities

Conduct research

Systems map

Insights Summary Report

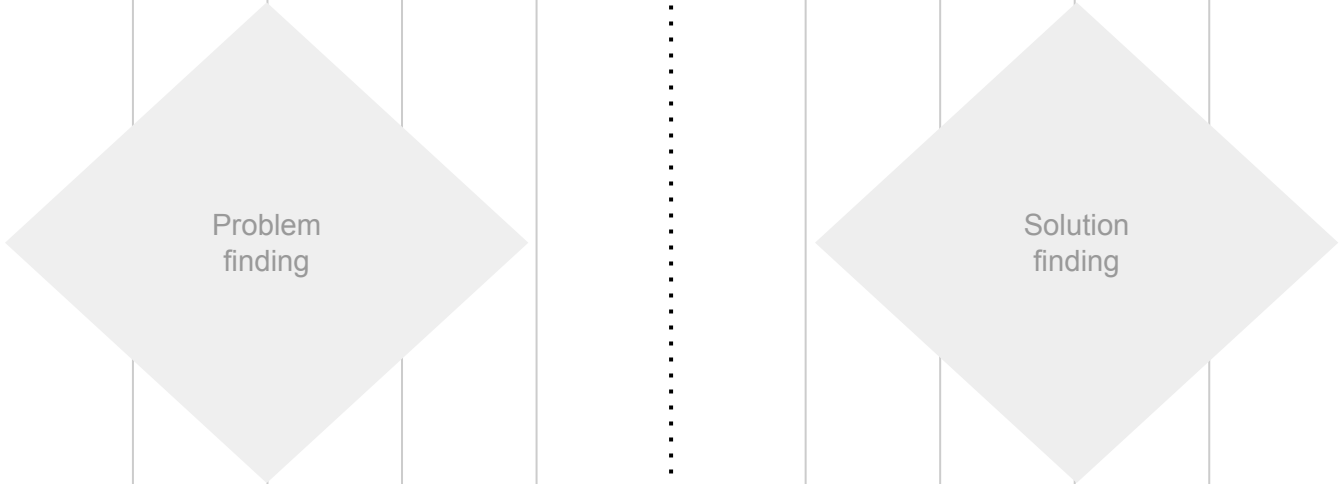
Period IV


W1
W2
W3
W4
W5
W6
W7
W8
W9
W10
W11
W12
Problem finding
MID-TERM
Key events
05.04 Mid-Term
Project activities
Systems map
Insights Summary Report

Period IV

10-21.04
Period Break

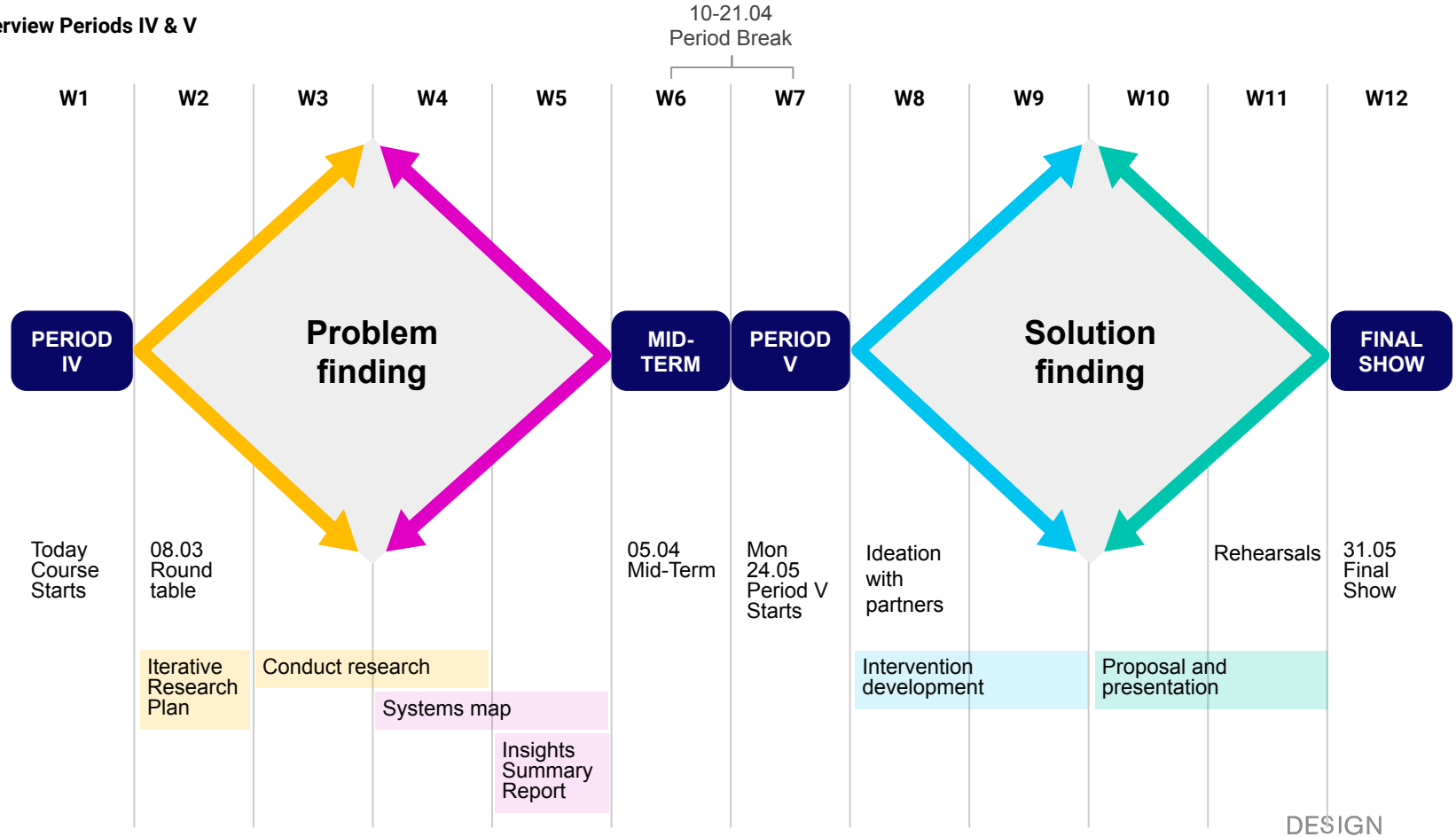
W1 W2 W3 W4 W5 **W6** **W7** W8 W9 W10 W11 W12

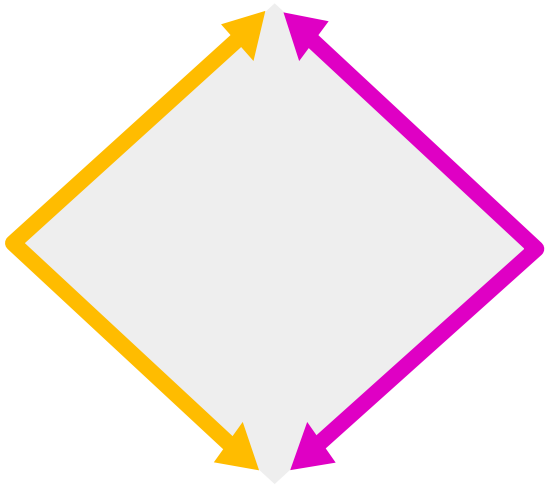


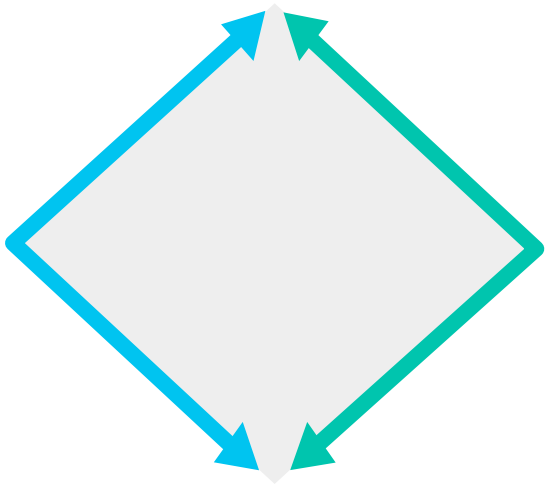
Key events

Project activities

Course overview Periods IV & V







Schedule

Day	Times	Room	Contact teaching agenda	Readings	Independent project activities	Submissions
Week 1: Human perspective						
Mon 27 Feb	09:15 - 10:00	F101	Course introduction	**Everyone:** (Video) Bailey, J. (2021) Design for Policy, DfG open lecture. **And choose:** Julier, G. (2017). Public Sector Innovation. Or Lewis, J. M.; McGann, M. & Blomkamp, E. (2020). When Design Meets Power: Design Thinking, Public Sector Innovation and the Politics of Policymaking.	Familiarise yourself with the project brief and read the background materials provided on MyCourses > Project briefs Prepare round table discussion with the supergroup see instructions on MyCourses > Assignments	Prepare supergroup tutorial (Complete pre-task on Miro)
	10:15 - 12:00	F101	Team building exercise			
Wed 1 Mar	09:15 - 10:00	Q202	DfG Alumni case (Kazuki Mori)			
	10.15 - 12.00	Q202	Lecture: Problem finding (Taneli Heinonen)			
	13.15 - 14:00	Q202	Reading discussion: Design for Policy (Núria Solsona)			
	14:15 - 15:00	Q202	Lecture: Facilitation & Communication (Natalia Villaman)			
	15:15 - 16:00	Q202 Q203	Supergroup tutorials: Unpack project brief (Complete pre-task on Miro)			

Workload

12 ECTS ≈ 3.5 full working days per week

Tentative distribution of student workload

72h Contact teaching

71h Reflection time

43h Independent reading

90h Independent project work in teams

43h Project communication

Contact teaching

Check “Guiding questions” for each reading on Course manual > Readings

For the Miro link: MyCourses > Assignments > Tutorials

Wednesday (9.15 - 16h)

Lectures

Reading discussions every other week (reading pre-task)

Tutorial sessions (Miro pre-task)

Assessment & Submissions

Assignment examples on course website

More guidance and support mateirals > Course Manual > Assessment & Submissions

Check Rubrics, evaluation criteria on Course manual

Formative

Individual

Active participation (25%)
Blog posts (25%)

Summative

Group

Final Presentation (25%)
Final Report (25%)

Submissions (not graded)

Project activities

Blog posts feedback
Iterative research plan
Systems map
Insights summary report

My Courses page

Home > Course Manual & Schedule

Lectures slides > Available after contact teaching

Project Briefs > Study agreement, Background material & Stakeholder contact list

Reading list > Reading discussions & Lectures

Assignments > Project activities with guidance & Submissions box & Miro link

How would you like us to communicate with you?

Practicalities

Course Study agreement: IP Rights, partner confidentiality, CC license

100€ Budget per team, course reimbursement form

DfG Communication platforms

https://dfg-course.aalto.fi/

FB Design for Government

IG Creative Sustainability

Partner communication via email

Next Wednesday 01.03

Reading discussion session pre-task:

- *Watch Bailey, J. video*
- *And read one article, choose between:*
    - *Julier, G. (2017). Public Sector Innovation*
    - *Lewis, J. M., et al. (2020). When Design Meets Power*

Complete pre-task on Miro for next tutorial

Read study agreement (we will bring the signature sheet next session)

Teams and project briefs

Project briefs

Supergroup 1

Tutor: Núria Solsona

Life events for a dignified old age

MINISTRY OF FINANCE FINLAND

DIGITAL AND POPULATION DATA SERVICES AGENCY

Supergroup 2

Tutor: Natalia Villaman, Sofia Johansson

Accessible travel chains

MINISTRY OF TRANSPORT AND COMMUNICATIONS

Student groups

Supergroup 1

Tutor: Núria Solsona

Life events for a dignified old age

1	A	Iiro Törmä	CoID
1	A	Zhang Shutong	CS Design & Tonji
1	A	Elena Amaglio	CoID Exchange
1	A	Gabriela Farias	CS Design

1	B	Camila Hergatacorzian	CoID
1	B	Uyanga Baasankhuu	CoID
1	B	Regina Gensinger	CS Design
1	B	Xiaolin Jiang	Human-computer ID

1	C	Emilia Ahlroos	CoID
1	C	Martin Guyot	CS Design Exchange
1	C	Tom Bos	Biz exchange
1	C	Myrta Brugger	CoID

Supergroup 2

Tutor: Natalia Villaman, Sofia Johansson

Accessible travel chains

2	A	Suvi Onne	CS Chem
2	A	Katrina Hoffmann	CoID Exchange
2	A	Gabriel Fuentes	CoID
2	A	Mina Rostami	CS Design Exchange

2	B	Ruth Kupiainen	IDBM Design
2	B	Pai-Feng Chen	CoID
2	B	Giorgia Morandi	CS Design
2	B	Carlotta Carvalho	CoID

2	C	Callisté Mastrandreas	CS Design
2	C	Jingchun Zeng	CoID
2	C	Greta Cappellini	CS Design Exchange
2	C	Sara Rynefors	CS Design