SO





Service Design Strategies and Innovations

A new Erasmus Mundus Joint Master's Degree in Northern Europe with a focus on service design, management and leadership.









MISSION

SDSI is dedicated to cultivating visionary leaders equipped with the skills and insights needed to drive human-centered transformative change.

FUNDAMENTS

LEAD PARTNER / COORDINATOR



FULL PARTNERS





ASSOCIATE PARTNERS



KULDĪGA





Our program is committed to boost a dynamic learning environment that combines theoretical rigor with practical applications. Through an inderdisciplinary curriculum, students will explore the intersection of design thinking, strategic managmenet, and cutting-edge technologies, gaining comprehensive understanding of the complexities inherent in designing and delivering innovative services.

ILZE KUNDZINA Head of SDSI





DESIGN BUSINESS TECHNOLOGY RESEARCH

SDSI aims to produce graduates who excel at navigating the dynamic interplay among design, business, technology and research.



SDSI becomes an Erasmus Mundus Joint Master's programme

Project ID

101082388

Duration

OCT **2022**

DEC **2028** Total Grant:

4.9 mil EUR

LABOUR MARKET TRENDS

SCHOLARSHIPS FOR STUDENTS

QUICK FACTS:

Class Size

35 students Scholarships:

1400

EUR monthly for 20 students

No. of lecturers

23-25

FCTS

120 (two years)

Semesters

4

Studies in

3 countries

Multiple degree

Art Academy of Latvia,

University of Lapland,

Estonian Academy of Arts

HISTORY

2016 Art Academy of Latvia in collaboration with Kuldīga Municipality, Latvia Concept: excellence. A new Academy's campus building in Kuldīga (Adatu Fabrika) and a novel 2018 study programme for Latvia - SDSI Designing the curriculum: 2017 - 2020 2020 Accreditation: Latvia, Estonia and Finland: March-June 2021 **Study years prior to Erasmus Mundus:** 2022 Oct 2021 (5 students), Sept. 2022 (11 students) Mundus application – February 2022 – we did it! 2024 All the best things yet to come!

2026



SCSS

CURRICULUM

Leadership I | 2 ECTS

Service Design Basics | 6 ECTS

Social Research | 6 ECTS

Facilitation & Cocreation | 3 ECTS

Information Design | 2 ECTS

Service Design & Technology | 6 ECTS

Communication & Presentation | 7 ECTS

S2

Design Management | 3 ECTS

Futures' Design | 2 ECTS

Innovation Trends | 1 ECTS

Innovation Lab | 8 ECTS

Technology management | 2 ECTS

Accounting for Managerial Purposes | 2 ECTS

Strategy | 2 ECTS

Managing Innovative Organization | 2 ECTS

People Managmement | 2 ECTS

Customer Insights | 2 ECTS **Leadership II** | 2 ECTS **S**3

Master Project Studio | 5 ECTS

SD Advanced I –
Digital Service Design | 10
ECTS

SD Advanced II – Strategic SD | 10 ECTS

Electives | 5 ECTS

Master Project Studio | 5 ECTS

SD Advanced – Digital Sustainable Transitions | 10 ECTS

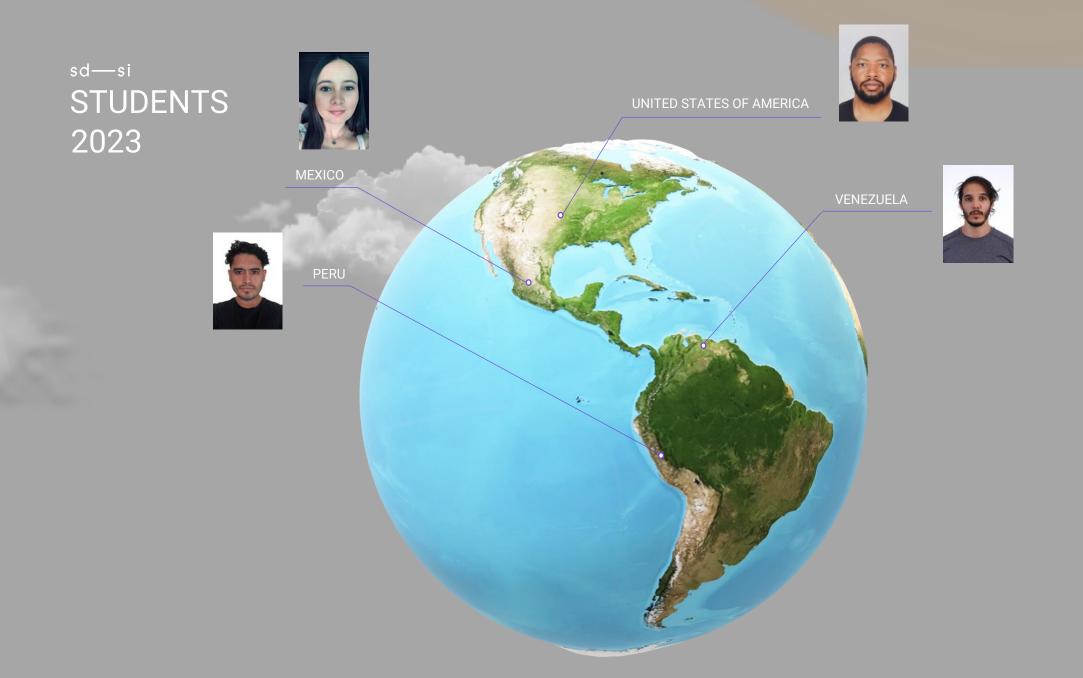
Electives | 15 ECTS

S4 Master Thesis | 30 ECTS

STUDENTS







OUR 5 CENTS OF ADVICE

LESSONS LEARNED

Strategic Curriculum Design: conduct thorough research and identify the Unique Selling Proposition (USP) of your curriculum, aligning it with project goals.

Thorough Research: meticulously review ERASMUS+ guidelines for precise application responses.

Persistence Pays: multiple application attempts are normal; leverage EC feedback for improvement

Efficient Management: coherent project management, shared Google folder for collaborative text composition

Proactive Leadership: Control partner performance, adhere to deadlines, and lead with a comprehensive understanding of EMJM guidelines

LESSONS LEARNED

Partner Selection: Choose partner universities and associate partners committed to the project's vision and goals.

Dedicated Internal Team: Assemble a dedicated team within your Higher Education Institution (HEI) with passionate and committed members.

Data-Driven Approach: Emphasize the importance of data in your application, focusing on research, justification, storytelling, and highlighting the Unique Selling Point (USP) of your project.

External Validation: Validate your project ideas with external stakeholders and relevant parties to enhance credibility.

Accreditation Preparedness: Anticipate and prepare for a challenging accreditation process; ensure your partner universities are ready and equipped to navigate this stage.

Embrace Challenges: Acknowledge that encountering pain, uncertainty, and hard work is a normal part of the process.

COMPOSING AN EMJM APPLICATION

University Schedules: Be prepared for leaves of absence, holidays, and vacations at partner universities. Additionally, consider the working cultures of your partner countries (e.g., emails may not be responded to on weekends or after 5 p.m.).

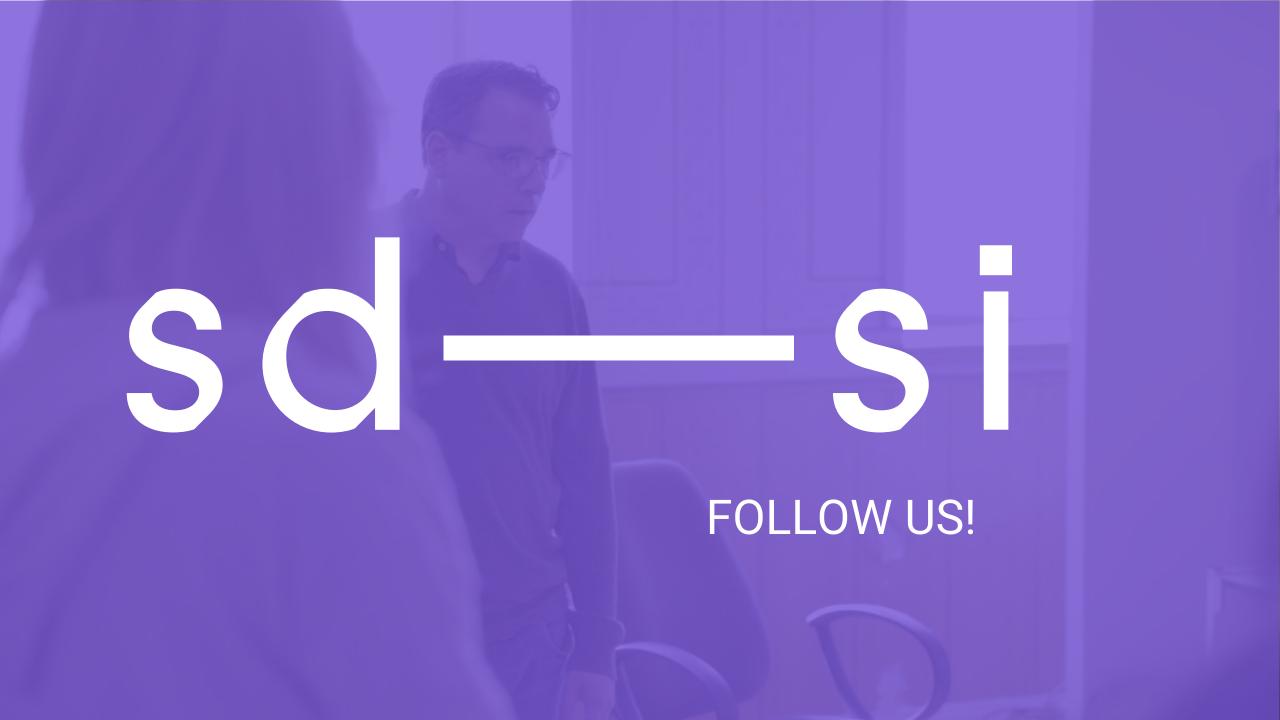
Time Planning: Plan ample time to complete the project application in its final stage, anticipating that some information may be missing. The leader should be prepared to step in and fill gaps in the application text.

Keep an **assistant close at hand**, especially in the final stages, as certain paperwork might arise, such as missing attachments, formalities, and signatures.

Detailed Formatting Plan: Plan time to format the project application, including considerations for fonts, colors, and images, after the final text edit.

Accreditation: Anticipate and prepare for a challenging accreditation process; ensure your partner universities are ready and equipped to navigate this stage.

Anticipate Technical Challenges: Keep in mind that the EC project submission platform may encounter technical issues. Avoid leaving the submission of the project to the last minute to mitigate potential challenges.



INSTEAD OF "THANK YOU"

Grab your phones right now and follow us **here**:



WELCOME TO SDSI Open II conference

May 31, 2024, Kuldiga, Latvia



SDSI Open is our public talk and networking event aimed at increasing the outreach of the programme. Providing high value and unique opportunities for students and graduates to partner with industry and public sector partners on research and design projects, master thesis, or internships is important to us.

It's OPEN to everyone!