

## The DIBS initiative presented to the Haaga-Helia University of Applied Sciences (October 2023)

Our team had the opportunity to present the DIBS initiative and its results at the Haaga-Helia University of Applied Sciences (October 2023) during a European teacher exchange.

DIBS was presented through a workshop-based, interactive approach in two sessions with a duration of two hours each. The angle used was adopted for the learning objectives of these sessions: Introduction to Service Design and Creating Citizen-Oriented Services.



For the first theme, DIBS and e-rentes.ch were presented through a service design narrative explaining the steps (research, problem analysis, use cases, proof of concept, API implementation, collaborative design, user interfaces, prototypes, and tests) and the needed iterations between the involved partners.

For the second theme, we focused on the DIBS social innovation approach. These included a more systemic view, explaining the creation of the DIBS ecosystem through a Triple Helix space, the collaboration and governance methods, as well as the challenges and opportunities surfacing from this effort.

Reactions from students, teachers, and experts were enthusiastic because DIBS and e-rentes.ch are highly appreciated, real-life, applied initiatives that go hand in hand with the Haaga-Helia University of Applied Sciences curriculum and audience expectations.