



Arkitektur- og designhøgskolen i Oslo
The Oslo School of Architecture and Design

The Oslo School of Architecture and Design (AHO) is a specialized university and a leading international architecture and design school that provides education within architecture, landscape architecture, urbanism and design. AHOs fields of knowledge focus on design in all scales; objects, buildings, urban areas and landscaping. AHO is organized into four institutes, and has approx. 700 students and 135 employees.

The institute of Design at AHO is the oldest education of its kind in Norway and is today a leading international site for education and research in a variety of design domains.

The Institute of Design has a broad approach to design that emphasises the relevance and importance of design within contemporary society. We aim to educate designers with a solid knowledge of their specific professional field while emphasising a broadly integrated, cross-disciplinary approach to design processes using design thinking and design making.

The Institute of Design reflects the rapidly emerging fields of design that respond to societal challenges, new technologies and increased complexity. It promotes design that actively shapes our society, industry, organizations and daily life. Moving beyond its traditional role, design is established as a tool with which to address a wide range of issues from strategy to social change. While historically the Institute focused on Industrial Design, today its scope also includes Interaction Design, Service Design and Systems Oriented Design. The institute has a staff of 38, including PhD fellows and visiting tutors.

PhD fellowship

Bridging Service Design and Interaction Design for Future Health Services.

Service design and interaction design are rapidly growing domains in design and are increasingly present in commercial and public sectors in Norway. A design research PhD position is now available to further develop the service design/interaction design research field within the area of healthcare. The position is centered in practice oriented design inquiry using designing as a means to research.

The position is a part of the newly funded Centre for Connected Care (C3) which is an 8 year initiative funded by the Norwegian Research Council, commercial organizations and by research partners. C3 aims to accelerate adoption and diffusion of patient-centric innovations that change patient pathways and delivery systems, empower patients and increase growth in the health care industry.

We invite applications, together with formal research doctoral project descriptions, for study within the following area:

Service design, co-creation, patient experience and interactions with touch-point ecologies

The patient journey is becoming increasingly digital, and the number and type of digital touch-points are exploding. In some situations, interaction may be focused around one main integrative touch-point (for example an app), but increasingly we see an ecology of touch-points that have to seamlessly work together to form the desired patient experience. This ecology may include touch-points of generic character, such as an app, e-mail or a web page, but can also include specialised touch-points such as home monitoring technology, e-therapy, medical equipment etc. How should a service designer work with touch-point ecologies to co-create a seamless patient experience, and what are the roles of people in such a journey?

The development process for digital first services is undergoing change. Lean approaches to development have become central in terms of process design, whilst agile approaches have become central in ICT. Service Design has its own approach, and needs to relate to being both lean and agile. How can Service Design relate to both of these perspectives in terms of designing for future health services?

Sensors, smart-phones, cloud computing and communities of knowledge are coming together in the quantified self to collect data and transform this data into insights offering guidance and even diagnoses about an individual's health situation. This primarily digital and patient-initiated monitoring can improve and radically challenge today's health service. In what ways could, and should, a health providers engage themselves in this area? What role can interaction design play in supporting the development, delivery and experience of such services?

Job type:
Fixed Term Contract

Working hours:
Full-time

Working days:
Day

Application deadline:
6. March 2016

Expected Start Date:
1. September 2016

Location:
Oslo

Home page:
<http://www.aho.no>

Contacts:
Rachel Troye

Simon David Clatworthy

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Relevant themes:

1. Design of touch-point ecologies. Digital touch-points for future health will most likely be highly specialised, individual and based upon the health seekers personal data and context. We would like to explore models to improve patient health and patient-centric healthcare services. How can one design solutions that are perceived by the patient as individual, yet at the same time integrate them into large scale service platforms?
2. Supporting and developing New Service Development (NSD) processes in healthcare. AHO wishes to develop NSD processes that will support patient-centric innovation in services through Co-Design of new and improved solution systems, that support the Co-Creation of treatment between healthcare specialists, the patient and other actors, and that encourage Co-Production in which the patient takes an active role in producing the service in a network value-creation perspective.
3. Development of a patient-centric Innovation Lab. AHO wishes to develop a shared resource, an Innovation Lab, that builds upon the Mindlab model from Denmark, the Aalto DesignFactory and Kent County Councils Social Innovation Lab (SILK). This could lead to the further development of existing living lab collaborations as a means of supporting innovation activities, or it could operate more as a strategic design lab for innovation between new constellations of public and private actors. The Lab will be developed and used in close collaboration with commercial partners, particularly new start-up partners brought into C3 through Oslo Medtech (a cluster of 150 medical companies).

We are interested in doctoral design researchers who are motivated to apply, design and critique the design of services for the public sector. We further invite proposals with a main focus on bridging relations between Service Design and Interaction Design. The doctoral researcher in this new position will work closely as part of a service design team within C3 together with partner researchers in healthcare, business and ICT.

The Service Design research group at AHO is part of our Centre for Design Research (CDR) and draws on a strong tradition of research by design. The advertised position is part of the wider design and research strategy of the Institute for Design at AHO that encompasses the CDR (www.designresearch.no), the Centre for Service Innovation <http://csi.nhh.no>, and DOT (Design for public service - <https://www.facebook.com/designforoffentligetjenester>).

Requirements:

Applicants must hold a Master's Degree or equivalent in a design field of relevance (eg. Service Design, Systems Oriented Design, Interaction Design, Design Management, Visual Communication, Product Design). Practical experience in service design and/or interaction design is required for this position.

We invite applications within one or more of the above research areas, and your application should include:

1. A fully completed Application Form (see below) with uploaded educational certificates, transcript of records and letters of recommendation.
2. A letter of application describing why the applicant is motivated to carry out a PhD and feels qualified for this position. In particular the applicant should describe the question from the above list that they are particularly interested in, and explain their motivation to work with it (maximum of two A4 pages).
3. A written project proposal (up to five pages) detailing the theme, types of problem and the research method(s) you propose to use in your project.
4. A portfolio of your work/design experience.
5. A Curriculum Vitae (contact details, summary of education, positions and academic work, academic publications, design work, competencies in software etc.) especially highlighting aspects relevant to this proposal.
6. List of publications and academic work that the applicant wishes to be considered by the evaluation committee, if not included in the CV.
7. Examples of academic publications and work written (where relevant) by the applicant. Three works maximum.
8. Names and contact details of 3 references (name, relation to candidate, e-mail address and telephone number).

Applicants who do not have English or a Scandinavian language as their mother tongue must submit documentation of their proficiency in English (TOEFL-test or similar). Foreign applicants must attach an explanation of their university's grading system. Please remember that all documents should be in English or a Scandinavian language.

Please apply thru our website: <https://aho.no/no/omaho/ledigestillinger>

Evaluation criteria:

Applications will be evaluated based upon a combination of factors:

- previous experience in the field of service design and/or interaction design
- previous experience in designing for healthcare
- the quality of the submitted project proposal and supporting documentation
- the relevance of the submitted proposal to the goals and plans for the C3 centre
- the innovation potential offered by the submitted project proposal for the C3 partners.
- the ability to finish a doctoral research project

Position and Salary

The length of the fellowship will be three or four years fulltime, dependent on whether the candidate is found qualified to undertake teaching duties as part of the PhD position. The position requires full time residency for the full 3- or 4-year period. Research stay at a relevant international academic institution is a possibility.

The PhD fellowship will start in September 2016.

The PhD candidate is required to attend the AHO Research School in his or her first year. This is a mandatory introduction programme for all PhD candidates admitted to the PhD programme at AHO. The Research School runs for two semesters and has a total scope of 45 ECTS. Research School attendance is compulsory.

PhD researcher fellow (SKO 1017) pay grade 50 (NOK 430.500,-). From the salary will there be mandatory deduction of 2% as a contribution to the State Pension fund (SPK). Normal employment conditions for state employees apply for the position.

More information about PhD fellowships at AHO can be found at www.aho.no/en/RD/The-PhD-program/

For further information about the position please contact: Professor Simon Clathworthy SimonDavid.Clathworthy@aho.no or Instituteleader Rachel Troye Rachel.Troye@aho.no

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