Department of Information Technology

G H Patel College of Engineering & Technology, Vallabh Vidyanagar

"Introduction To Service Design"

Introduction:

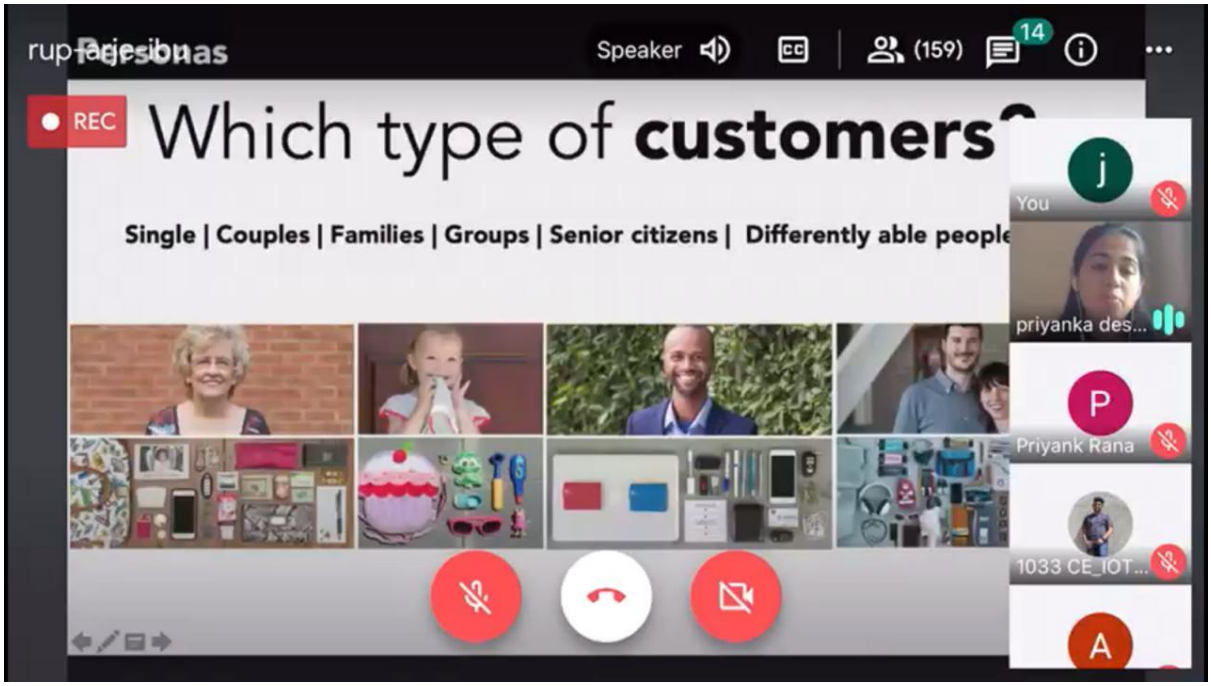
Information Technology Department of G H Patel College of Engineering and Technology (GCET), a Charutar Vidya Mandal institute, Vallabh Vidyanagar, organized a webinar on **"Introduction To Service Design"**, which was conducted by **Dr. Nikhil Gondaliya** Professor & Head and **Prof. Deven A. Gol**, Assistant Professor, IT department at GCET on 19th May, 2020 under TechknowTalk Club.

Objective:

Main objective of this event was to make participants familiar with concepts of Service Design and how to improve the service by providing more experience to the product.

Event-details:

The webinar was conducted by Priyanaka Deshpande, Service design & Strategy consultant Hamburg, Germany. She discussed about the basics of service design, tools, techniques, and case studies. She also discussed the definition of service design which is the practice of making service better through research, developing ideas, and testing experiences. Actually, Services are so prolific that they now account for a majority of the world's GDP. So service designer doesn't have any particular steps to follow they usually interact with the stakeholders and by compiling their research gives us a complete view of the current service which will improve the service eventually. Few videos were shown to clear the concept of service design. Questionnaire round was there to clear the doubts of the participants.


Speaker
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Which type of customers?
Single | Couples | Families | Groups | Senior citizens | Differently able people
You
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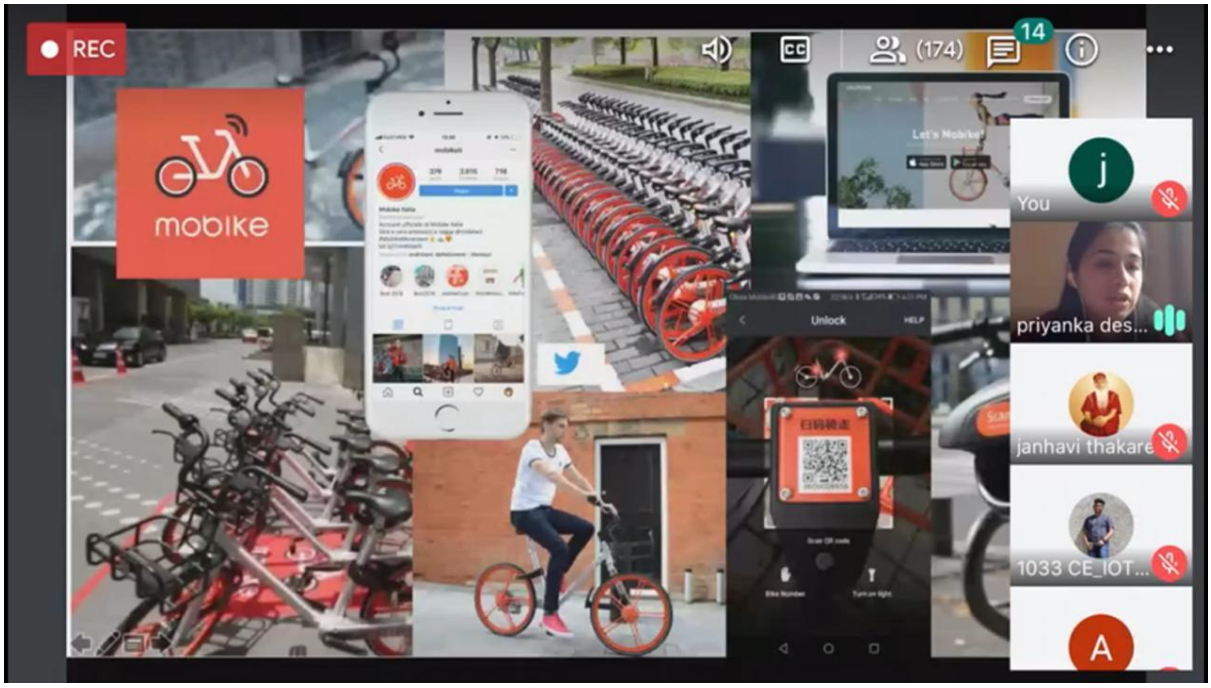
REC
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mobike
Let's Mobike!
Unlock
HELP
You
priyanka des...
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