



*South-East Finland - Russia European Neighborhood and Partnership Instrument 2007-2013*  
PROJECT 2010-021-SE396 IMPROVING SOCIAL SERVICES

### **3<sup>rd</sup> ISS Student school and Conference, 12 -15 February, 2013, Saint-Petersburg, Russia.**

#### **E-services: closing the gap between problem domain and software development**

The focus of this school is on how to move from initial business idea of customer to real software models, how to establish communication of software engineers and customer/users/experts during software development process. School philosophy is that this moving could be carried out from the both sides. Visual modeling will be used as one of the main technique for that. Not only traditional software modeling like UML will be used, but also knowledge management and business modeling will be involved (concept/mind map, canvas method). E-services, e-government services, and open data form a context where the topic described above will be considered.



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	<b>Tue Feb 12</b>	<b>Wed Feb 13</b>	<b>Thu Feb 14</b>	<b>Fri Feb 15</b>
<b>Morning</b>	Travel LPR – SPb Sign in at hostel	10:30 – 12:30 Sight seeing (Hermitage)  13:30 – 14:00 Lunch at SPbSPU (for Finnish guests)	10:00 – 10:50 Design Thinking methodology in e-government services lifecycle, M.Arzumanyan (SUT, Russia)  10:50 – 11:40 Business Model Canvas for designing e-services based on open data, M.Arzumanyan (SUT, Russia) 11:40 – 12:00 Coffee break  12:00 – 12 :50 Assignments: Canvas method, M.Arzumanyan (SUT, Russia)  12:50 – 13:50 “Smoking customer” Communications with customers during e-services development. P. Bezyaev (IBS Inc., Russia)	10:00 –11:30 ISS Conference, Session 2: student presentations and discussion (Part 1)  11:20 – 11:40 Coffee break  11:40 – 13:00 ISS Conference, Session 2: student presentations and discussion (Part 2)  13:00 – 13:20 Conference & school Closing  13:20 – 14:00 Lunch at SPbSPU (for Finnish guests)

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<b>Afternoon</b>	<p>14:00 – 14:20 School topic overview D.Koznov (SPbSU, Russia) A.Samochadin (SPbSPU, Russia)</p> <p>14:20 – 14:50 Industrial stories about developer/customer misunderstanding. M.Smirnov (SPbSU/ Lanit-Tercom Inc., Russia)</p> <p>15:00 – 15:50 Requirement engineering, U.Nikula (LUT, Finland)</p> <p>16:00 – 17:00 Dinner at SPbSPU</p>	<p>14:00 – 14:50 How to understand of user or why users hide requirements. A.Morozov, (SPbSU, Russia, Faculty of Psychology)</p> <p>15:00 – 15:50 Software engineering as a human activity. K.Smolander (LUT, Finland)</p> <p>16:00 – 16:50 Assignments D.Koznov (SPbSU, Russia) A.Samochadin (SPbSPU, Russia)</p> <p>17:00 – 18:00 Dinner at SPbSPU (for Finnish guests)</p>	<p>13:50 – 14:30 Assignments, D.Koznov (SPbSU, Russia) A.Samochadin (SPbSPU, Russia)</p> <p>14:30 – 15:30 Lunch at SPbSPU</p> <p>15:30 – 17:00 Conference, Section 1 (20 minus talks, Part1)</p> <ul style="list-style-type: none"> <li>• Modeling Moscow government activities. D.Kudryavsev (BEG Inc., Russia).</li> <li>• Specifics of visual Web-representation for government activities. R. Garagsky (Cofite Inc., Russia)</li> <li>• Visual modeling Finnish-Russian cross-border communications. D.Koznov (SPbSU, Russia)</li> <li>• Web-system for informational support of Russian/Finnish travelers. A.Samochadin (SPbSPU, Russia)</li> </ul> <p>17:00 – 17:10 Coffee break</p>	<p>14:00 – Return to LPR</p>
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<p><b>Evening</b></p>	<p>17:00 – 17:50          Knowledge Engineering in software development: mind mapping, concept mapping, etc.          T. Gavrilova, (SPbSU, Russia, Management School)</p> <p>18:00 –18:50 Open data in Russia, A.Samochadin (SPbSPU, Russia)</p> <p>21:00 – 23:00 SPb bus tour (for Finnish guests)</p>	<p>Free time</p>	<p>17:10 – 18:30 Conference, Section 1 (20 minus talks, Part2)</p> <ul style="list-style-type: none"> <li>• Open data - new applications and innovations through interoperability T. Kähkönen (LUT, Finland)</li> <li>• In-service promotion as a business model for social Web-applications E.Vanhala (LUT, Finland)</li> <li>• Mobile applications for G2C services in St.Petersburg. Dmitry Nalbandyan (IAC SPb, Russia)</li> <li>• Study of Public services in St.Petersburg. Kirill Ladygin (IAC SPb, Russia)</li> </ul> <p>18:30 – 19:00 Dinner at SPbSPU (for Finnish guests)</p> <p>Free time</p>	<p>-</p>
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