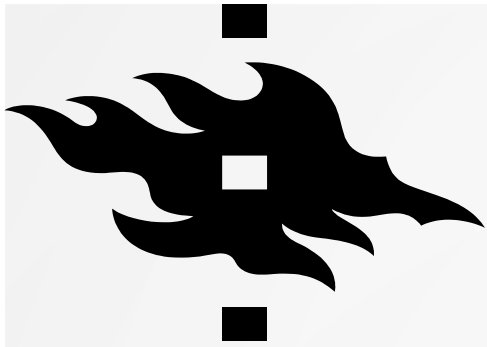# HELSINKIUNI DIGIHUB

SPACE FOR CREATING DIGITAL SERVICES

10.6.2020
Maikki Sykäri
IT Development Manager
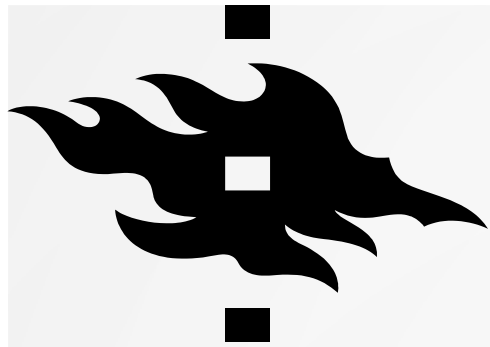**IT Center, University of Helsinki**

WHAT IS DIGIHUB?

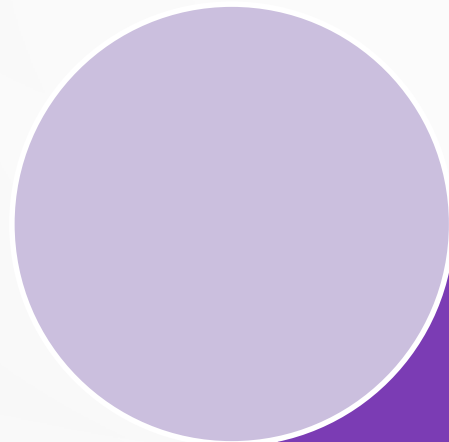Ideas

DigiHUB

Results

Based on
Digiroadmap

Place, where
people in the
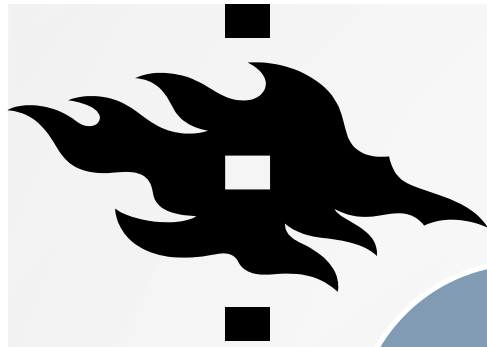university turn
ideas into reality

PURPOSE

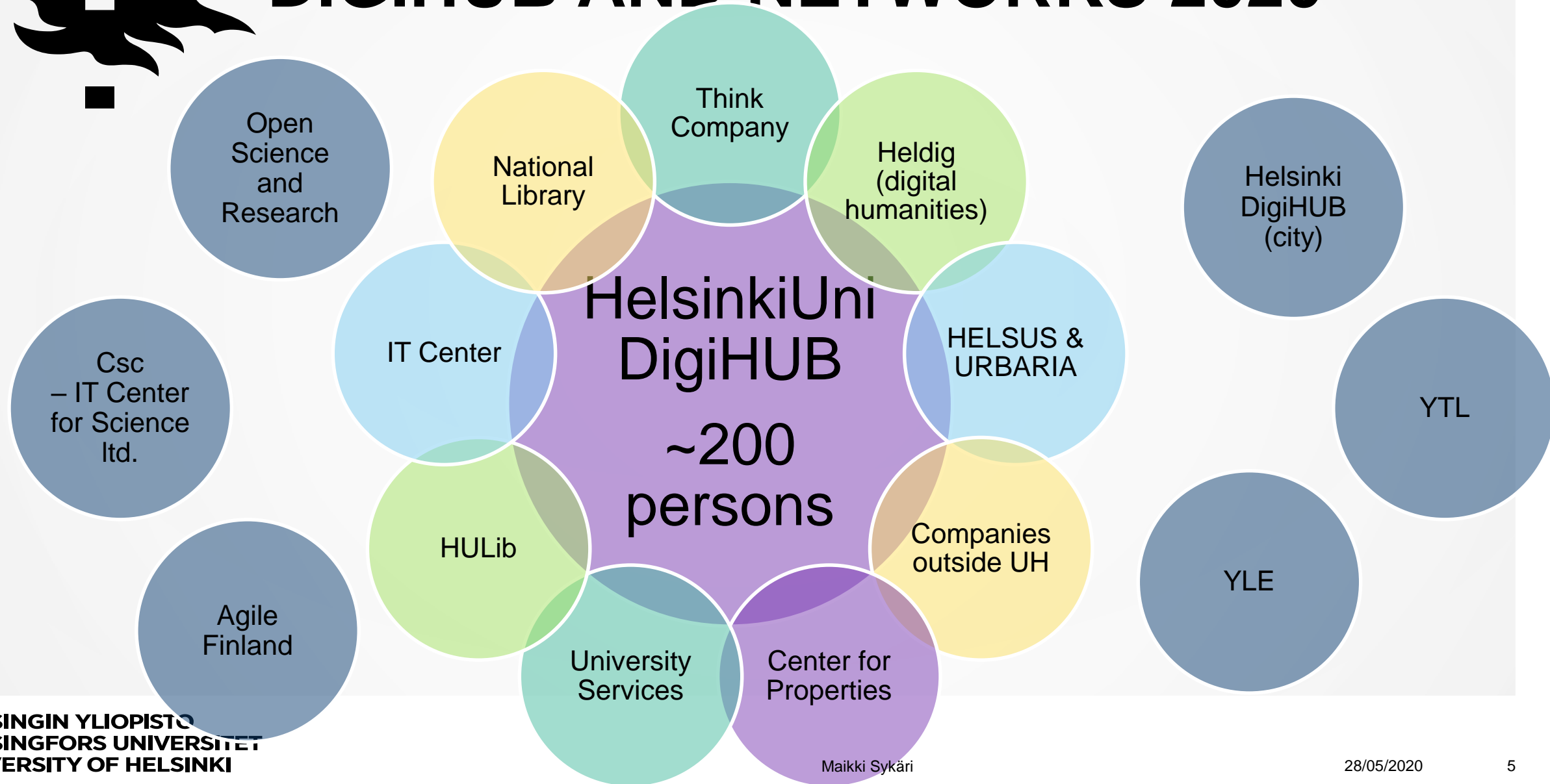DigiHub fosters efficiency and better quality in development.

In DigiHub people develop new digital services and solution by experimenting together.

PEOPLE AND SPACES

DIGIHUB AND NETWORKS 2020

Think Company

Heldig (digital humanities)

National Library

Open Science and Research

Helsinki DigiHUB (city)

HelsinkiUni DigiHUB ~200 persons

IT Center

HELSUS & URBARIA

Csc – IT Center for Science ltd.

YTL

HULib

Companies outside UH

YLE

Agile Finland

University Services

Center for Properties
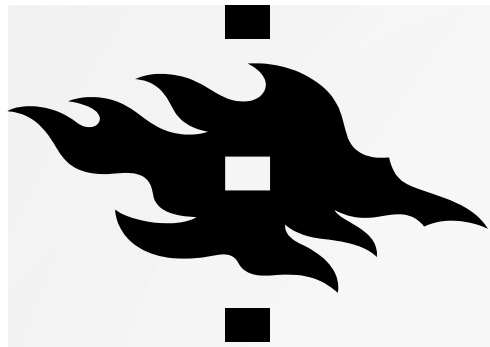
4 TYPES OF SPACE IN DIGIHUB

+ virtual spaces!

Open main area

- **cafeteria, open space, socializing**
- About 10 seats (highly volatile, like cafeteria).
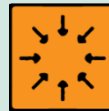- Ex tempore meetings

MOUNTAIN CAMPFIRE WATERING HOLE HANDS ON

Collaborative /private team space

- **planning, meeting, workshop, co-creation, private working space**
- 6 team spaces, 20-30 teams
- Overall capacity for team space is about 50 seats.

CAVE CAMPFIRE

Event space

- **Workshops, co-creation, demo**
- Major event spaca
- Shared with a master study program in URBARIA

MOUNTAIN WATERING HOLE

Street setup

- **Pop-up user research**
- Lobby of Porthania building

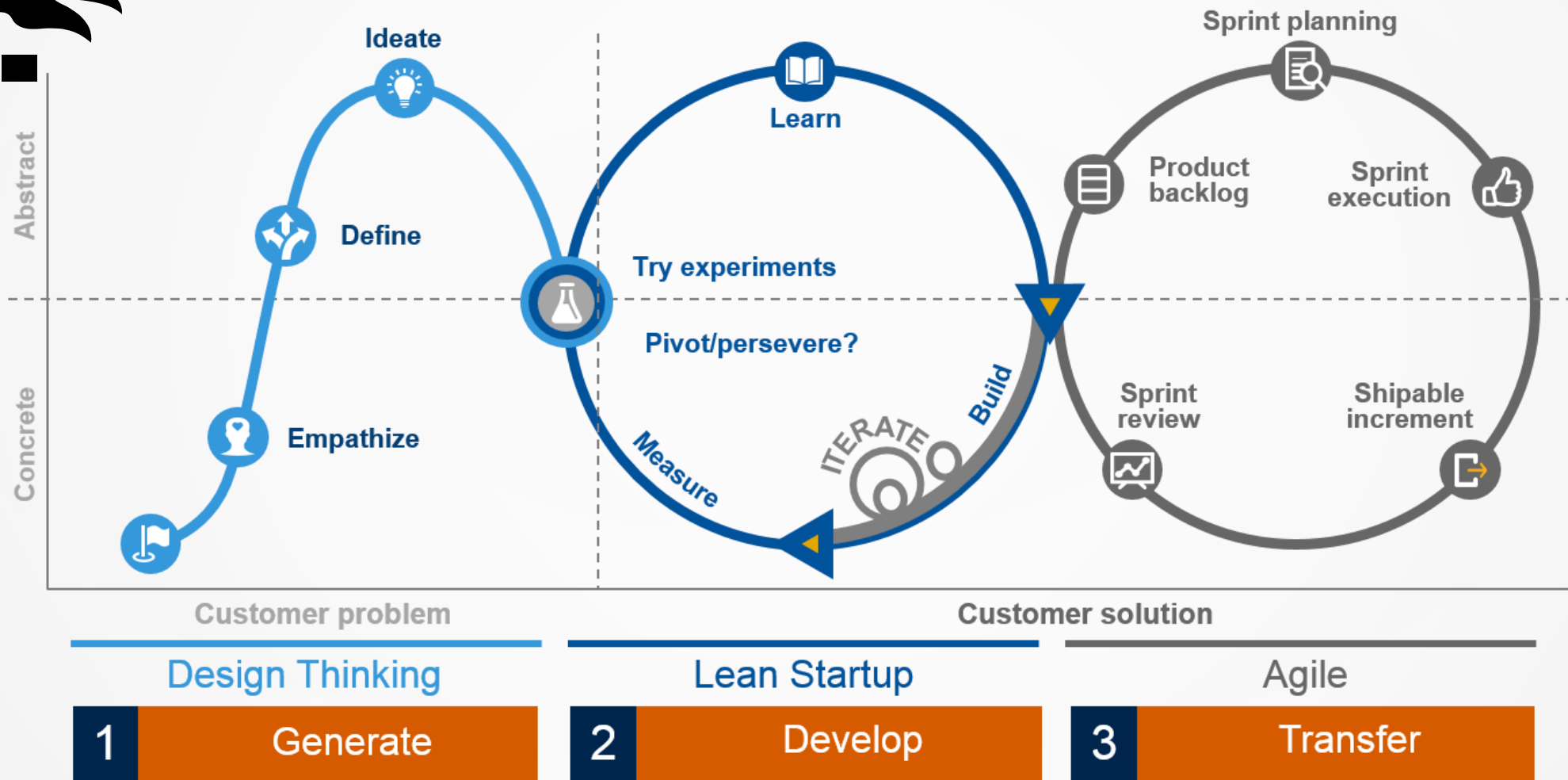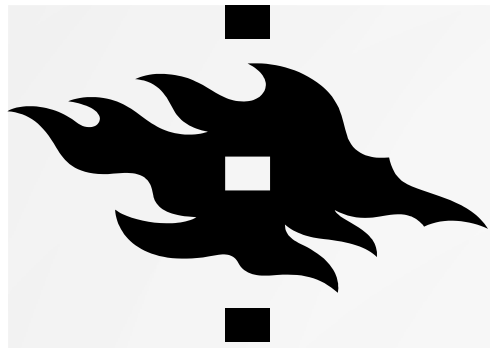WATERING HOLE HANDS ON
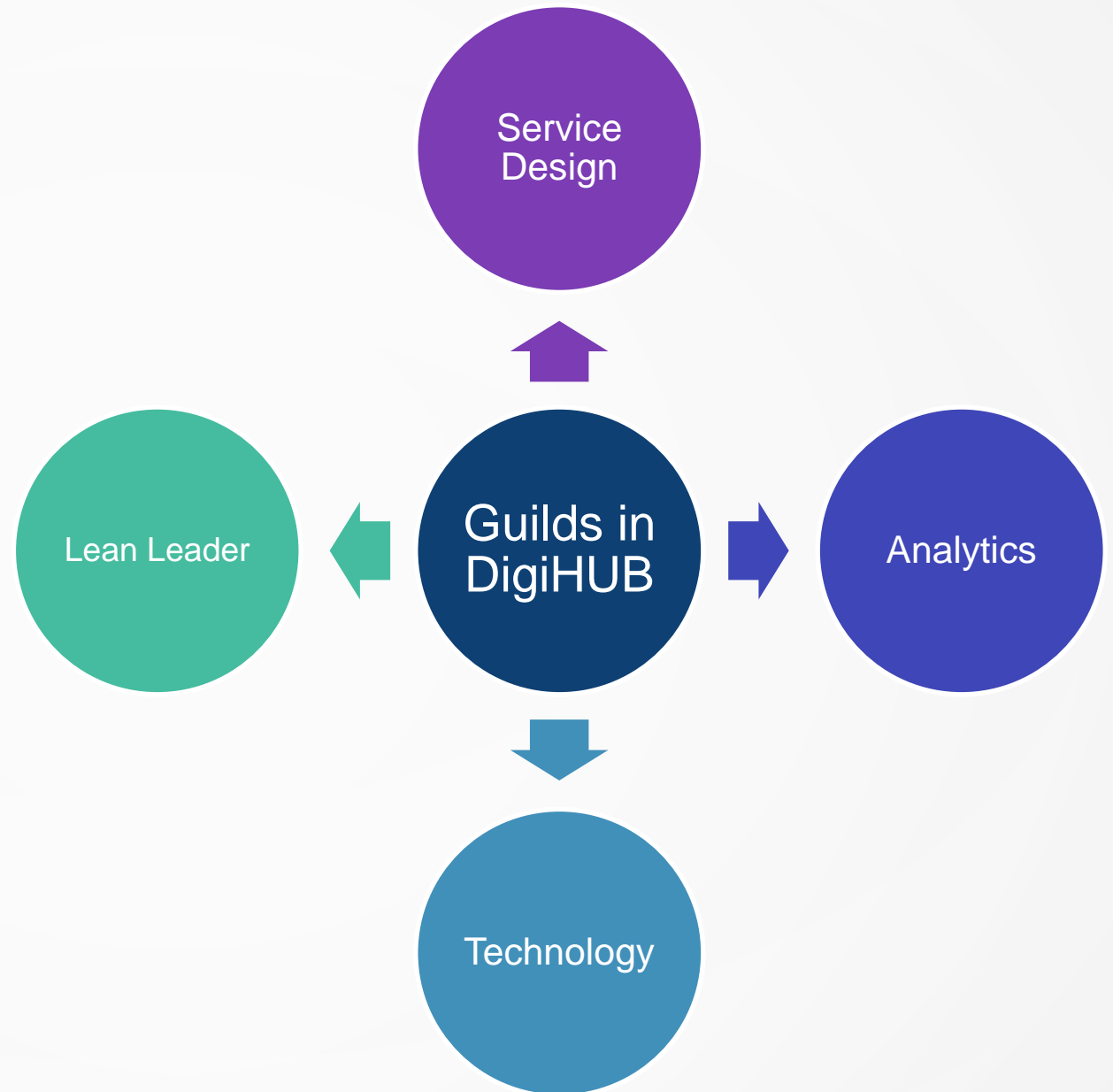
SPACES IN DIGIHUB

LEAN, AGILE AND OTHER TOOLBOXES

TYPICAL METHODS IN USE

PICTURE: GARTNER

COMMUNITIES OF PRACTICE IS THE KEY

Service Design

Lean Leader

Guilds in DigiHUB
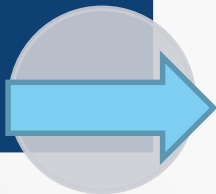
Analytics

Technology

MEASUREMENTS

SURVEY RESULTS 2019

Numbers represent arithmetic mean:
1 not at all
2 somewhat
3 a lot
4 very much

…AND SPRING 2020 CHANGE SHOWN BY ARROWS

- More than half agreed that they benefit from **sharing space with other teams**

2,3->2,3

- 73% agreed that DigiHUB does **support their work**

2,5-> 2,6

- 71% agreed that their **skills had increased** because of DigiHUB

2,2->2,4

- Almost all were **satisfied with their team space** (95%->100%)

3,2->2,9

MEASURING CONTINUES

Measuring projects and continuous improvement

- Previous metrics are about DigiHUB but projects' "hard" metrics are measured by each project
- DigiHUB encourages using better metrics by educating and arranging workshops. Half of DigiHUB projects have defined their business objectives in project portfolio.

THANK YOU!

maikki.sykari@helsinki.fi