
OVERVIEW

Design researcher

Amalia de Götzen is Associate Professor at Aalborg University in Copenhagen. She graduated in Electronic Engineering at the University of Padova and she got a PhD in Computer Science from the University of Verona. Her research activity focuses on Digital Social Innovation, and she is particularly interested in tools and methods that bridge the analog and digital world of services. She took part in several EU funded project as main investigator or WP leader and since 2012 she supervised 3 PhD students and more than 100 students in their master thesis. She is currently the coordinator of the Service Systems Design Master at Aalborg University where she also teaches two courses.

RECENT PROJECTS

WeNet – The internet of us

Call: H2020-FETPROACT-2018-2020

The goal of the WeNet project is to provide a general solution to the limitations of the systems which exist today by introducing a technology able to empower richer and deeper social interactions through diversity-aware artificial intelligence.

CAPE – Civic Agency in Public E-service innovation.

Call: “Digitalisation of the Public Sector – Research and Innovation Projects” - Nordforsk

The CAPE project will explore the concept of Civic Innovation Centres (CICs), a novel innovation facility hosted in public libraries, where citizens engage in improvement of current e-services, as well as citizen-driven innovation of new services based on open public data

Designscapes

Call: H2020-SC6-CO-CREATION-2016-2017 (Co-creation for growth and inclusion)

DESIGNSCAPES project aims to realize a better uptake, and further enhancement and upscaling, of Design enabled Innovation in Europe.

Open4Citizens Empowering citizens to make meaningful use of open data.

Call: ICT-10-2015 Collective Awareness Platforms for Sustainability and Social Innovation. The project aims at showing the potential of open data to citizens, by creating virtual and physical open playgrounds where citizens, students, experts, start-up companies, academia and public institutions can collaborate to generate meaningful applications.

RECENT PUBLICATIONS

Morelli, N., de Götzen, A., & Simeone, L. (2020). *Service Design Capabilities*. Springer. Springer Series in Design and Innovation Vol. 10 <https://doi.org/10.1007/978-3-030-56282-3>

Saad-Sulonen, J., de Götzen, A., Morelli, N., & Simeone, L. (2020). Service design and participatory design: time to join forces? In C. Del Gaudio, L. Parra-Agudelo, R. Clarke, J. Saad-Sulonen, A. Botero, A. Botero, F. C. Londono, F. C. Londono, & P. A. Escandon Suarez (Eds.), *PDC '20: Proceedings of the 16th Participatory Design Conference 2020: Participation(s) Otherwise* (Vol. 2, pp. 76-81). [161247] Association for Computing Machinery. <https://doi.org/10.1145/3384772.3385133>

de Götzen, A., Simeone, L., Becermen, B., Morelli, N., & Saad-Sulonen, J. (2020). The hackathon format: an analysis of its possible interpretations under a service design perspective. In N. H. Mortensen, C. T. Hansen, & M. Deininger (Eds.), *DS 101: Proceedings of NordDesign 2020, Lyngby, Denmark, 12th - 14th August 2020: Balancing Innovation and operation* Design Society. NordDESIGN <https://doi.org/10.35199/NORDESIGN2020.6>

Concilio, G., de Götzen, A., Molinari, F., Morelli, N., Mulder, I., Simeone, L., Tosoni, I., van Dam, K. (2019) *Innovation and design*. SpringerBriefs in Applied Sciences and Technology. Physica-Verlag. p. 61-83.

Kun, P., Mulder, I., de Götzen, A. & Kortuem, G. (2019) *Creative Data Work in the Design Process*. Proceedings of the 2019 ACM SIGCHI Conference on Creativity and Cognition. Association for Computing Machinery, p. 346-358.