The ubiquitous influence of digital technologies on organisational processes and the interaction between professionals and clients has, by now, also become an ever increasing occurrence in the social sector. Distinct impact and benefits of digital technologies are, however, not yet fully understood. The Research Center Digital Technologies and Social Services (DiTeS) at TH Köln – University of Applied Sciences is looking into such phenomena of digitisation, informatisation and mediatisiation in the diverse field of social services. The newly gained insights, questions and challenges are furthermore brought into the academic, policy and public discourse.

Our research topics include:
- investigating the effect of digital technology towards work and organisational processes as well as client and actor behaviour in social service contexts,
- user-centered elicitation of requirements and needs within the social sector,
- the design of application scenarios, implementation and management strategies for new technologies in various fields of social services.

In covering such complex topics, DiTeS benefits from its broad and excellent interdisciplinary expertise, including legal and technical aspects of data protection and information security, taking into account ethical implications of digital technologies and educational practices, and the design of advice and care settings tailored to users’ needs and economic efficiency.

One main remit of DiTeS is the development and application of multi-faceted approaches and methods to analyse the way digital technologies can and will optimise and strongly innovate social services – thereby taking into account strategic, economic, technical, process-related, organisational, interactive and educational categories.
Interdisciplinarity

Research at DiTeS is grounded in a broad, interdisciplinary integration of knowledge, competencies and research perspectives.

Cooperation

DiTeS is actively seeking further cooperation and technology partners to conceptualize, test and research innovative services in the fields of social work, health and care – supported by our interdisciplinary research and development team. These could be research cooperations, the scientific support of exemplary or pilot implementation projects, evaluation, or the joint work on funding proposals.