HELLO!
Nonprofit Founded 2011
Partner with Government
Design Services & Policy
Focus on Poor & Vulnerable
SERVICES FOR STUDENTS WITH DISABILITIES
JAIL & SUBSTANCE ABUSE
VETERAN ACCESS TO MENTAL HEALTH CARE
DESIGN APPROACHES
Adapted from Stickdorn, M., & Schneider, J. (2011). This is service design thinking: basics, tools, cases. Hoboken, N.J: Wiley.
PHASE 1

DESIGN RESEARCH
PLANNING, SCOPING, AND BUY-IN WITH DECISION-MAKERS
HANDS-ON COLLABORATIVE WORK WITH STAKEHOLDERS
IDEA REFINEMENT AND CREATIVE PROBLEM SOLVING BY TEAM
STORYTELLING AND MARKET-BUILDING

PHASE 2

DESIGN PROTOTYPING

PHASE 3

DESIGN TESTING
OUR TOPIC:
DESIGN APPROACHES TO PRIVACY AND SHIFTS IN PRIVACY REGULATION
Adapted from Stickdorn, M., & Schneider, J. (2011). *This is service design thinking: basics, tools, cases*. Hoboken, N.J: Wiley.

*dogfooding, extreme users, etc.*

*gono solutions*

*still corporeal*

*product & human lifecycles
DESIGN APPROACHES MAY REVEAL (OR CAUSE) PROBLEMS
THE DESIGN PROCESS IS FUNDAMENTALLY UN-PRIVATE (CONSENT PRACTICES NOTWITHSTANDING)
The design process may reveal the competing privacy needs of multiple stakeholders.
“This is the key to sharing information with the people who take care of my child…”

THE DESIGN PROCESS MAY GENERATE USER-CENTERED SOLUTIONS AT ODDS WITH PRIVACY
THE DESIGN PROCESS MAY REVEAL THAT DIGITAL SYSTEMS ARE PRIVATE, BUT THE SERVICE IS NOT
### STRESSFUL INCIDENT NO. 1

<table>
<thead>
<tr>
<th><strong>3A. DATE INCIDENT OCCURRED</strong></th>
<th>(Mo., day, yr.)</th>
<th><strong>3B. LOCATION OF INCIDENT</strong></th>
<th>(City, State, Country, Province, landmark or military installation)</th>
</tr>
</thead>
</table>

#### INFORMATION ABOUT SERVICEPERSONS WHO WERE KILLED OR INJURED DURING INCIDENT NO. 1

<table>
<thead>
<tr>
<th><strong>4A. NAME OF SERVICEPERSON</strong></th>
<th><strong>4B. RANK</strong></th>
<th><strong>4C. DATE OF INJURY/DEATH</strong></th>
<th>(Mo., day, yr.)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>4D. PLEASE CHECK ONE</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Killed in Action</td>
<td></td>
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<tr>
<td>Killed Non-Battle</td>
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<tr>
<td>Wounded in Action</td>
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<td>Wounded Non-Battle</td>
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</tbody>
</table>

(ATTACH A SEPARATE SHEET IF MORE SPACE IS NEEDED)

The design process may highlight how ‘private’ services can still violate human values.
THE DESIGN PROCESS MAY HELP DELAY NECESSARY REVOLUTIONS
THANKS AGAIN