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hdk

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Zürcher Hochschule der Künste
Zentrum für Weiterbildung

Kickoff Week 2

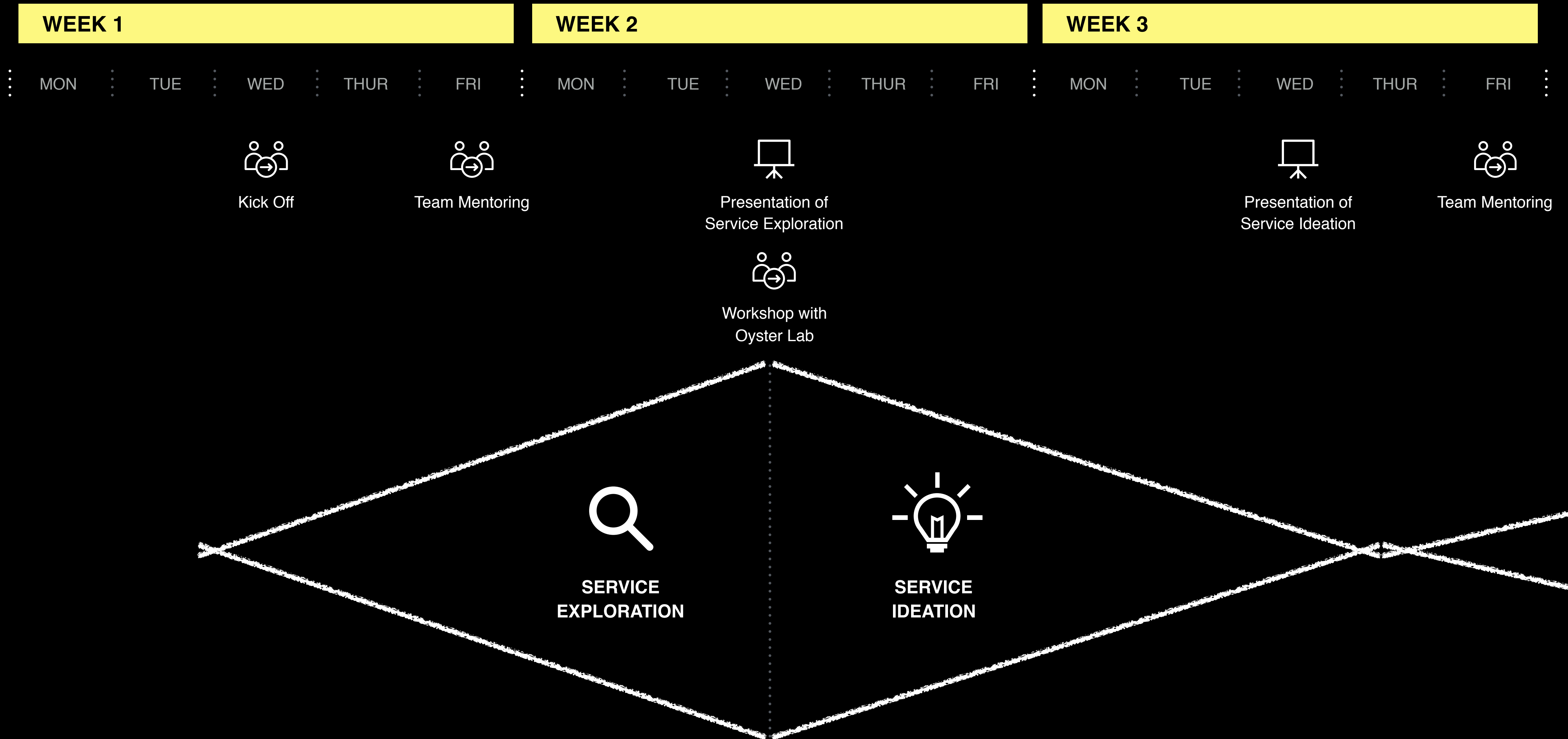
Service Design | 8. Mai 2018

Florian Wille | Jürgen Späth | Stefano Vannotti

Content

- Making sense of Data (Mapping)
- Manage your Team
- Align your Team

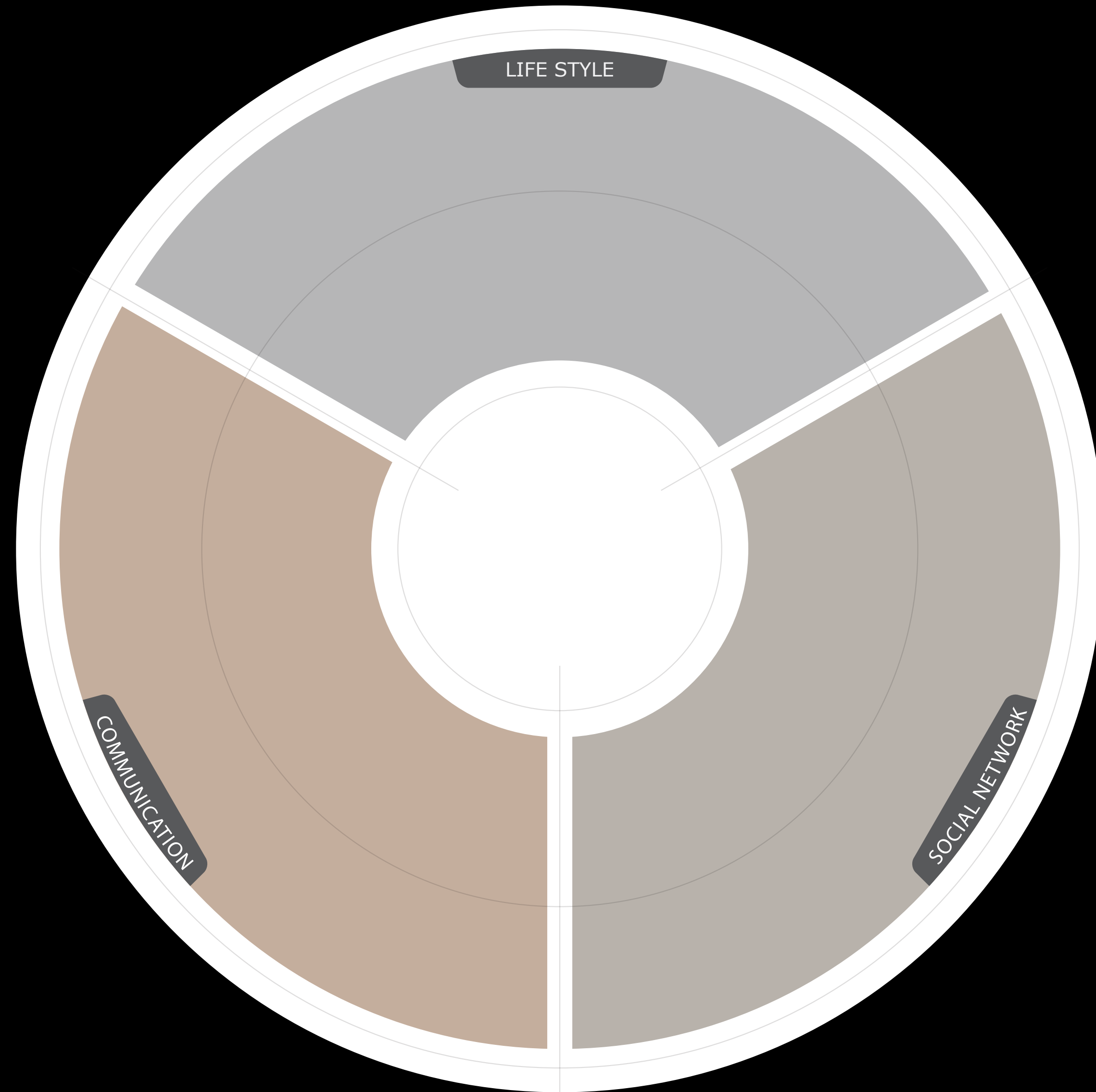
Course Structure



Mapping

Making sense of data

User Studies & Synthese



kompott

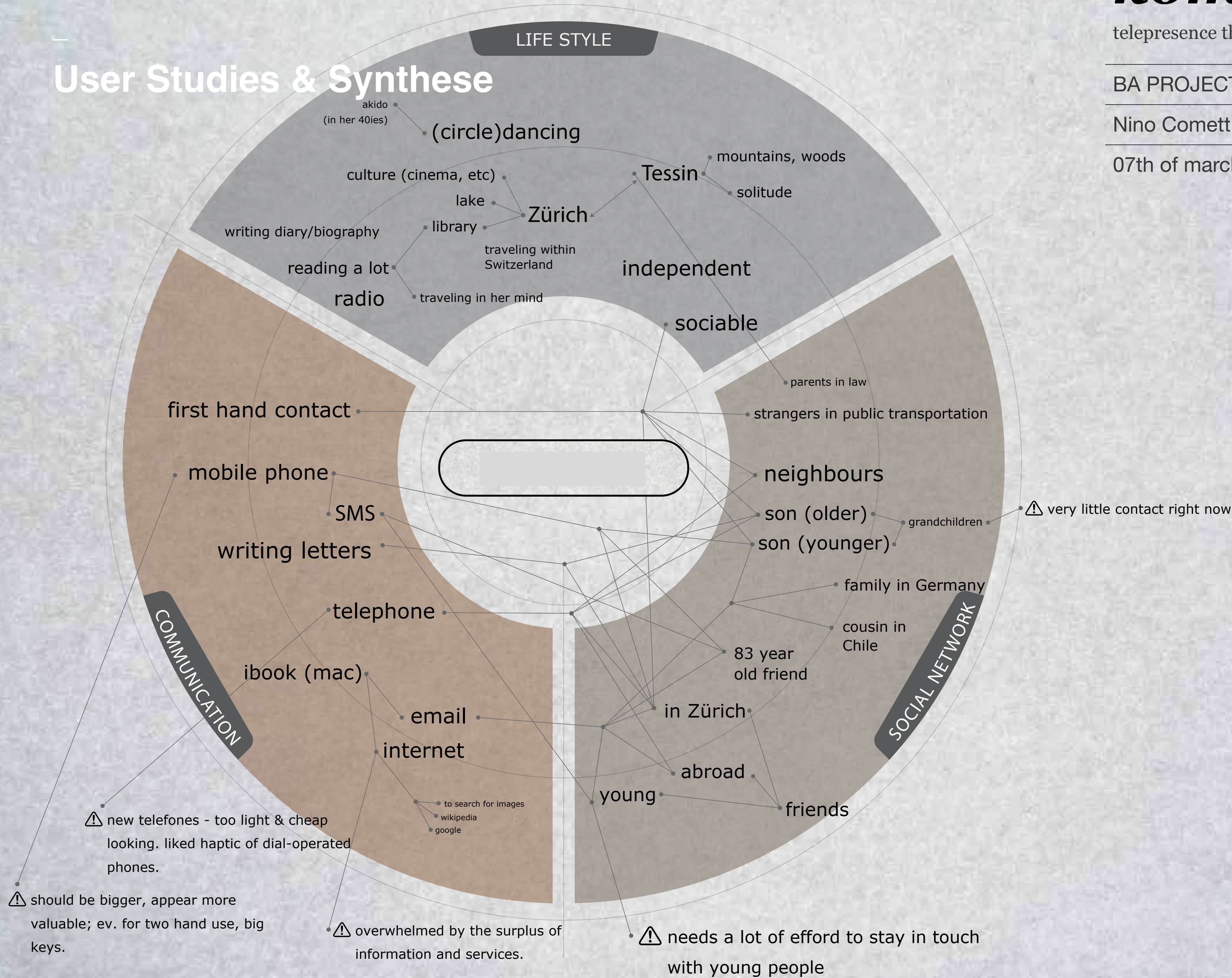
telepresence through a robotic agent

BA PROJECT // ZHdK Zürich

Nino Cometti / Florian Wille

07th of march 2010

User Studies & Synthese



findings

- is using
- would like
- wants a
- to kick out
- would lo
- could oper

pan sideways →

User Studies & Synthese



the selfmade clay dragon



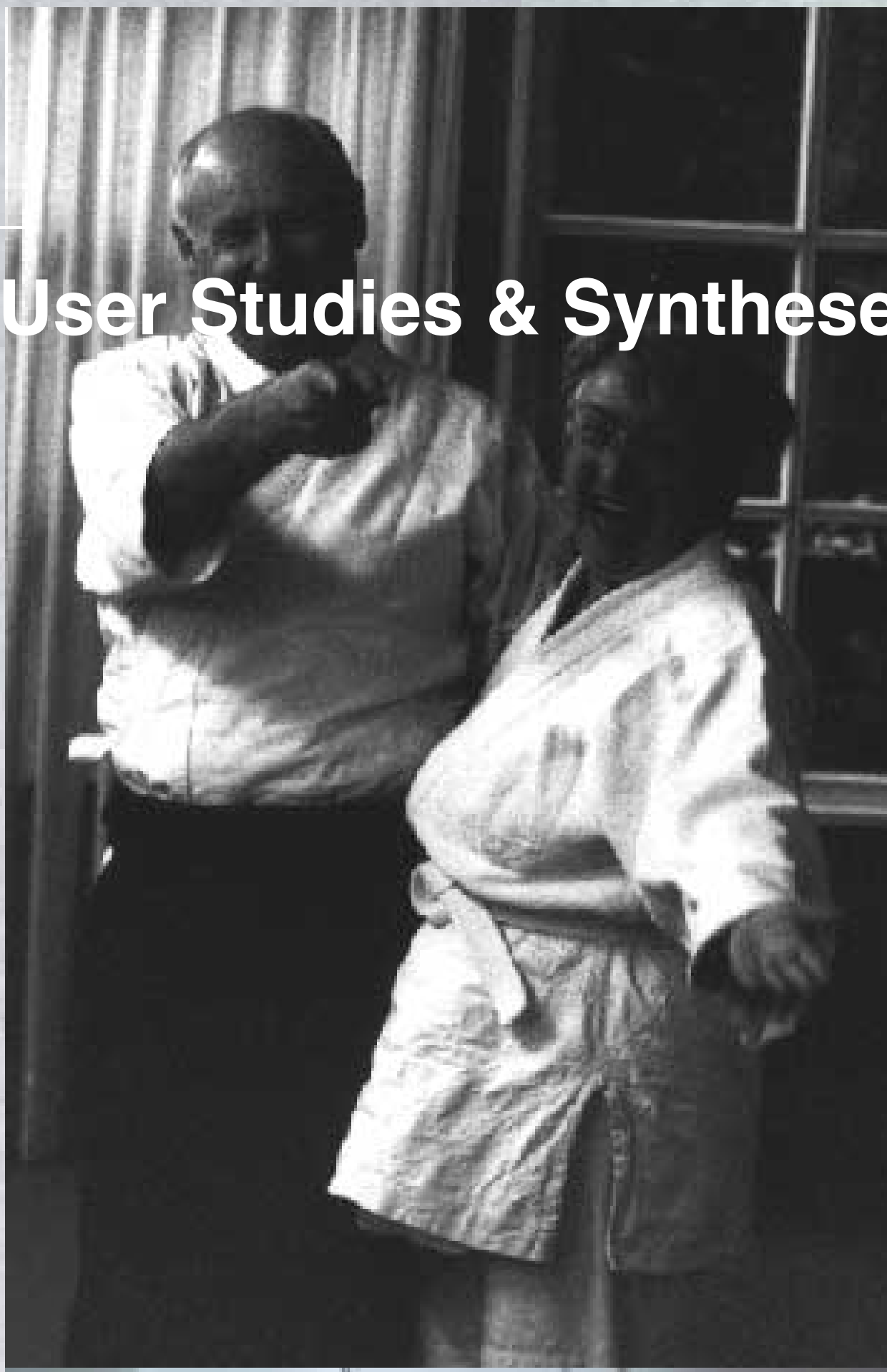
practising Aikido for more about ten ye-
ars, but not any more.

findings

- is using modern ways of communication, would like them to be appear more valuable.
- wants a simple, customizable UI, to be able to kick out all options she doesn't need.
- would love to have a device she could operate by speaking to it.

passions

User Studies & Synthese



practising Aikido for more about ten years, but not any more.

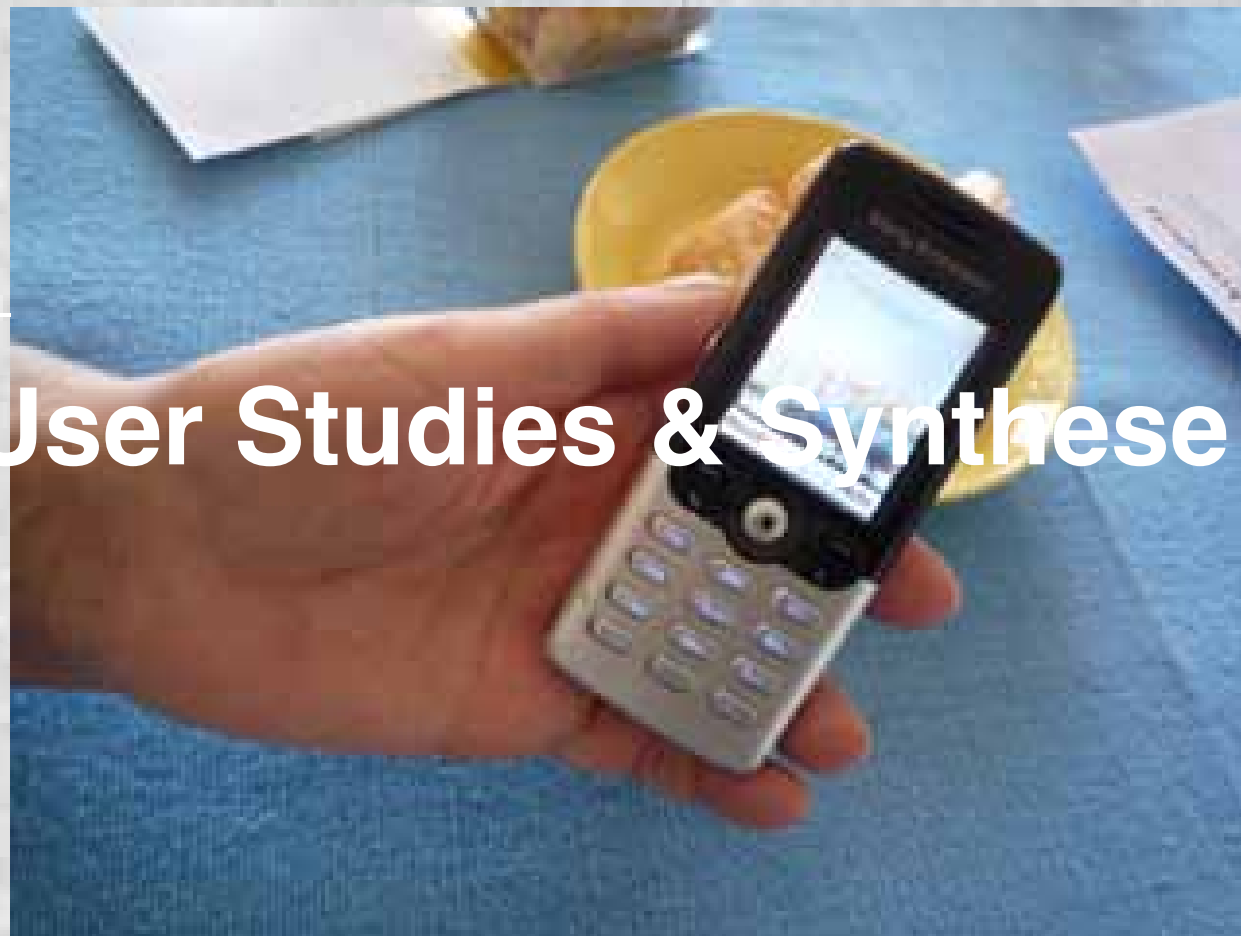


a digital senior, using multiple channels of communication: phone, mobile, SMS, email.



communication devices / interfaces

User Studies & Synthese



a combination of bright wood, dark leather and glass. A lot of handmade pottery and plants. Homely atmosphere without appearing stuffy.

materials

User Studies & Synthese



hardly any pictures, but a lot of memorabilia - pieces of art by friendlies artists.

physical manifestaion of relation ships

User Studies & Synthese



Memorabilia - pieces of art by



where would you place kompott?

most probably in the „communication corner, where there is also the telephone and notebook standing.

on of relation ships

User Studies & Synthese

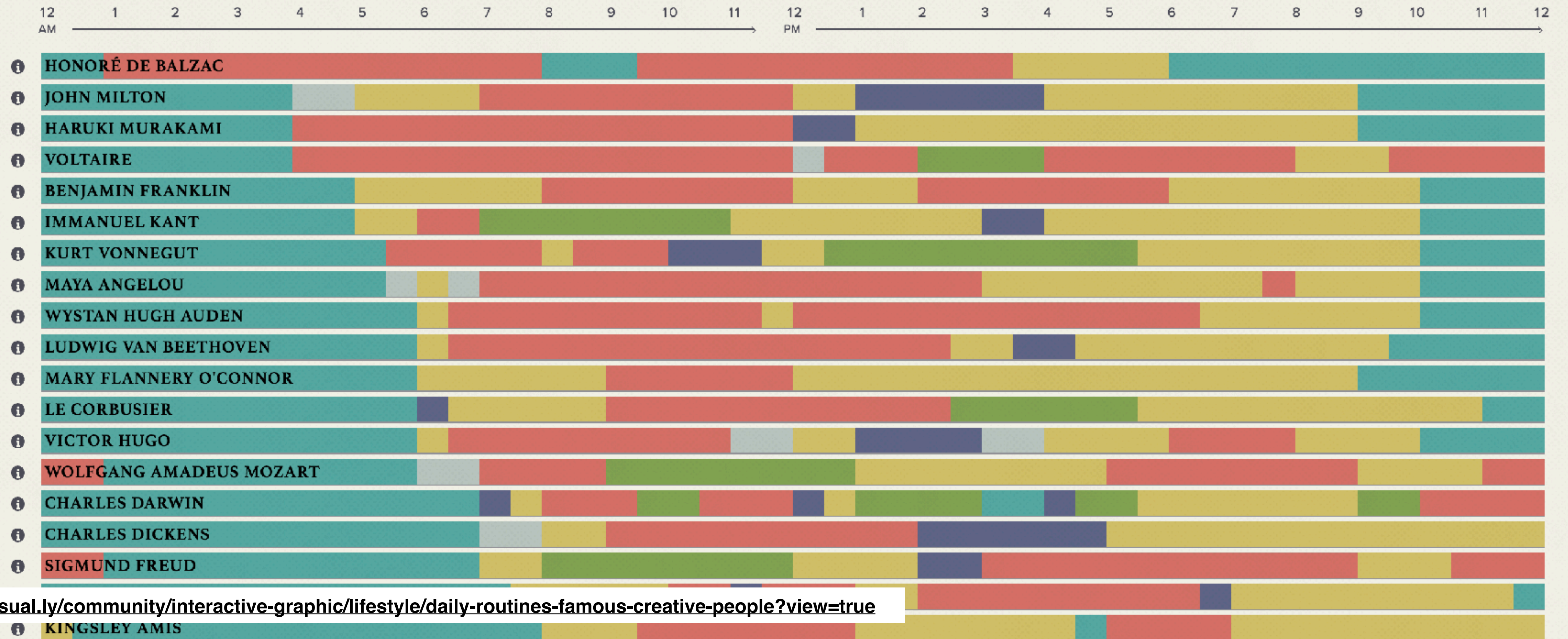


Mapping

THE DAILY ROUTINES OF FAMOUS CREATIVE PEOPLE

Turns out great minds don't think alike. Discover how some of the world's most original artists, writers and musicians structured their day, based on 'Daily Rituals' by Mason Currey. Filter the different categories by toggling on or off, and hover over the colored bars to learn more about the daily routines.

SLEEP CREATIVE WORK DAY JOB/ADMIN FOOD/LEISURE EXERCISE OTHER



<https://visual.ly/community/interactive-graphic/lifestyle/daily-routines-famous-creative-people?view=true>

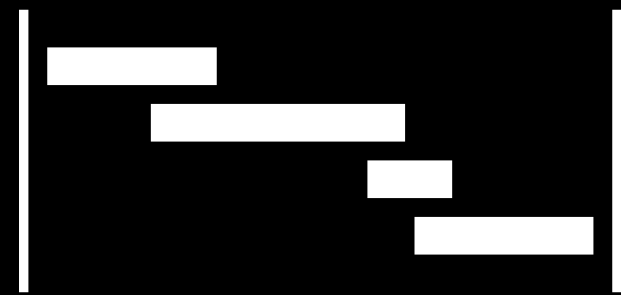
EXPERIENCE MAP Example (Pregnancy)

TRIMESTER	1ST	2ND	3RD
ANXIETY LEVELS + COMMON TESTS	Positive Pregnancy Tests Urine analysis Maternal Serum Chorionic Villus Sampling	Fetal Development and Gender Determination Fetal Heartbeat Monitoring Alpha-fetoprotein screening, hCG, estriol, inhibin Glucose Tolerance Tests	3D Ultrasound Fetal Non-Stress Tests
SHARING	Partner Close Friends/Family	Other Friends/Work	Obvious in Public
PLANNING	Name Generation	Maternity Leave Plans Nursery and Supplies Prep	Birthing Classes Baby Shower + Hospital Bag
PHYSICAL EXPERIENCE Energy Weight ——— Discomfort - - -			

Manage your Team

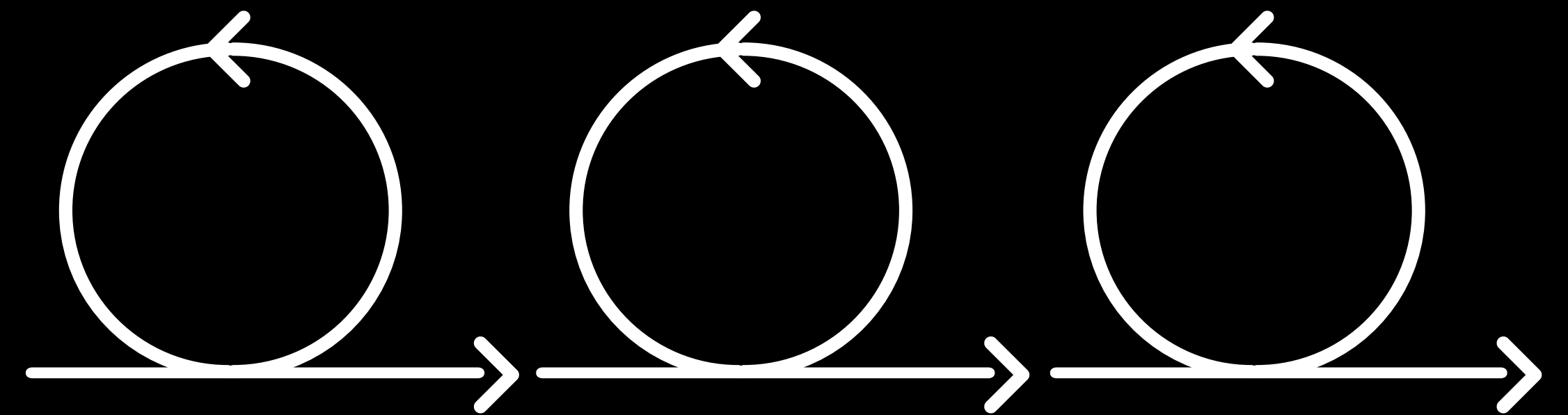
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Paradigms



WATERFALL

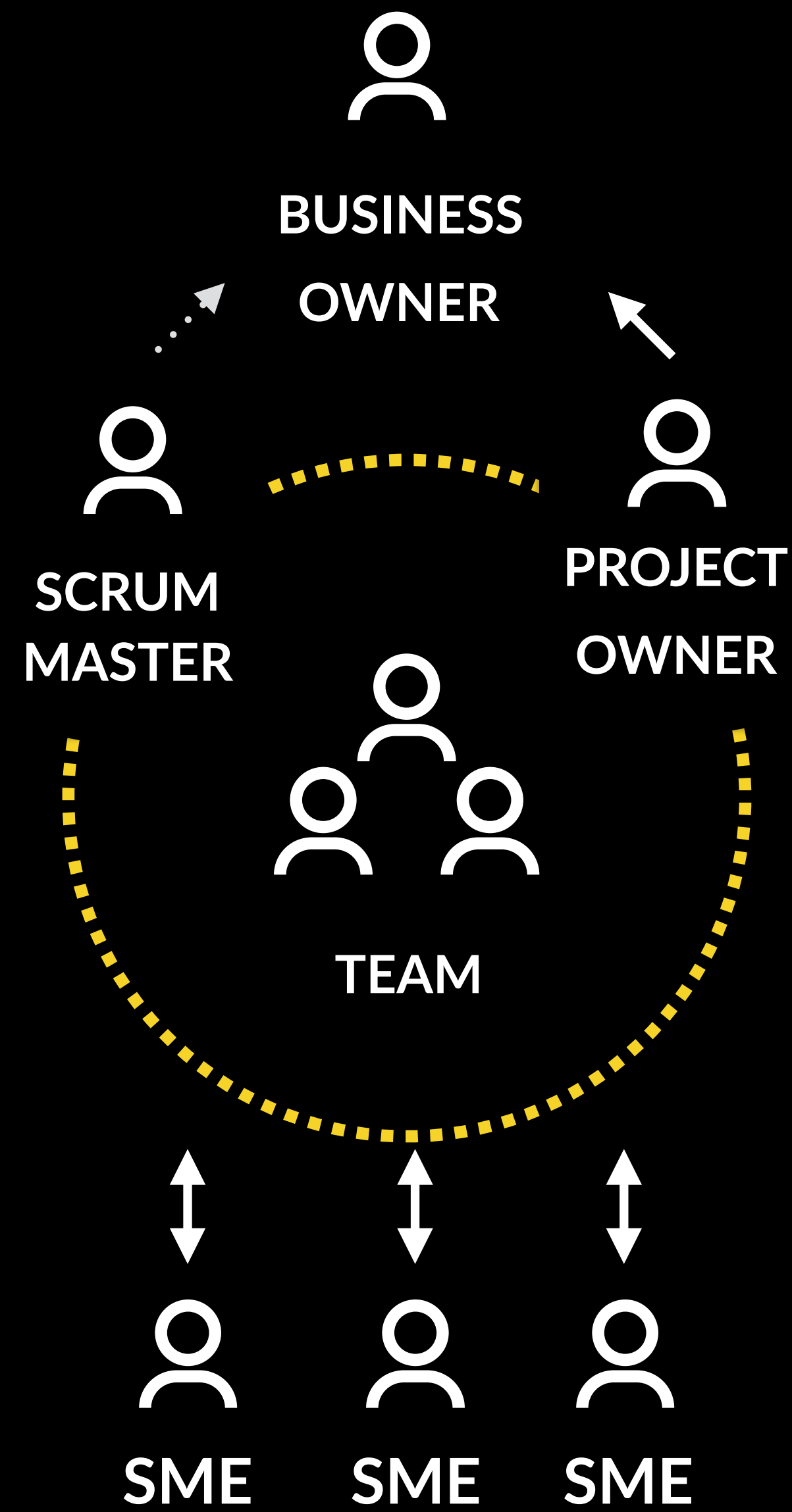
- sequential / linear stages
- upfront planning and in-depth documentation
- contract negotiation
- best for simple, unchanging projects
- close project manager involvement



AGILE

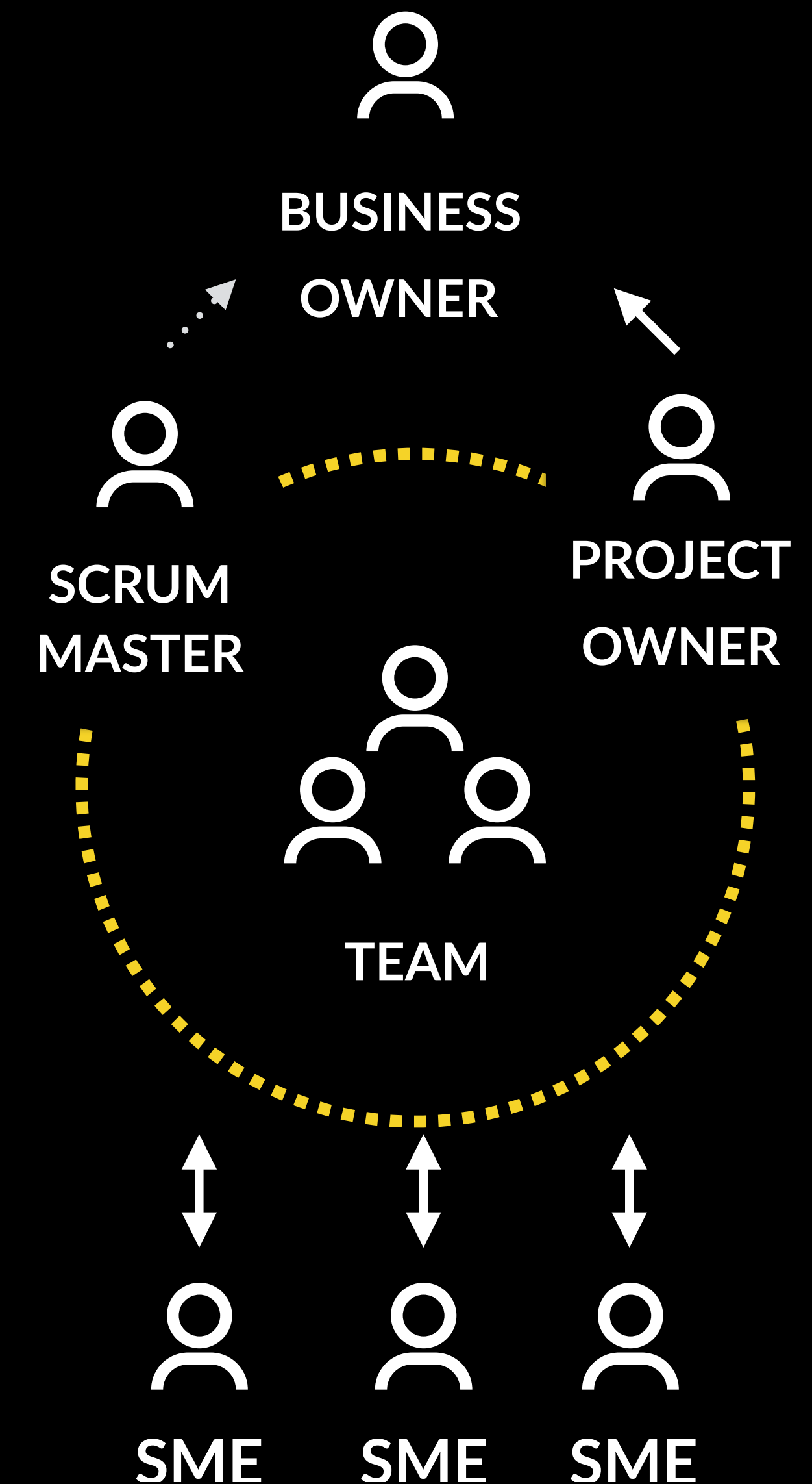
- continuous cycles
- small, high-functioning, collaborative teams
- flexible / continuous evolution
- early mockups
- client involvement

Roles in agile



Roles in agile

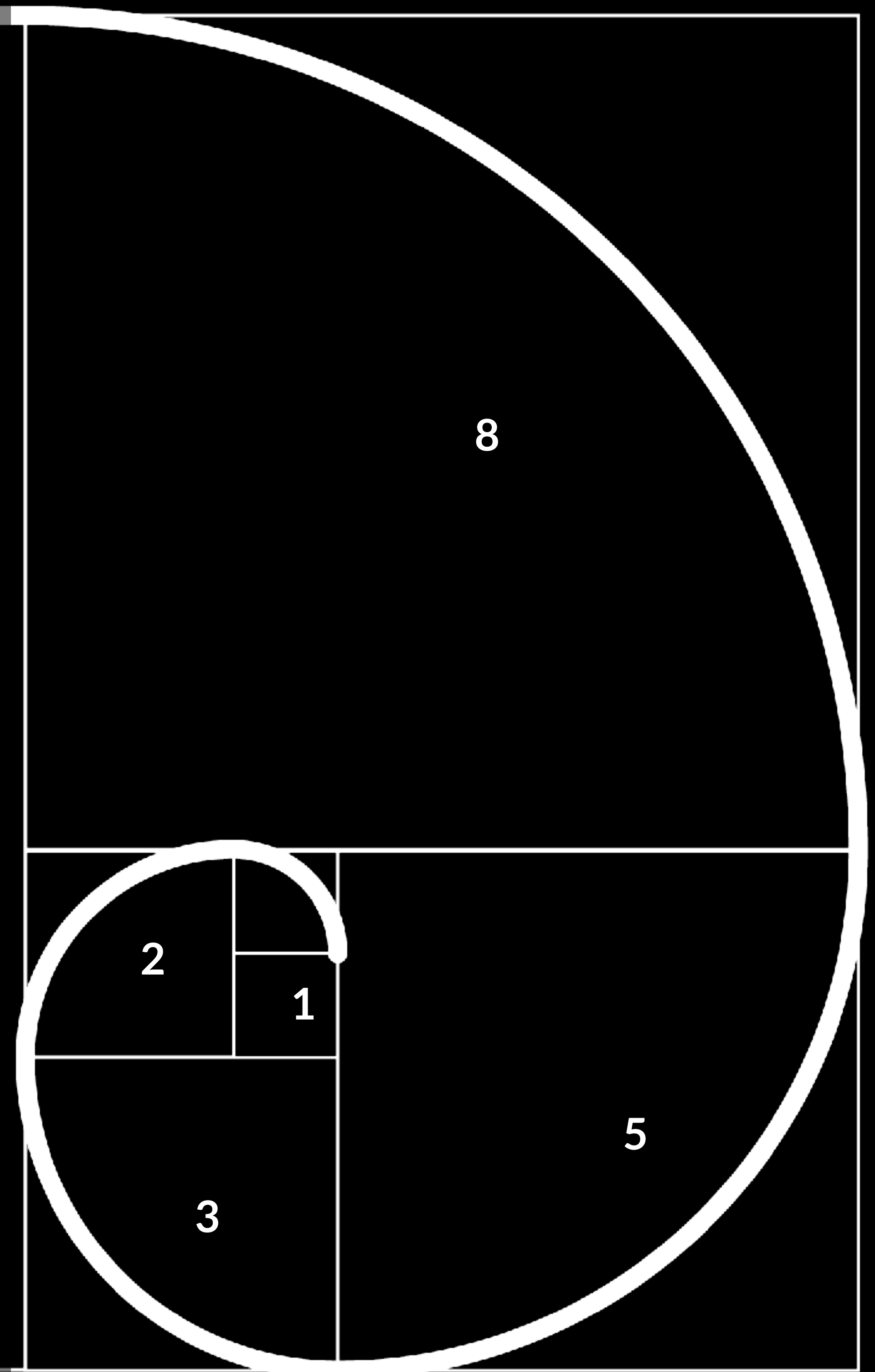
- **product owner:** represents the business interests, sets priorities, owns the product backlog
- **scrum master:** facilitates and protects the process, removes team impediments
- **team:** does the work, self organizes, owns sprint backlog



– Estimate the size of each story

1 2 3 5 8 13

Assign task-sizes according to the **fibonacci sequence**.



prioritize

80 / 20

Which **20%** of features hold **80%** of the value?
These 20% form my **MVP** (minimal viable product)

–
plan a sprint

Plan a one to three week time period with all team members.

- **review** last sprint
- **reprioritize** project backlog
- assign tasks for **upcoming sprint**

outcome: sprint backlog and sprint goal

Daily standup

Daily meeting to quickly coordinate tasks and progress. The standup should not be longer than 5-10 minutes. Only share the following three questions with your team members:

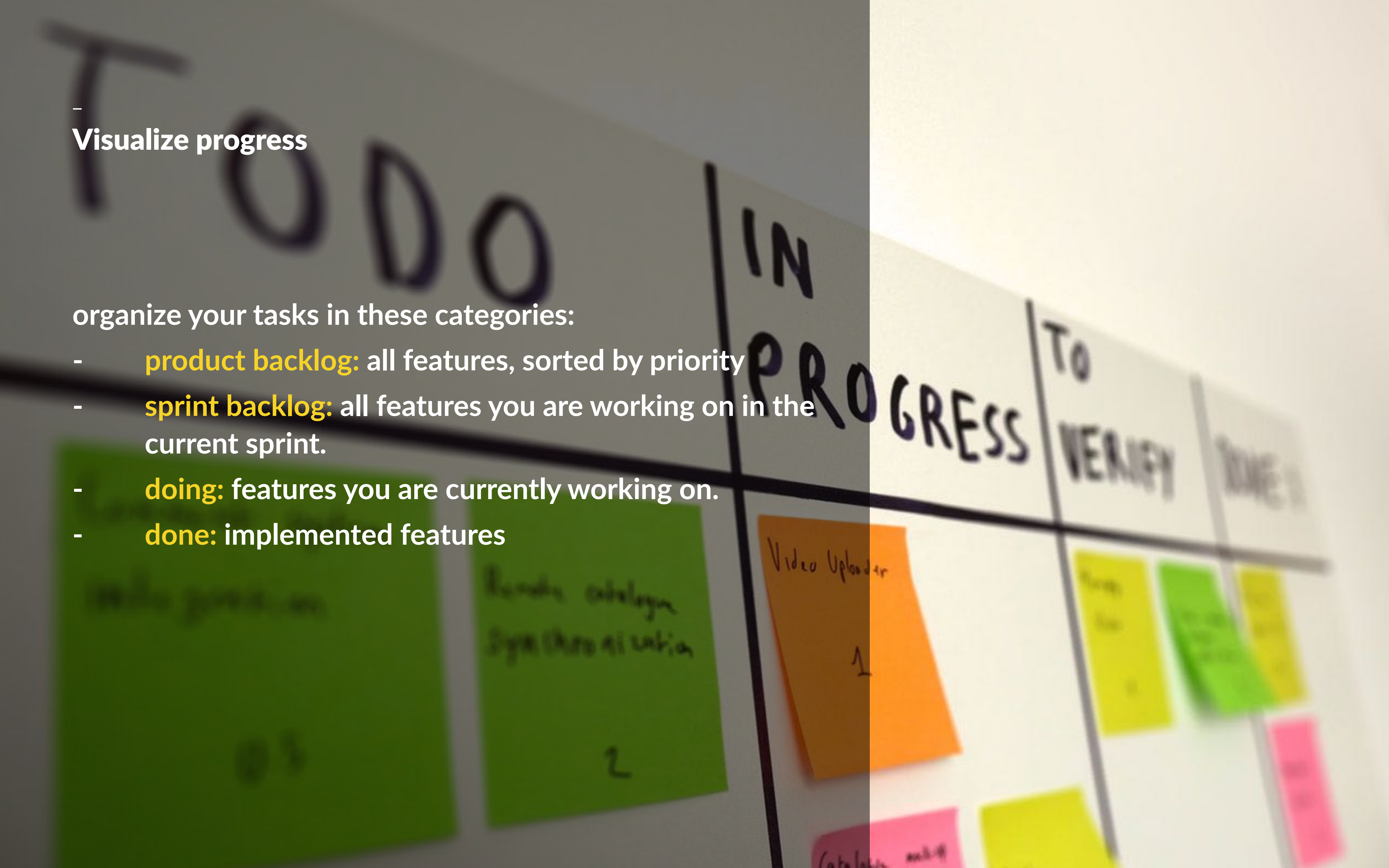
- what have you **completed since the last meeting?**
- What do you plan to **complete by the next meeting?**
- What is **getting in your way?**



Visualize progress

organize your tasks in these categories:

- **product backlog:** all features, sorted by priority
- **sprint backlog:** all features you are working on in the current sprint.
- **doing:** features you are currently working on.
- **done:** implemented features



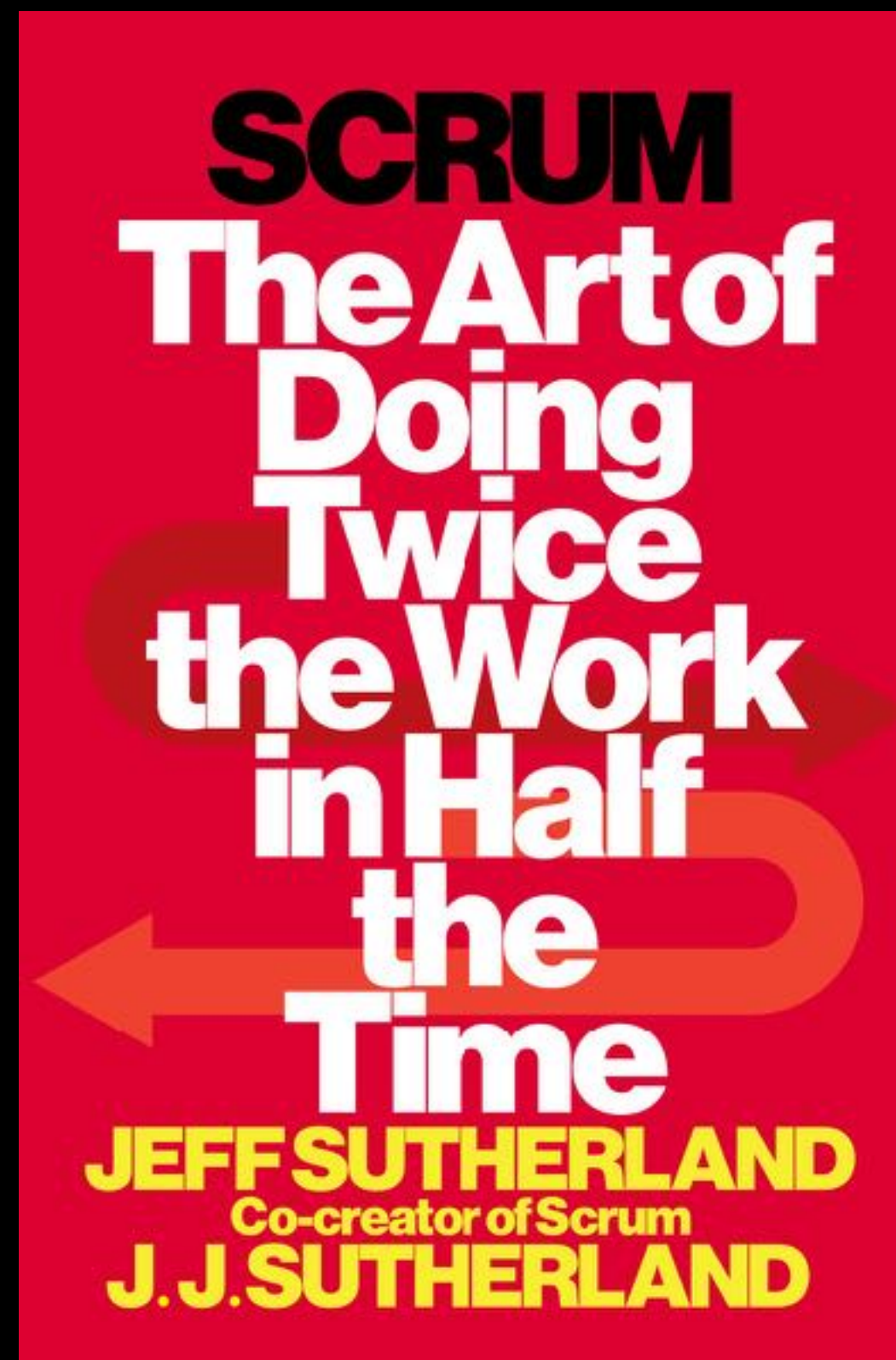
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Tools to visualize progress and organize your team

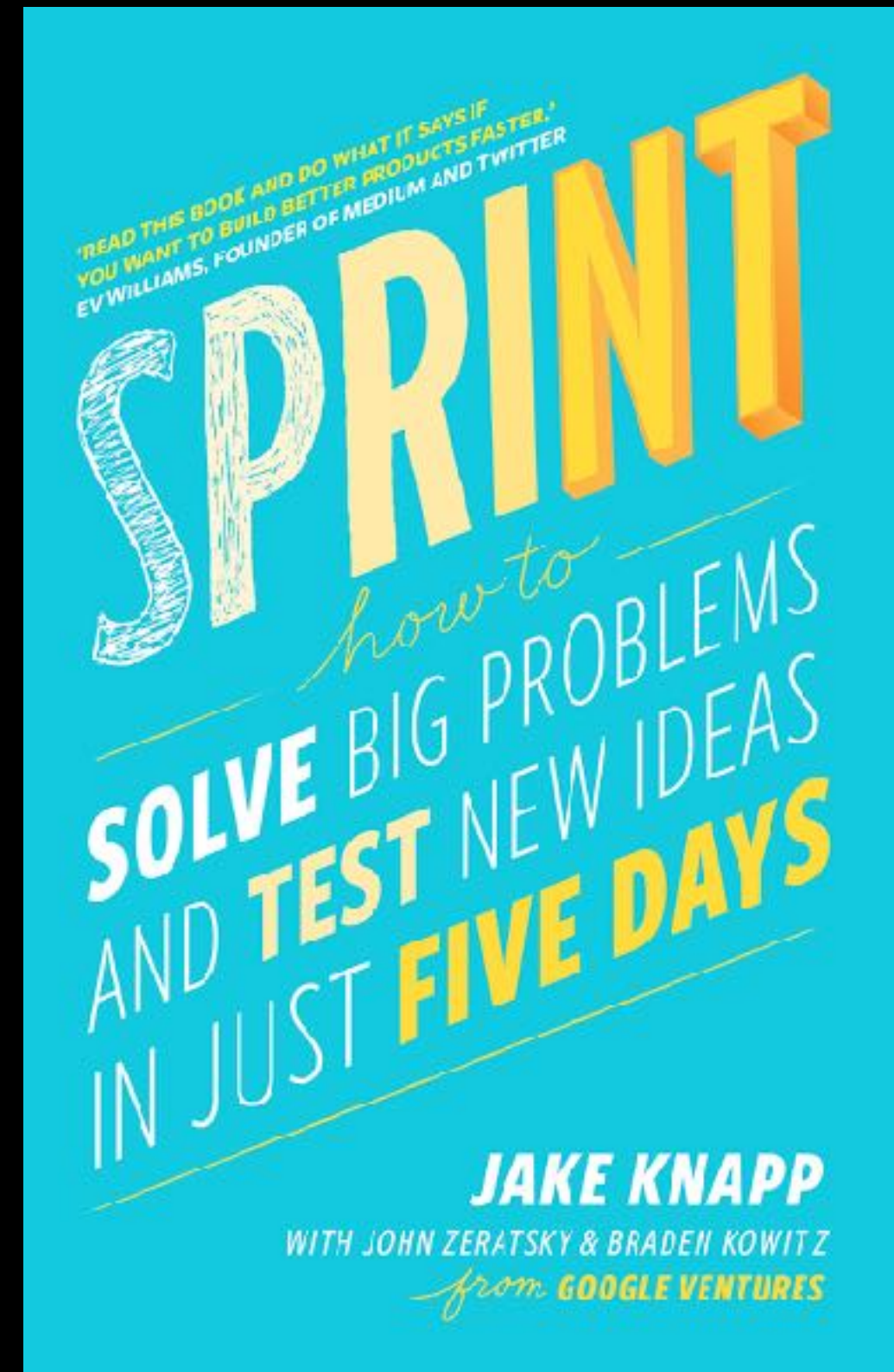
some commonly used tools:

- physical whiteboard
- **asana** - www.asana.com
- **trello** - www.trello.com
- **freedcamp** - www.freedcamp.com
- **jira** - <https://www.atlassian.com/software/jira>
- ...

Books about agile methods



A great guide on how to work more effectively in teams.



A good guide on how to organize a google design sprint.

Align your Team

-

Team Canvas Basic

Most important things to agree on to kick off effective team project and get members to know each other better

Team name

Date

<p>GOALS</p> <p>What we want to achieve as a group? What are our key goals that are feasible, measurable and time-bounded?</p> <p>What are our individual personal goals?</p>	<p>ROLES & SKILLS</p> <p>What are our names? What skills and strengths do we have on board of our group? What composition of roles would help us get where we want to be?</p>
<p>VALUES</p> <p>What do we stand for? What are guiding principles? What are our common values that we want to be at the core of our team?</p>	<p>PURPOSE</p> <p>Why we are doing what we are doing in the first place?</p> <p>RULES & ACTIVITIES</p> <p>What are the rules we want to introduce after doing this session? How do we communicate and keep everyone up to date? How do we make decisions? How do we execute and evaluate what we do?</p>

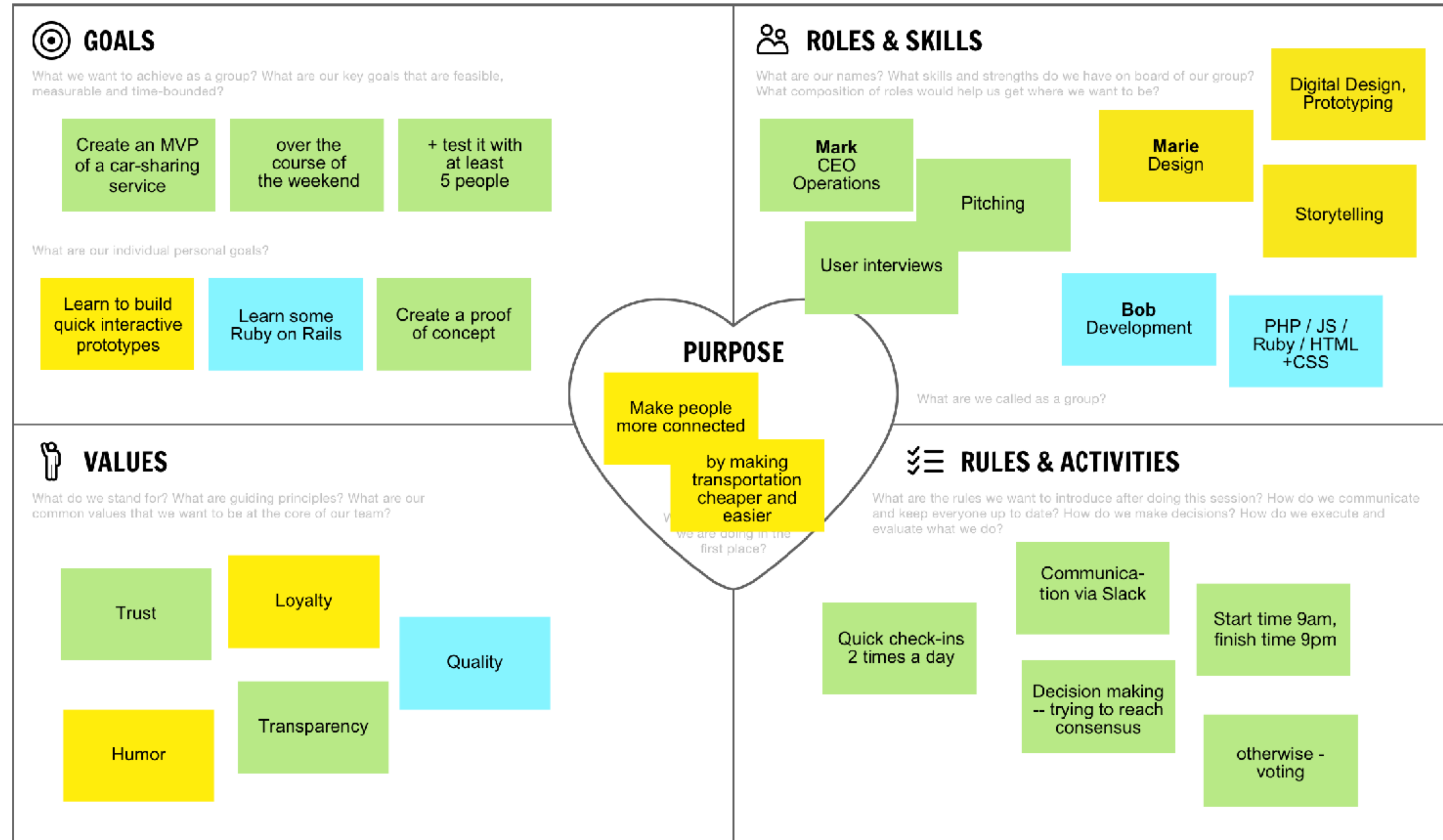


Team Canvas Basic

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Thank you!

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