

Framework guidelines

Co-creation

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Introduction

OBJECTIVE

The objective of this co-creation framework is to enable technicians to express their needs in the digital transformation program, and therefore to enable co-creation of applications.

This co-creation framework includes tools and workshops to enable this objective in three different stages: exploration, ideation and prototyping. By following these stages assumptions about what needs to happen are turned into knowledge about user needs and translation of needs into application features. This guide explains how to use the different tools in the stages and how to co-create.

TIPS

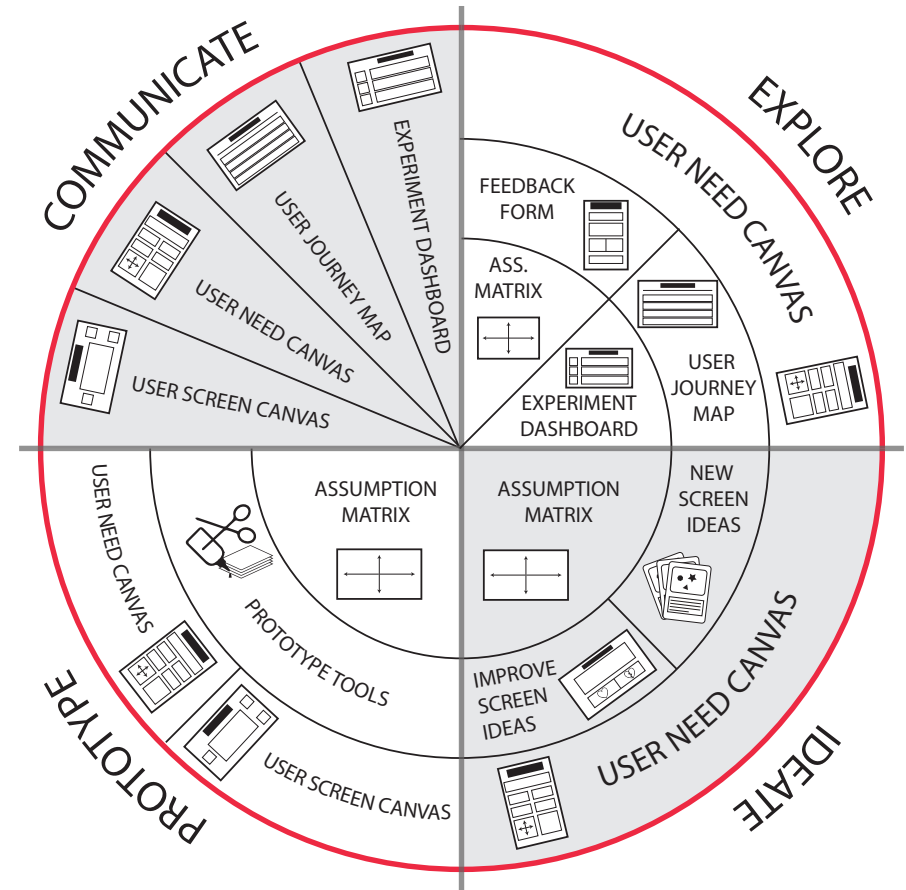
To reap the full benefits of this framework be open to the users and show that you really want to know what they need.

Keep the goal in the future to encourage users to think big, without thinking of limitations.

Dream big in terms of user needs, before thinking what is feasible and viable.

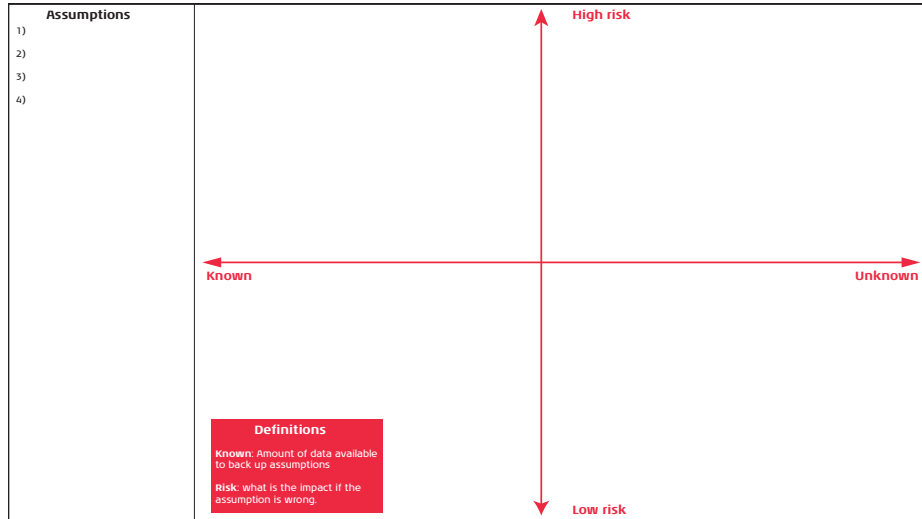
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This guide explains how to use the tools visualised in figure fixme.



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ASSUMPTION MATRIX



This canvas can be used at the beginning of a new project to choose a research context, or at the beginning of a co-creation framework stage to choose the most critical assumption to test and proof. The assumptions should be assessed on:

1. Knowledge: data available to back up the assumption
2. Risk: what is the impact if the assumption is wrong

PARTICIPANTS

1. Product Owner
2. UX Designer
3. (If the topic is technical: Information analyst)

STEPS

1. Invite all stakeholders to together map assumption.
2. Gather all assumptions related to the session's topic.
3. Assess and map assumptions
4. Define next steps

EXPERIMENT DASHBOARD

The Experiment Dashboard is a form with a red header 'EXPERIMENT DASHBOARD'. It contains several input fields:

- Google Analytics data
- Research question
- Technicians needed
- Experiment
 - Tools needed for the experiment:
 - Experiment acceptance criteria
 - Steps
 - 1.
 - 2.
 - 3.
- Hypothesis
- Results (and observations)

This canvas is used to set up experiments to test and proof assumptions.

PARTICIPANTS

1. Product Owner
2. UX designer

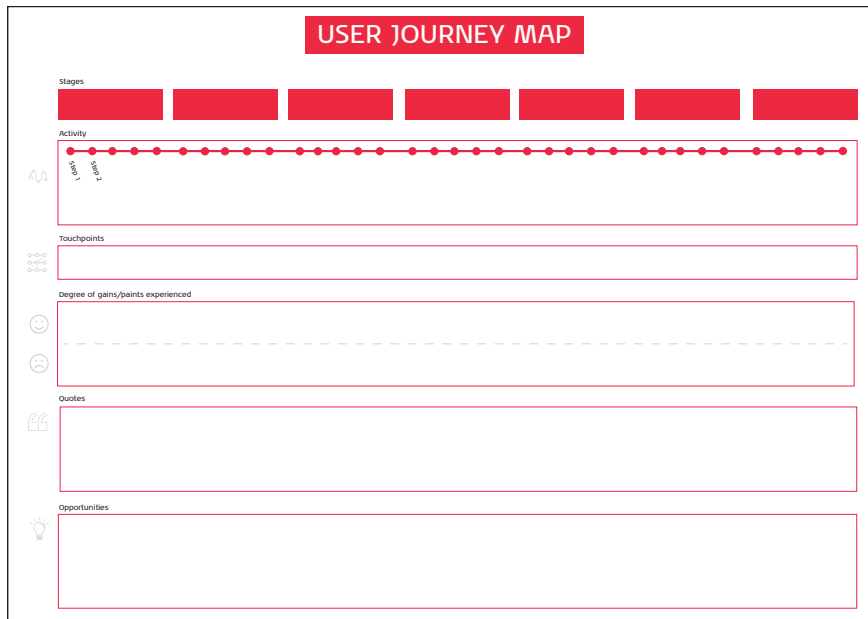
STEPS

1. Invite all stakeholders to together map assumption
2. Analyse assumption matrix
3. Define hypothesis and

research question based on most critical assumption.

4. Search for available Google Analytics data
5. Determine technicians needed for the experiment (technicians affected by assumption)
6. Set up experiment to test assumption and acceptance criteria.
7. Run experiment and plot findings in the dashboard.

USER JOURNEY MAP



This map is used to gather findings about the daily work of technicians in relation to how they use (technological) artefacts to support their work and to define opportunities for current and/or new applications. In addition it can be used to communicate findings of the exploration.

PARTICIPANTS

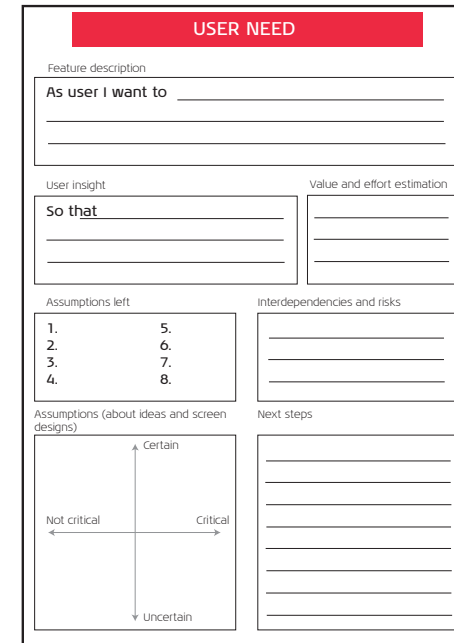
1. Product Owner
2. UX designer
3. (Change manager &

Continuous Improvement leader can be asked for their points of view)

STEPS

1. Analyse existing assumptions and set research scope
2. Set up research experiment to gather data and proof assumptions
3. Map data in user journey map
4. Define (new) application opportunities

USER NEED CANVAS



This canvas is a communication canvas that needs to be filled in iteratively after every co-creation and/or experiment to make the user needs as concrete as possible.

PARTICIPANTS

1. Product Owner
2. Entire development team

STEPS

1. Fill in the feature description and user insights, based on gathered user needs.
2. Estimate value and effort with the development team
3. Define interdependencies and risks
4. Map assumptions that still exist and define next steps

IDEATE NEW SCREENS

This workshop (90 minutes) has been created for the ideate stage. The goal is to ideate new screens by creating future screens. The session is described in Figure 1. Time indications are given based on the experiments done with these principles.

PARTICIPANTS

1. Creative facilitator
2. UX designer
3. Technicians (use experiment dashboard to decide who to invite)

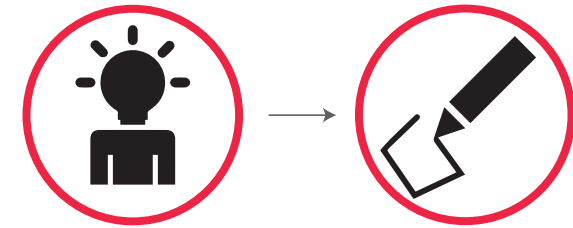
PREPERATIONS

1. Create cards that will enable the participants to map their current workflows (Figure 2 shows an example). Think of activities that are performed, but also involved stakeholders or required materials
2. Create coins that participants can use to mark positive and negative experiences in

3. Create cards that will enable participants to map a new workflow, that improves their current workflows
4. Prepare rules and regulations applicable to the session's context, to ensure feasible results
5. (Prepare canvas to capture insights of the session).
6. Arrange a room or space where the session can be hosted.

TIPS FOR THE SESSION

- During the session the approach visualised in Figure 1 can be followed.
- Make sure that the participants get the opportunity to think big before rules and regulations are introduced
- Be open and let participants speak their mind. Remember: there are no wrong experiences.



1. Introduce topic of the session and ask participants to think about the context (10 minutes)



2. Let participants draw their current way of working (20 minutes)



3. Ask participants to compare this to how it can be done in iTask and write down positive and negative experiences (15 minutes)



4. Ask participants to draw or write down how a future screen in iTask needs to work to improve the current situation/screen that is not used (20 minutes)



5. Introduce rules and regulations that the screen needs to fulfill and let the participants adapt their desired future state to this screen. (15 minutes)



6. Ask participants to explain what they made and would expect in the future to have (10 minutes).

Figure 1: Session approach

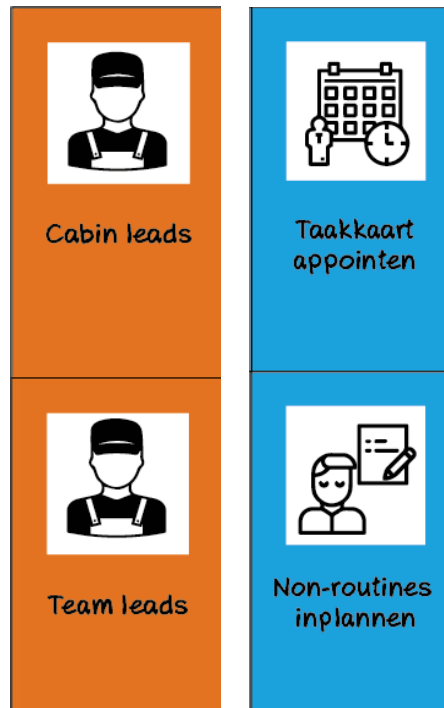


Figure 2: Examples of workflow cards

IDEATE IMPROVED SCREENS

This workshop (90 minutes) has been created for the ideate stage. The goal is to ideate new screens by creating future screens. The session is described in Figure 3. Time indications are given based on the experiments done with these principles.

3. Prepare rules and regulations applicable to the session's context, to ensure feasible results
4. Arrange a room or space where the session can be hosted.

SESSION TIPS

- During the session the approach visualised in Figure 3 can be followed.
- Make sure that the participants get the opportunity to think big before rules and regulations are introduced.
- Be open and let participants speak their mind. Remember: there are no wrong experiences.

PARTICIPANTS

1. Creative facilitator
2. UX designer
3. Technicians (use experiment dashboard to decide who to invite)

PREPERATIONS

1. Adapt the canvases designed for this session (Figure 4). Add screen visuals to the canvases and change the canvas titles
2. Create coins that participants can use to mark positive and negative experiences in their current workflow.



1. Introduce topic of the session and ask participants to think about the context (10 minutes)



2. Let participants draw their current way of working (20 minutes)



3. Ask participants to compare this to how it can be done in iTask and write down positive and negative experiences (15 minutes)



4. Ask participants to draw or write down how a future screen in iTask needs to work to improve the current situation/screen that is not used (20 minutes)



5. Introduce rules and regulations that the screen needs to fulfill and let the participants adapt their desired future state to this screen. (15 minutes)



6. Ask participants to explain what they made and would expect in the future to have (10 minutes).

Figure 3: Session approach

<p>How I currently do "x"</p> <p>Current screen that I use: My workflow when I use this screen:</p> <table border="1"> <tr> <td data-bbox="1227 437 1435 547"> <p>♥ Helping element of this screen</p> </td> <td data-bbox="1447 437 1655 547"> <p>♥ Elements of this screen that can be improved/do not help me in reaching my goal</p> </td> </tr> <tr> <td data-bbox="1227 552 1435 646"> <p>① why?</p> </td> <td data-bbox="1447 552 1655 646"> <p>① why?</p> </td> </tr> </table>	<p>♥ Helping element of this screen</p>	<p>♥ Elements of this screen that can be improved/do not help me in reaching my goal</p>	<p>① why?</p>	<p>① why?</p>	<p>'Name of screen': current situation</p> <p>Marking useful elements of this screen green and not-helping elements red.</p> <p>Insert screenshot of screen</p> <p>①</p>
<p>♥ Helping element of this screen</p>	<p>♥ Elements of this screen that can be improved/do not help me in reaching my goal</p>				
<p>① why?</p>	<p>① why?</p>				
<p>'Name of screen': current situation</p> <table border="1"> <tr> <td data-bbox="1227 740 1435 850"> <p>♥ Helping element of this screen</p> </td> <td data-bbox="1447 740 1655 850"> <p>♥ Elements of this screen that can be improved/do not help me in reaching my goal</p> </td> </tr> <tr> <td data-bbox="1227 855 1435 949"> <p>① why?</p> </td> <td data-bbox="1447 855 1655 949"> <p>① why?</p> </td> </tr> </table> <p>When do I need "insert functionality title of screen" and what do I need then:</p>	<p>♥ Helping element of this screen</p>	<p>♥ Elements of this screen that can be improved/do not help me in reaching my goal</p>	<p>① why?</p>	<p>① why?</p>	<p>In the future I would like to...</p> <p>Insert screenshot of screen</p> <p>The current "insert functionality title of screen" needs to change in such a way:</p>
<p>♥ Helping element of this screen</p>	<p>♥ Elements of this screen that can be improved/do not help me in reaching my goal</p>				
<p>① why?</p>	<p>① why?</p>				

Figure 4: Session canvases

PROTOTYPE SCREENS

This workshop (90 minutes) has been created for the prototype stage. The goal is to ideate new screens by creating future screens. The session is described in Figure 3. Time indications are given based on the experiments done with these principles.

PARTICIPANTS

1. Creative facilitator
2. UX designer
3. Technicians (use experiment dashboard to decide who to invite)

PREPERATIONS

1. Define a scenario for the prototype activity. Use insights from the ideate stage to build this scenario. Write the scenario in such a way that participants will be able to build the scenario in the given time.
2. Prepare rules and regulations to use in the scenario. Gather wireframe examples to use

as sensitise tool during the session. Make design components that can be used for the prototypes, to spark creativity.

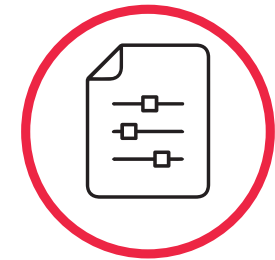
3. Arrange a room or space where the session can be hosted. Brin office supplies (e.g. scissors, post-its, glue) to the session.

SESSION TIPS

- During the session the approach visualised in Figure 5 can be followed.
- Make sure that the participants get the opportunity to think big before rules and regulations are introduced.
- Encourage the participants to draw and make as much elements as possible, rather than drawing or making the items for them.
- Be open and let participants speak their mind. Remember: there are no wrong experiences.



1. Introduce topic of the session with a scenario (10 minutes).



2. Brainstorm about to topic to sensitise participants (10 minutes)



3. Divide group into several participant pairs to make the PICTIVE prototypes (30 minutes)



4. Let the pairs explain the choices made in the PICTIVE prototype by acting out the scenario (10 minutes).



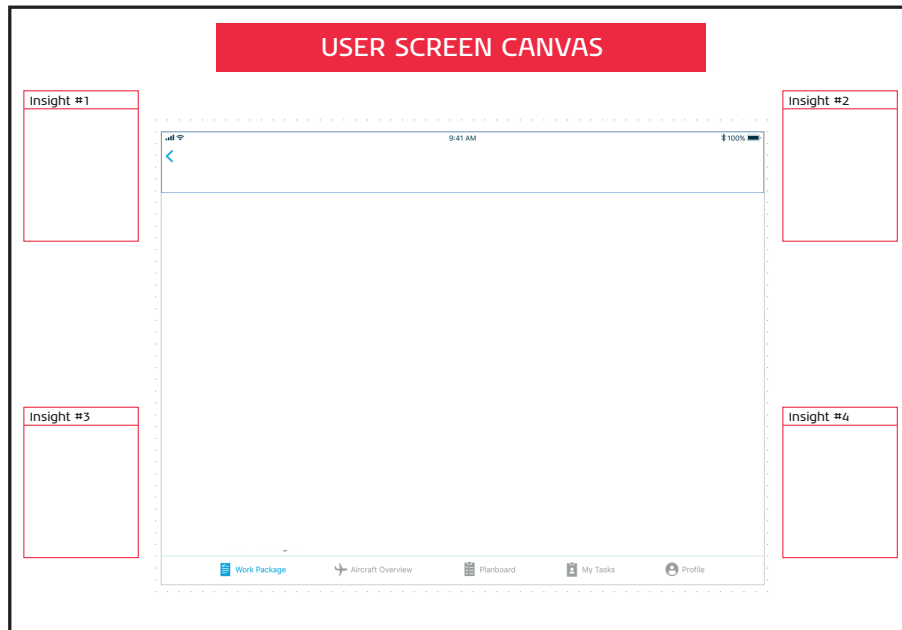
5. Ask the pairs to make a final PICTIVE prototype, based on the previous prototype and findings from the role play for the best result



6. Let the group explain how their PICTIVE prototype fulfills their needs and wrap up (10 minutes).

Figure 5: Session approach

USER SCREEN CANVAS



This canvas is a communication canvas that needs to be filled in after prototype activities additionally. It serves as a tool to communicate user insights about application screens. For every screen designed by the technician, one user screen canvas needs to be filled in.

PARTICIPANTS

1. UX designer
2. Visual designer

STEPS

1. Analyse the screens designed and paste each screen in one canvas.
2. Write down user insights and match those to elements on the designed screens.
3. Add as much insight boxes as needed.
4. Communicate findings to the entire team and update user need canvas based on the new insights.

