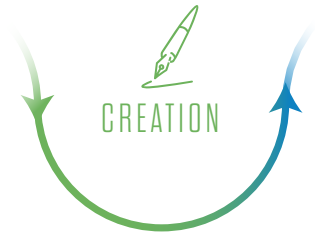


## TOOLKIT

# DETERMINE WHAT TO PROTOTYPE

Designers can prototype their ideas and service concepts in many ways. Simple, low-fidelity, scrappy prototypes not only save time, but help designers to quickly visualize and/or tangibilize service elements. Thus designers need to find the right prototyping tool, especially for their idea or service concept.



**PREPARATION:**  
up to 15 minutes

**DURATION:**  
60 minutes

**FACILITATORS:**  
1 per workshop

**RESOURCES:**  
Pens, Post-its, a large sheet of paper or whiteboard

**PARTICIPANTS:**  
1-8, design team, partners, community members, etc.

**EXPECTED OUTCOME:**  
What to prototype?

**DESIGN PHASE:**  
Creation

**TEMPLATE OR GUIDELINES:**  
Determine What to Prototype template

### 1. START:

State the design challenge (i.e. the selected “How Might We” statement) or a sub-focus area of it.

### 2. IDENTIFY:

Based on your design challenge or the focus of what you are interested in, define the criteria, and select suitable participants, considering not only who they are, but also what activities they would do.

### 3. PREPARE:

Think about what expectations will be set up-front, how you will start and end the workshop, and how much time participants are expected to dedicate to this activity. Then, organize a meeting with the selected participants, and gather the necessary resources and supplies. Print the Determine What to Prototype template in A3 or bigger, or draw it on the white board.

### 4. CONDUCT:

Use the template, ‘Determine What to Prototype’, to highlight the key ideas of the service concept whilst thinking what needs to be prototyped or tested, and write a question per service element. Pick a question and consider the prototype tool which answers most reasonably to the question. Notice that the tool will not bring straightforward answers, it is about learning from it. The motto is:

- *“Better to test a miserable failure and learn from it, rather than take ages making a beautiful, highly refined prototype.”*

### 5. REPORT:

Right afterwards, write up the key outcomes and decisions from this exercise.

