

# How to make your own Service Diorama

## Instructions

1.



Download this PDF and print it from your home printer or bring it to your local print shop.

2.



Choose a heavy white card stock of your choice—*We recommend 200gm or higher.*

\* Printing in colour is highly recommended.

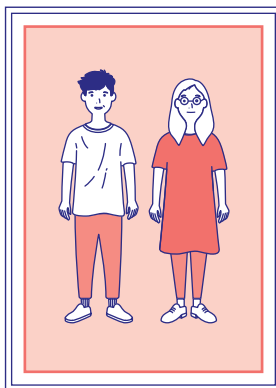
3.



Cut to size along the template's dotted line using a large paper cutter.

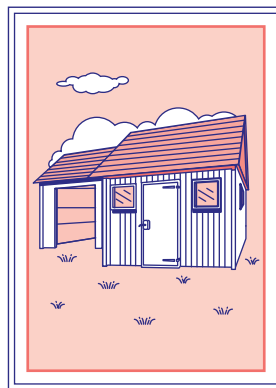
## Components

### People Card



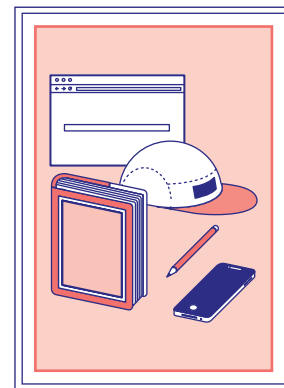
- The *People card* is used as a representation for people in any setting.
- E.g. of people may include, single individuals, couples or a group of friends.

### Place Card



- The *Place card* is used to represent any *physical* or *virtual space*.
- E.g. of spaces may include meeting rooms, chat rooms or a park.

### Item Card



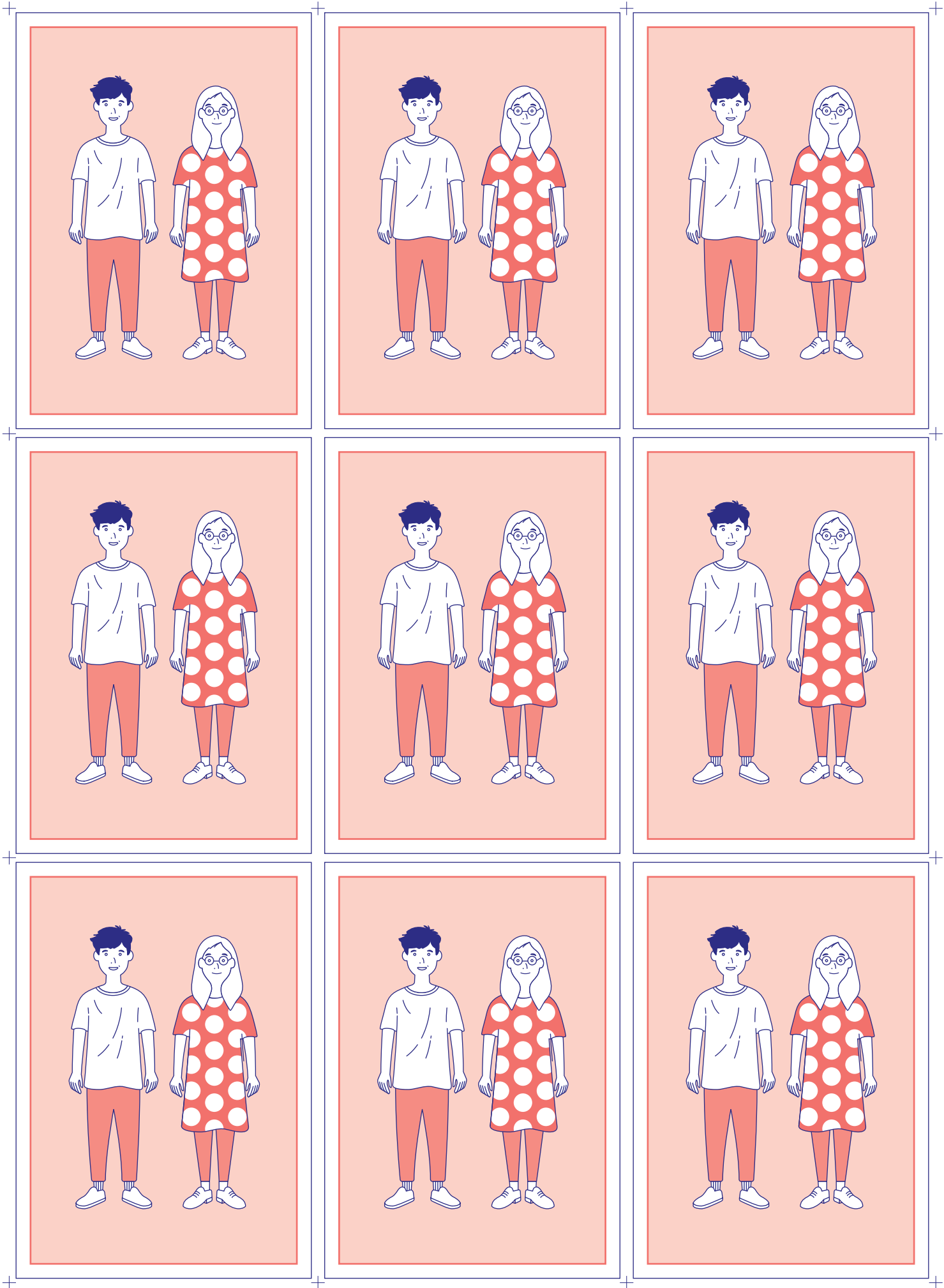
- The *Item card* is used to represent any *physical* or *virtual interaction*.
- E.g. of interactions may include, e-mails, books or a smartphone.

## How to Play

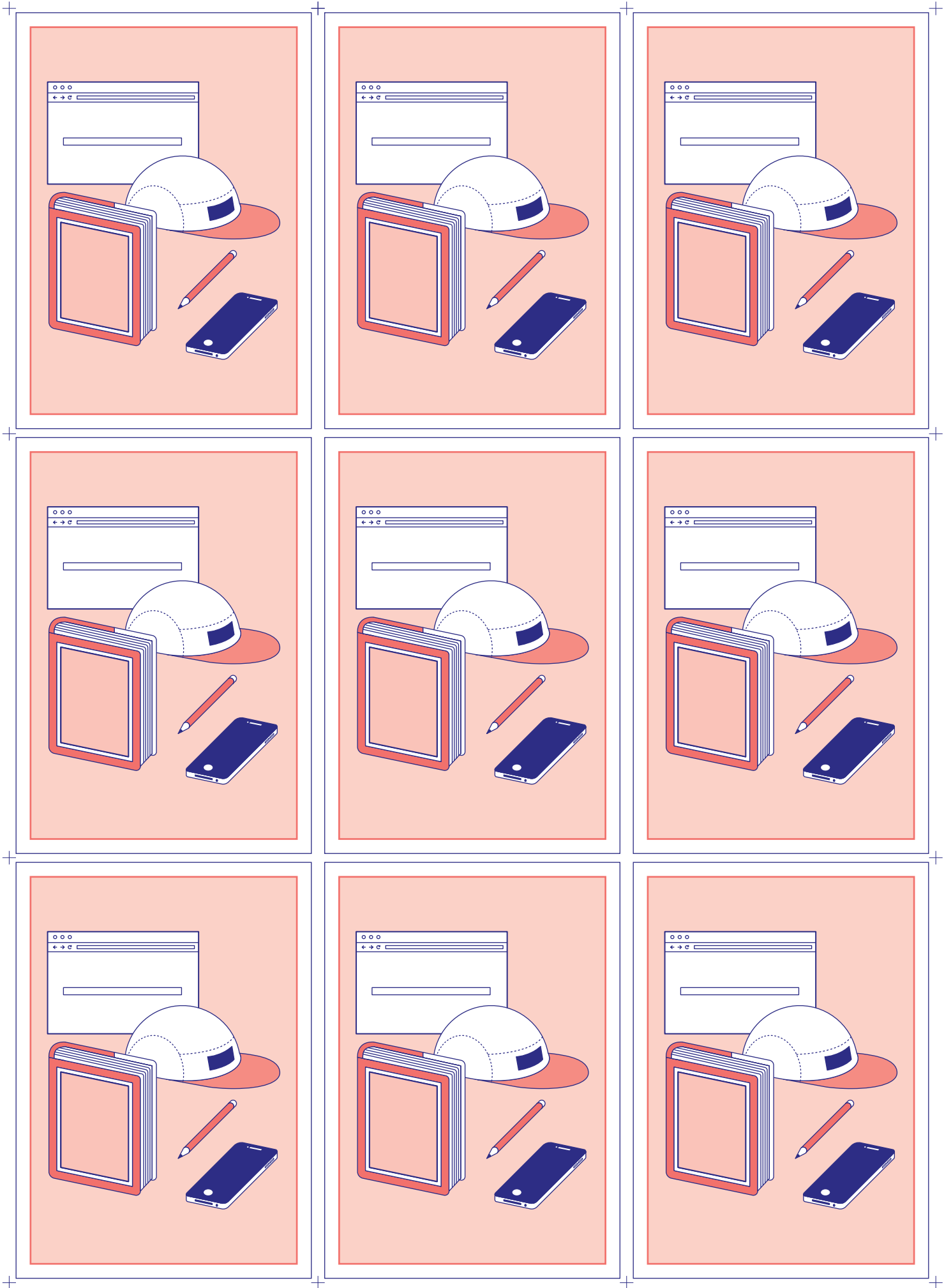
1. Invite as many stakeholders as possible.
2. Prepare a sheet of white paper
3. Place *People card* on the paper. This card represents your user/customer.
4. Next place items that represents *People, Place and Item*. These are items that interact with the *People Card*.
5. Draw lines between cards, then follow up by grouping the cards together once you fully understand the layout of the cards and items makes .
6. Use sticker notes to describe each cards.
7. Set aside a space and name it *Parking lot*, then place things you do not understand in that space.
8. Take about 10 minutes to discuss your findings. You may run another session if there are items left in the *Parking lot*.



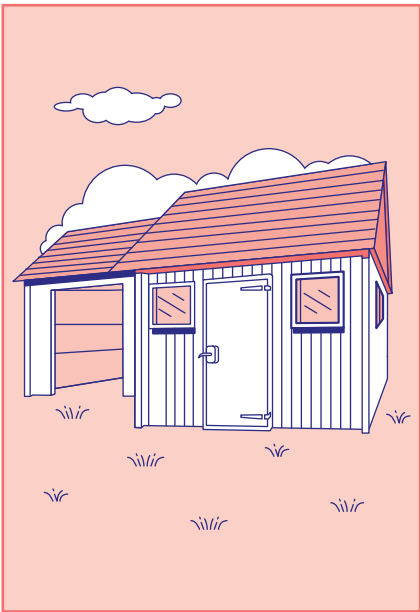
People:



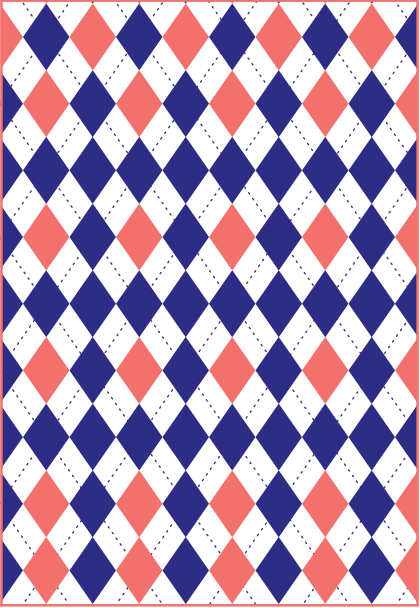
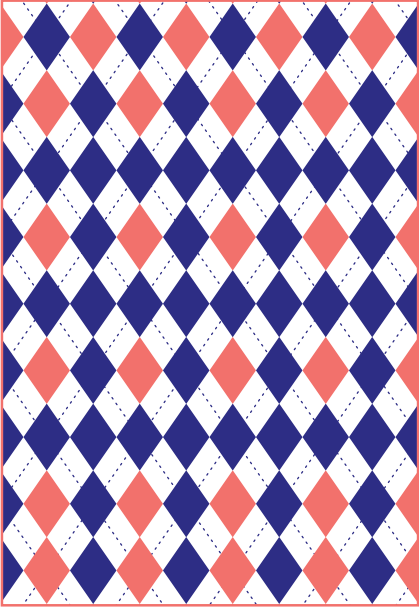
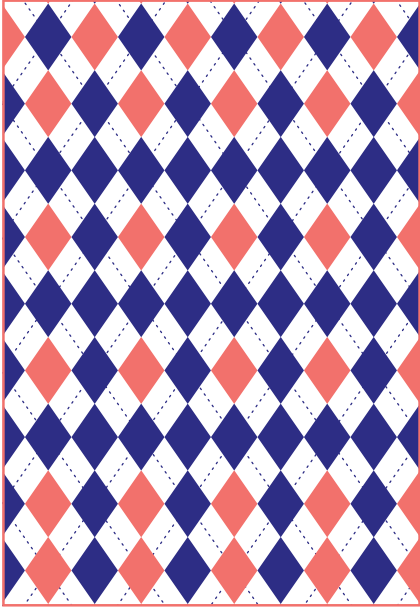
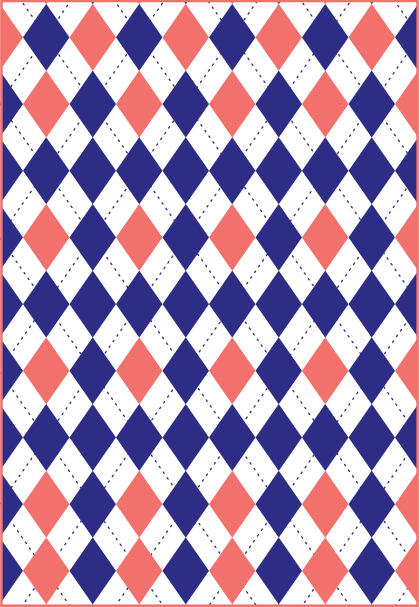
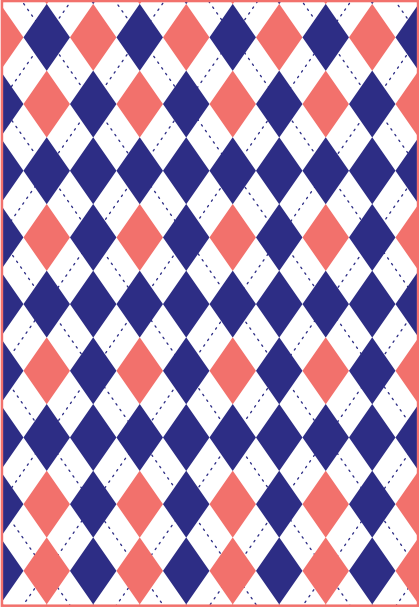
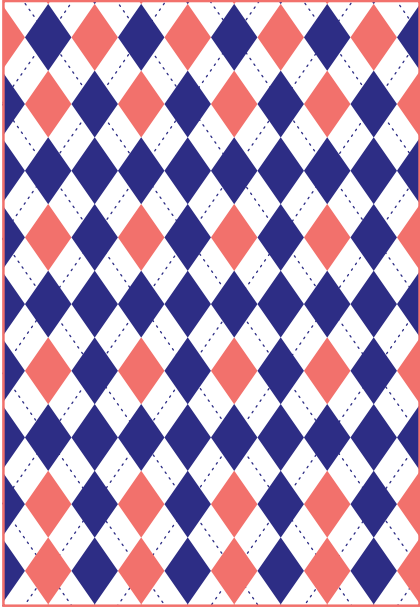
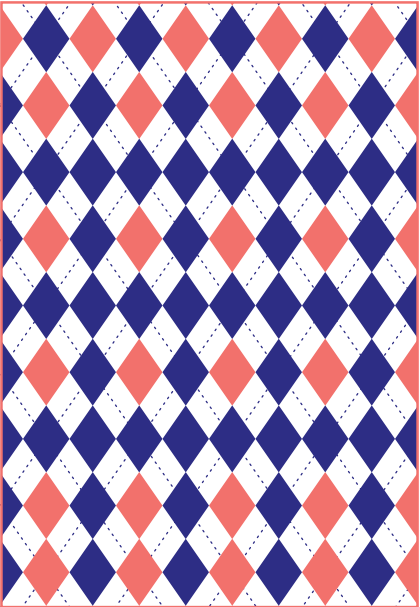
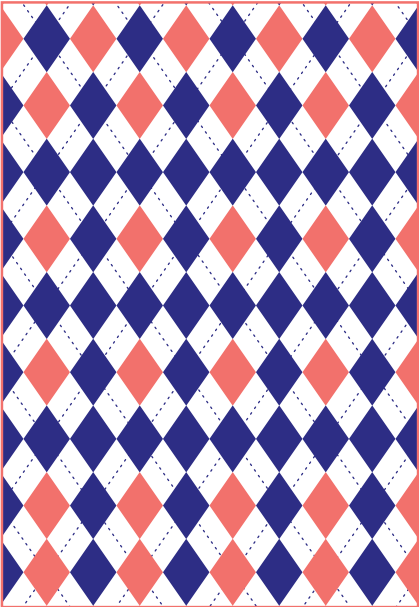
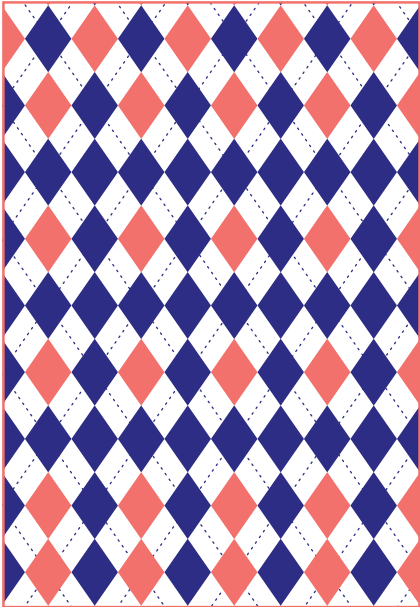
Items



Place



Back of Card



## Terms of use

### Thank you for downloading Service Diorama.

*Service Diorama* by "**& Design**" is licensed under a Creative Commons Attribution-ShareAlike 4.0 International License. You can read more about the license at <http://creativecommons.org/licenses/by-sa/4.0/>

These are the terms of the copyright:

**Attribution:** If you distribute Service Diorama, give us credit for the content  
**Share Alike:** If you modify and/or distribute Service Diorama, you must use the Creative Commons Attribution-ShareAlike 4.0 International License

As long as you follow the terms, you are free to...

**Share** – copy and redistribute the material in any medium or format

**Adapt** – remix, transform, and build upon the material for any purpose, even commercially.

