NSW Government Service Designer Exercise: Model Answer

There is no right or wrong answer to this exercise. Some of the issues to consider include:

* Who are the stakeholders – citizens, government organisations, financial services, healthcare sector, funeral industry
* Users’ frame of mind – the information needs to be quick and easy to read and understand
* Accessibility, as the information will be used by everyone including those with different abilities, cultural background, reading level etc.
* Where information is currently located in ‘silos’ but not always shared
* How to share data about a death in NSW to create a holistic approach while protecting privacy
* What citizens need to know and do leading up and after a death:
  + Obligations, e.g. who to notify, costs to pay, wills and probate, being an executor
  + Options, e.g. to use a funeral director, using a lawyer versus completing paperwork yourself
  + Opportunities e.g. funding, compassionate leave from employment, grief support

**For more ideas, take a look at the** [**New Zealand Government’s End of Life Service**](https://endoflife.services.govt.nz/welcome)**.**

# More information about careers in Service Design

## You might make a good Service Designer if you’re interested in…

* Design
* People/users
* Humanities
* Stakeholders
* Problem solving
* Research
* Making a difference
* Co-creation and co-design
* Facilitation/teaching
* Planning for the future
* Talking with people from all walks of life
* Tackling difficult topics

## Good Service Designers have many of the following traits…

* Empathy
* Big picture thinkers
* Collaboration
* Creativity
* Human-centric focus
* Good communicators/ story-tellers
* Can-do attitude
* Ability to think outside the box

## If you are interested in a career in Service Design, you should familiarise yourself with…

* User research
* Design thinking principles
* Agile ways of working
* Mapping customer journeys / empathy mapping
* Designing solutions, service blueprint (connecting all the insights together in a roadmap. Connecting everything in the journey).

## Learn more about careers in Service Design:

* **Watch**: The Service Designer Network’s documentary on [Nordic Service Design](https://www.youtube.com/watch?v=330YCLMDaRg)
* **Join**: existing service design communities on Slack, LinkedIn, Twitter, Eventbrite, etc.
* **Participate**: get involved in some user research and see what it’s like to be the customer   
  of a service