This is service design thinking, Stickdorn/Scheider [http://www.laurea.eblib.com/patron/FullRecord.aspx?p=1122641](http://www.laurea.eblib.com/patron/FullRecord.aspx?p=1122641" \t "_blank)

Try to get the hard copy as soon as possible as it is easier to read (more visual) than the online version.

For a start, you could for example read chapters:

-          What is service design

-          Who are these service designers (sections: Fields of service design, Graphic Design, Interaction design)

-          How does service design work

-Service design tools

After reading these introductory chapters, you could think about how to apply the service design process and tools in this case we are working with Verohallinto. One of the service design tools you will be using is the creation of user interface prototypes - Axure. Other tools that you can use are for example: Stakeholder Maps, Personas, Service Blueprints. After get started with the book, you may have also your own ideas of possible service design tools that can be used.

assessment template v1. Besides the prototypes you will be making to verohallinto, add also as proof of learning a short report where you describe this case as a service design project (i.e, the service design phases carried out, the tools you used, and an analysis of the importance of these tools in your project).

As an additional proof of learning, create also a workload tracking mechanism where we can see the different tasks you will be doing during the project and the time spent with those. - Trello

I would also like you to keep track of the hours you use in this project. - Toggl