

The circle of life

A talk about killing services
UX Scotland 2023

Anne Dhir
she/her

* SPARCK

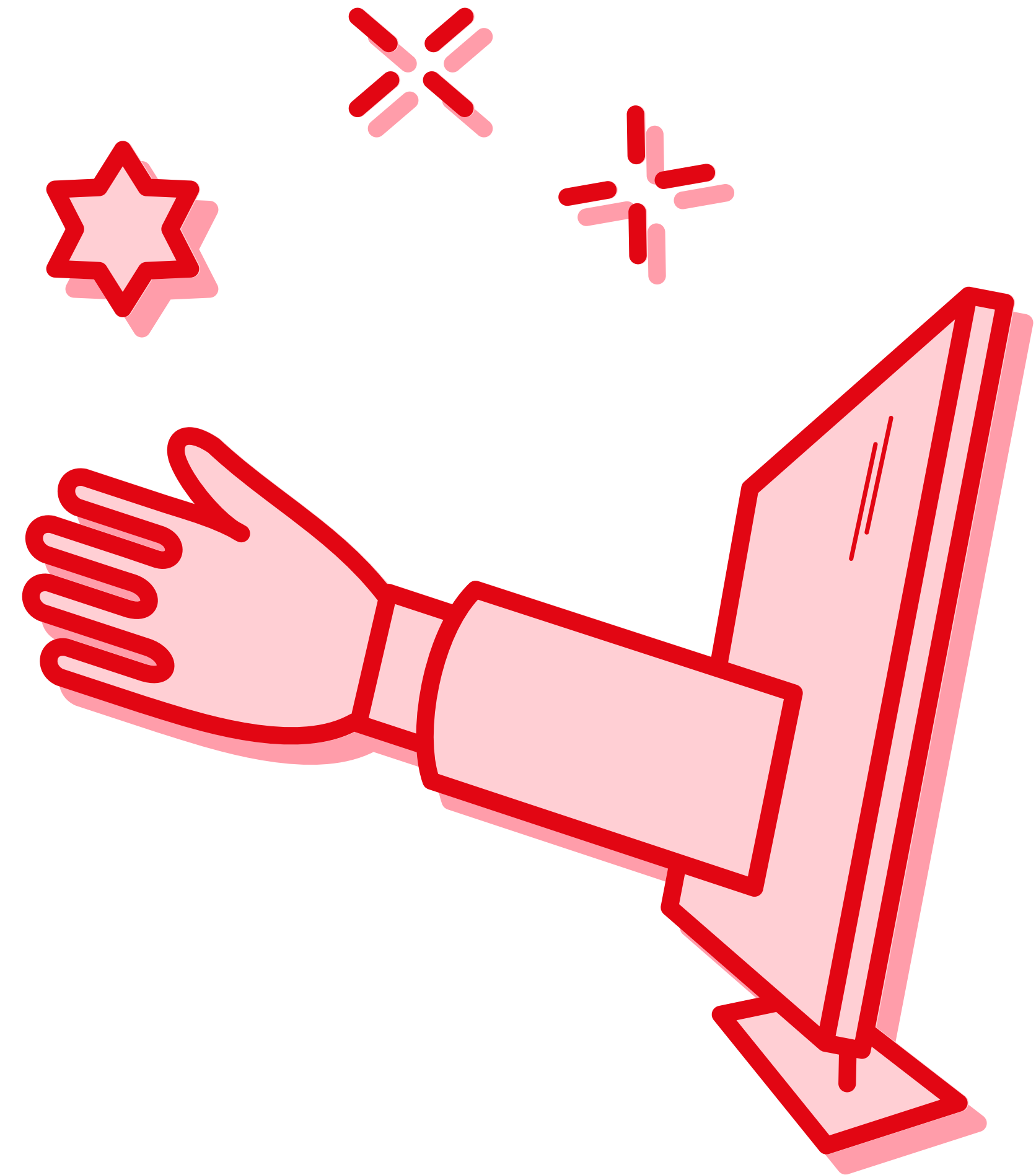




Hello

My name is **Anne Dhir**.
My pronouns are she/her.

I'm a **creative strategist and service designer**
with **SPARCK** and **BJSS**



We work across industries...

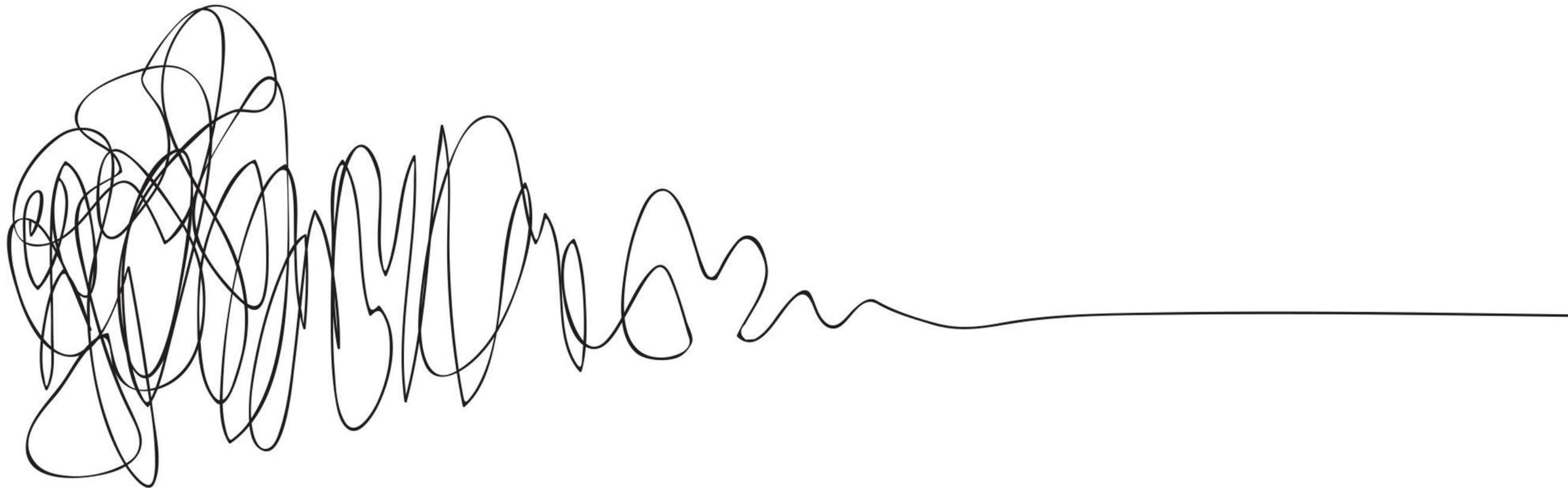


... from design to delivery

* Understand

* Design & Experiment

||| Deliver



Think through all the stages of a product (...), from the first usage to help, service, and maintenance.

Don Norman

Think through all the stages of a product (...), from the first usage to help, service, maintenance, and retirement.

Don Norman



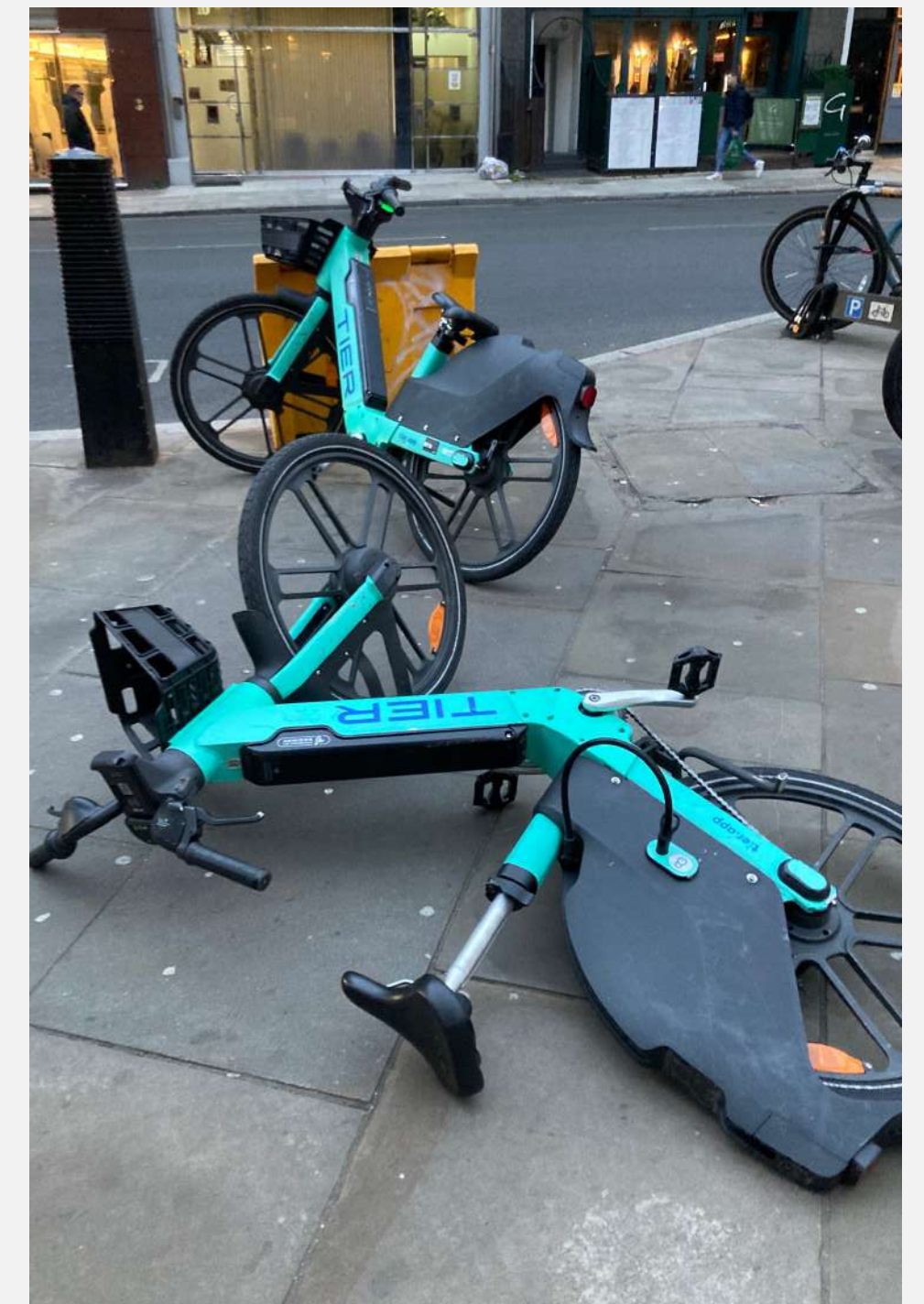
**“We’ve got enough work
delivering new services”**

“We just leave it running”




The cost of doing nothing

The visible cost



And the not-immediately visible cost



Information Commissioner's Office

DATA PROTECTION ACT 2018 (PART 6, SECTION 155)

SUPERVISORY POWERS OF THE INFORMATION COMMISSIONER

MONETARY PENALTY NOTICE

To: Easylife Limited

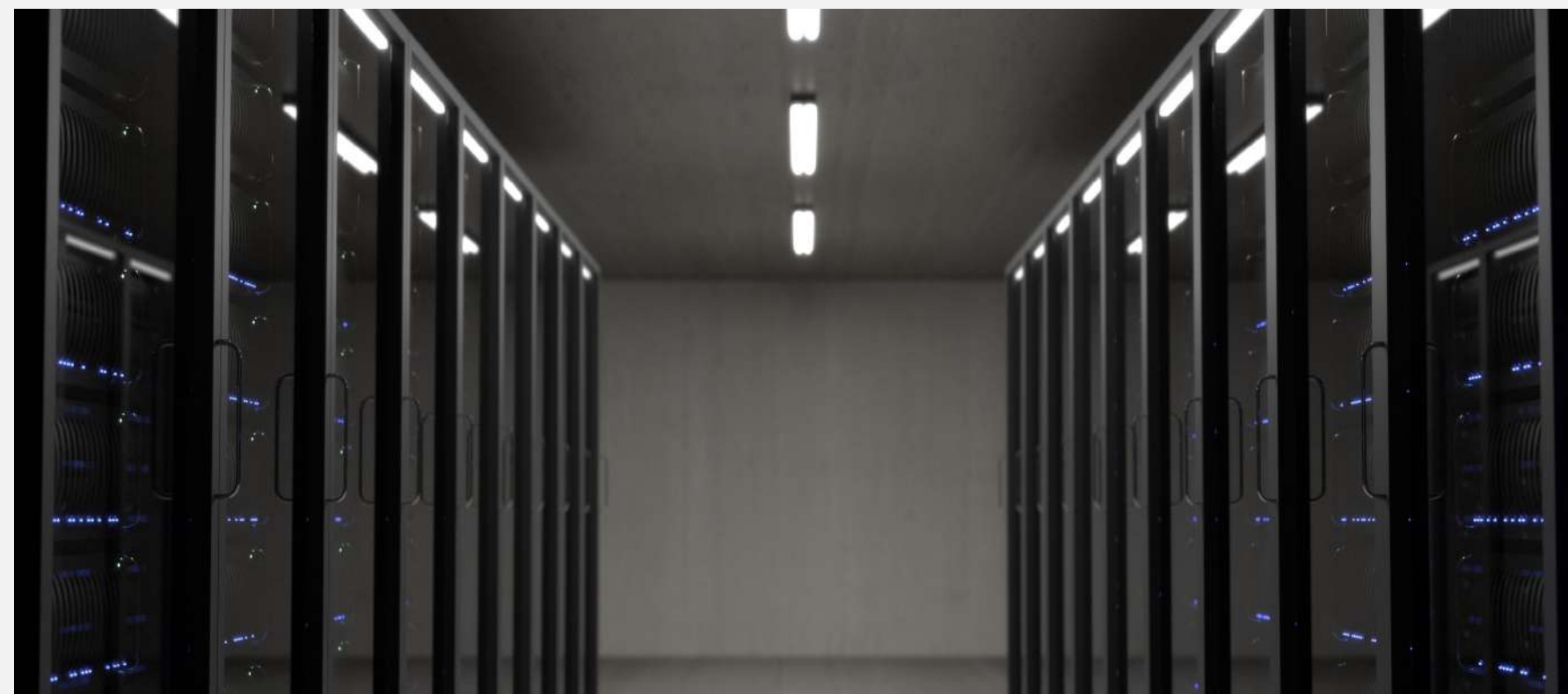
Of: 94 Orchard Gate, Greenford, England, UB6 0QP

Introduction and Summary

1. This Information Commissioner ("the Commissioner") has decided to issue Easylife Limited ("Easylife") with a monetary penalty under section 155 of the Data Protection Act 2018 ("the DPA"). The penalty notice imposes an administrative fine on Easylife, in accordance with the Commissioner's powers under Article 83 of the General Data Protection Regulation 2016 ("the GDPR"). The amount of the penalty is **£1,350,000 (one million three hundred and fifty thousand pounds)**.
2. The penalty is in relation to contraventions of Article 5(1)(a) of the GDPR and an ongoing incident during the period of 1 August 2019 to 19 August 2020 ("the relevant period") affecting personal data processed by Easylife during the relevant period ("the Incident")¹.
3. For the reasons set out in this Monetary Penalty Notice, the Commissioner has found that Easylife failed to process personal data in

¹ The applicable legislation at the time of the Incident was the (EU) GDPR. The Commissioner was at the material time the supervisory authority in respect of the (EU) GDPR.

1



NEWS

Home | Cost of Living | War in Ukraine | Climate | UK | World | Business | Politics | Culture

Family & Education | Young Reporter

Child Trust Funds: Millions of pounds stuck in 80,000 accounts - report

4 days ago



MICHELE CREED

Michele Creed, pictured with her daughter Alana, is warning other families to think twice before taking up the court battle to access their child's money

By Ruth Clegg
Disability news reporter

Tens of millions of pounds belonging to about 80,000 young people without capacity to make financial decisions could be locked in trust funds, a report suggests.

What ends?

Which ends?



Offboarding

Which ends?



Offboarding



Retiring

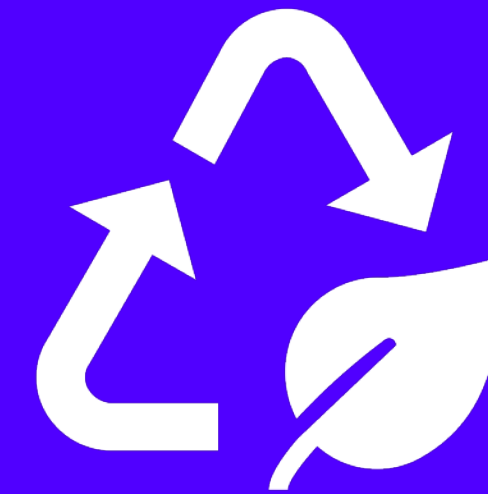
Which ends?



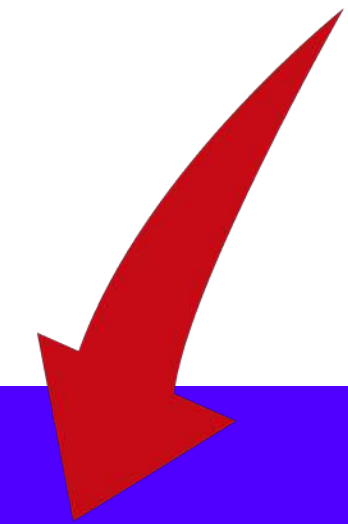
Offboarding



Retiring



Closing the circle



A quick tour of the graveyard

Services do die

Temporary

Guidance

English | [Cym](#)

Check if you can claim a grant through the Self-Employment Income Support Scheme

If you're self-employed or a member of a partnership and have been impacted by coronavirus (COVID-19) find out if you can use this scheme to claim a grant.

From: [HM Revenue & Customs](#)

Published 26 March 2020

Last updated 1 October 2021 — [See all updates](#)

 [Get emails about this page](#)

This guidance was withdrawn on 1 October 2021

Claims for the fifth SEISS grant have now closed. The last date for making a claim was 30 September 2021.



Sainsbury's
@sainsburys

We are prioritising elderly and vulnerable customers for online delivery slots. If you consider yourself to be vulnerable and do not receive an email from us today, please visit our Groceries Online website tomorrow (Monday) for information on how to contact us.

11:41 am · 22 Mar 2020

216 Retweets 125 Quotes 912 Likes 25 Bookmarks



This app is no longer active.

You will no longer be alerted if you have been in close proximity with another App user that has reported a positive COVID-19 test to the Protect Scotland App.

Therefore the App will no longer allow you to be aware of any potential infection risk that you may then pose to others, such as family members or work colleagues.

Cyclical



Get InvolvedRed Nose DaySport ReliefApply for FundingWhat Your Money Does

Donate

FUNDING OPPORTUNITIES


LIVE OPPORTUNITIES

Temporarily closed for new applications.

The world around us is constantly changing, yet we are acutely aware that Comic Relief's application process hasn't altered much in several years. With this in mind we are currently reviewing our strategy and funding process and therefore are temporarily closed for new applications.

There may be funding programmes later in 2022 and we recommend to check back for more information on these. We will always ensure there is a reasonable time between promoting a programme and its deadline, and if you check monthly you shouldn't miss an opportunity to apply.

CLOSED OPPORTUNITIES



FundingKey initiativesNewsInsightsContact us

LOG INABOUTJOBSCYMRAEG

Search

A

Active England

Archived

Encouraging creative approaches to increase physical activity and sports participation

Active Futures

Archived

Active Futures will fund anything that gets young people active

Active Lifestyle

Archived

Activities for Young People

Archived

Funding to provide activities that are stimulating, challenging and enjoyable

Change in strategy

Tesco shuts its non-food website, Tesco Direct

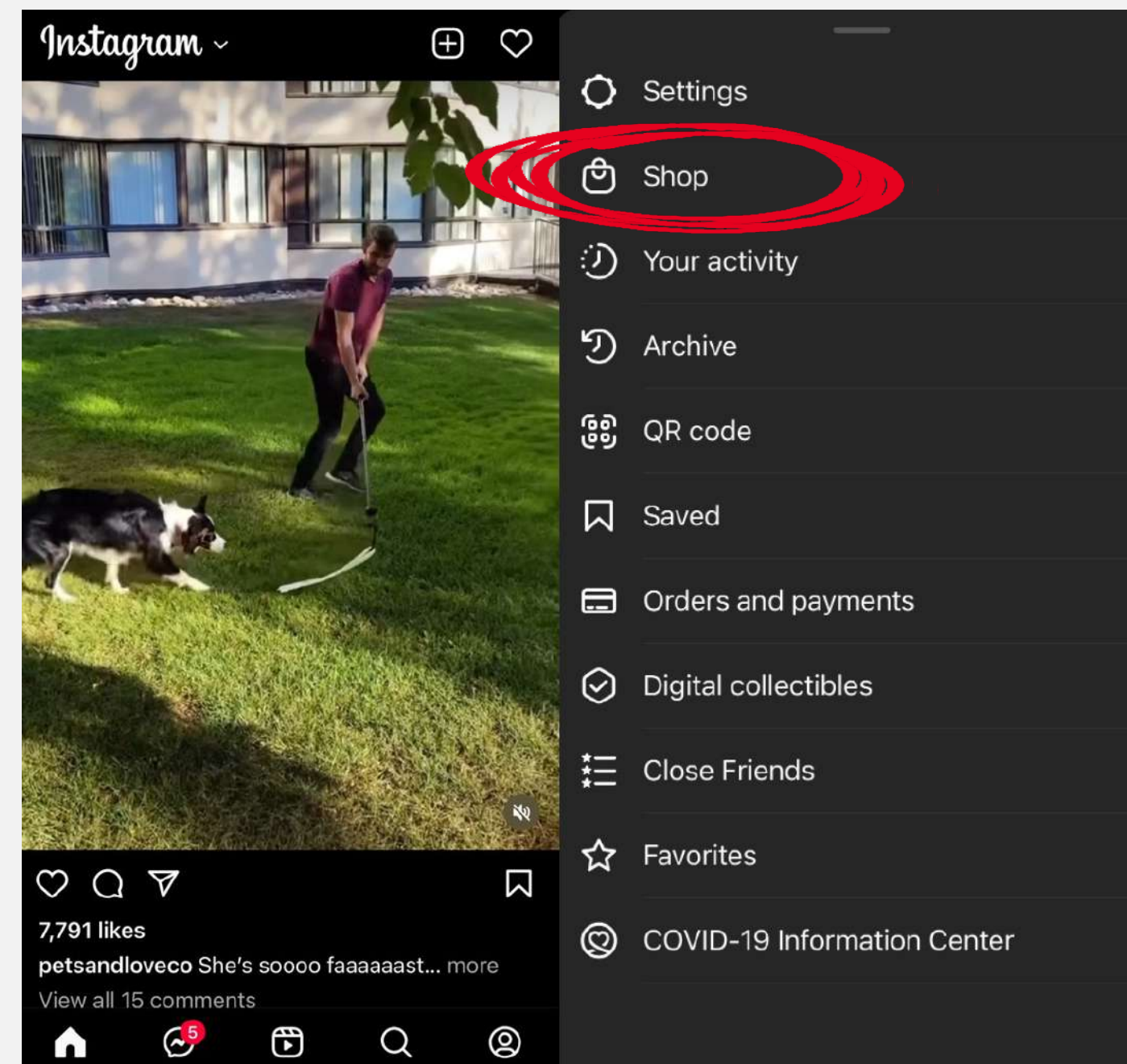
500 jobs at risk as company concludes it cannot make the loss-making arm profitable





Tesco blames high costs for fulfilment and online marketing for closing Tesco Direct.
Photograph: Nick Ansell/PA

Tesco is shutting down its clothing and homewares website Tesco Direct in a surprise move that puts 500 jobs at risk.

Staff were briefed on Tuesday afternoon about the decision to close the loss-making website which was the supermarket giant's attempt to take on Argos and Amazon by selling everything from sofas to TVs and toys.



Change in policy



 


[Home](#) > [Environment](#) > [Climate change and energy](#) > [Energy efficiency](#)

Guidance

Green Homes Grant: make energy improvements to your home (closed to new applicants)

How to use your Green Homes Grant voucher to make energy efficient improvements to your home.



Financial support for renewable technology

Renewable Heat Incentive

The domestic Renewable Heat Incentive (RHI) closed to new applications on 31 March 2022.

Retirement

JOHN LEWIS
& PARTNERS

Account

Basket


Menu


Q

Search product or brand

< Prices & payment

YOU CAN
PUT A
PRICE ON
QUALITY






NEVER KNOWINGLY
UNDERSOLD

WE'VE NOW RETIRED OUR NEVER KNOWINGLY UNDERSOLD
POLICY.

AS OF 23 AUGUST 2022, WE NO LONGER ACCEPT PRICE MATCH
CLAIMS WITH OUR COMPETITORS.



Home > Services > North East and Yorkshire Genomic Laboratory Hub, Central Lab

North East and Yorkshire
Genomic Laboratory Hub,
Central Lab

Constitutional Genetics

Oncology Genetics

Clinical Genetics

Discontinued services

Information regarding discontinued services can be accessed

[Whipple Disease](#)

[Aortopathy](#)

[Brugada Syndrome \(SelGen\)](#)

Suspend

SUBSCRIBE

POLITICS • BUDGET

This Is What Actually Happens In a Government Shutdown

A closure sign is posted on the national mall near the US Capitol in Washington, D.C. Jewel Samad—AFP/Getty Images

BY LAURENCE ARNOLD / BLOOMBERG

Le groupe

Nos événements

L'offre d'abonnement

HOME | SOCIAL / RH | PROTECTION SOCIALE | DÉPÊCHE N°677842

Le CH de Corbeil-Essonnes contraint de déclencher son plan blanc suite à une cyberattaque

Dans la nuit de samedi à dimanche, une cyberattaque a visé le Centre Hospitalier Sud Francilien (CHSF), à Corbeil-Essonnes. L'ARS IDF indique ce vendredi que "tous les logiciels métiers de l'hôpital, les systèmes de stockage (notamment d'imagerie médicale) et le système d'information ayant trait aux admissions de la patientèle sont pour l'heure

Pinned Tweet

Mermaids @Mermaids_Gender · 6 Oct

Due to intolerable abuse, we have made the decision to close the hotline and webchat services for the rest of today and tomorrow. Next week, to enable us to take all volunteers off the rota, we will reduce hours to 9am to 6pm only.

1 5,185 20.6K

Show this thread

travel

VIDEO

Why the sky is still full of empty 'ghost' flights

Paul Sillers, CNN • Updated 2nd April 2022

Bloomberg UK

Switch Editions

• Live Now Markets Industries Technology Politics Wealth Pursuits Opinion Businessweek Equality

Pursuits | Travel

A Third of the World's Air Routes Have Been Lost Due to Covid

- Lost routes thrust aviation's economic miracle into reverse
- Some services may be gone for good, making travel tougher

Collapse

Welcome Together Energy customers

Sit back, relax and let us take care of everything.

Your transfer to British Gas

When you transfer over to us, we'll let you know how it's progressing - below you'll see the steps that we'll go through and the communications you'll receive along the way.

Completed

We'll take care of your energy

Completed

We'll complete the switch

In progress

Together Energy closing your account

TIME

SUBSCRIBE

BUSINESS • TRAVEL

This American Said He Had to Pay \$2,400 to Get Home After Travel Company Thomas Cook Collapsed

ITN

The return of the firm's 150,000 British customers now abroad would be the largest repatriation in its peacetime history

7 nights, 4*, Half Board

from £299 pp

However, some legends never die!



Broadband

What is the number for the speaking clock?

Find the precise time by dialling 123 to hear the BT speaking clock (Timeline). The time is announced every ten seconds.

It costs 50p a minute from BT landlines any time of day or night.

Was this answer helpful?



[Print these instructions >](#)

It's the end of the world **service**

And I feel fine



Plan for the end of the road



Build your closing capability

Kill little, early, and often

Design with ends in sight

Create end scenarios

Talk about ends

 **Talk about** **ends**



Create **end** scenarios

- ☐ Could the service be(come) **temporary or cyclical**?
- ☐ Are we prepared for it to **collapse**?
- ☐ Could it **be suspended**?
- ☐ What does it **replace**?
- ☐ Could it be **replaced**?
- ☐ Does it still **align to the strategy**?
- ☐ What **dependencies** might make retirement difficult?
- ☐ What if the **need** were met?

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- ☐ What if the **need** were met?
- ☐ **What does it look like when global warming reaches 4c?**

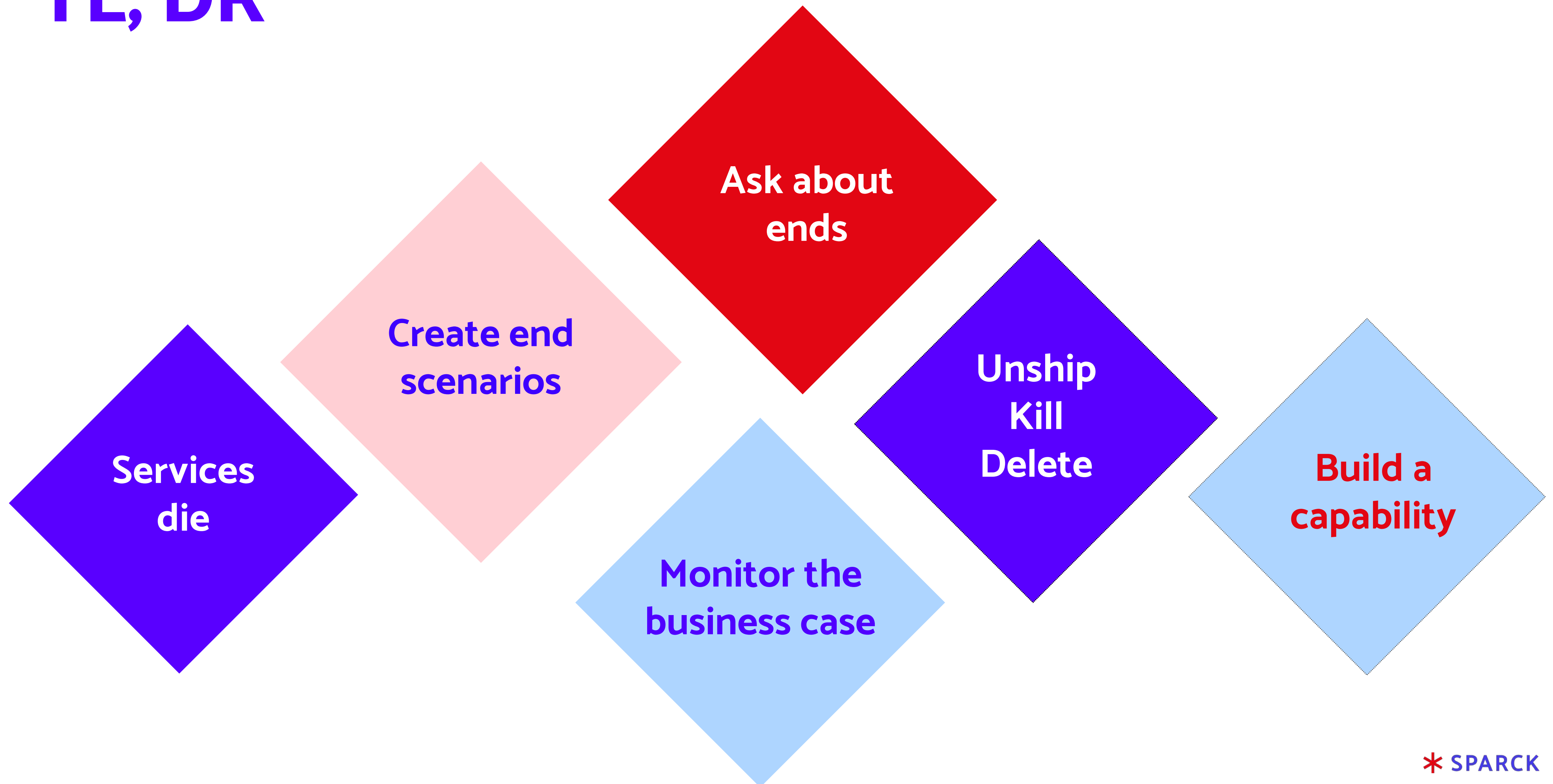
 **Design with** **ends** **in mind**

 **Kill early, little, often**



3 final thoughts...

TL; DR



Remember your 4 Rs



Remove



Reduce



Reuse



Recycle

**“Kill your darlings,
kill your darlings,
even when it breaks your
egocentric little scribbler’s heart,
kill your darlings.”**

Stephen King 'On Writing'

Thank you

Anne Dhir