Resources for further learning on service design

Books
- [Leading Public Design](#)
- [This is Service Design Doing](#)
- [Dark Matter and Trojan Horses: A Strategic Design Vocabulary](#)
- [The Design of Everyday Things](#)
- [This is Service Design Thinking](#)
- [Service Design: From Insight to Implementation](#)

Blogs
- [Leading Service Design](#) Medium publication
- [Practical Service Design](#) Medium publication
- [Service Design Magazine](#) Medium publication

Meetups
- [Service Lab London Meetup](#) - "A place for service designers and people interested in service design to learn something new and talk to others. We welcome battle-scarred practitioners, newbies and the service design curious."
- [Cross-government service design meetup](#) (Civil servants only)
- [Gov Design Meetup](#) — "Connecting designers working in, for or with government. Exchanging knowledge, sharing experiences and supporting each other."

Further training
- Introduction to Human-Centered Design – [free 9-week remote course](#)
- This is Service Design Doing – [comprehensive 5-day service design course](#)
- Central Saint Martins – [Service design short course](#)
- General Assembly – [Service design workshop](#)

Videos
- [From Front-End to Full Service / Kate Ivey-Williams](#)
- [Scaling service design and the challenge of problem-caring / Sanjay Poyzer](#)
- [Service Design Show](#)

- ○ [What it means for service design to grow up / Louise Downe / Episode #36](#)
- Service Design Network
  - ○ [Scaling Service Design in government / Louise Downe](#)
- Service Experience Camp
  - ○ [Designing Public Services / Louise Downe](#)

Communities

- [Cross government Slack](#) and the following channel:
  - ○ #servicedesign
- [Practical Service Design community](#) resources and [Slack team](#)

Guides and toolkits

- [Service design toolkit](#)
- [Smaply tools](#)
- General Assembly - [A Beginner's Guide to Service Design](#)
- [Introduction to Service design in government for content designers](#)
- [NYC Civic Service Design - tools and tactics](#)
- [Service Design in the B.C. (British Columbia, Canada) Public Service - The Service Design Playbook](#)
- [Nesta - Designing for Public Services: a practical guide](#)

Podcasts

- [Service Design Podcast](#)
  - ○ [Episode 3: Practical service design with Megan Miller and Erik Flowers](#)

Degree programmes

London College of Communication - [MA Service Experience Design and Innovation](#)

Royal College of Art - [MA Service Design](#)

Glasgow School of Art - [M.Des in Design Innovation & Service Design](#)

Hyper Island - [MA Digital Experience Design](#)

Brunel - [MSc Digital Service Design](#)

Ravensbourne - [MDes Service Design Innovation](#)

University of Warwick - [MSc Service Management and Design](#)

Goldsmiths - [MA Design - expanded practice](#)