



LeTeEm - Learners, Teachers and Employers

Project as a co-operative process of different actors

LbD4All Sharing
&
learning



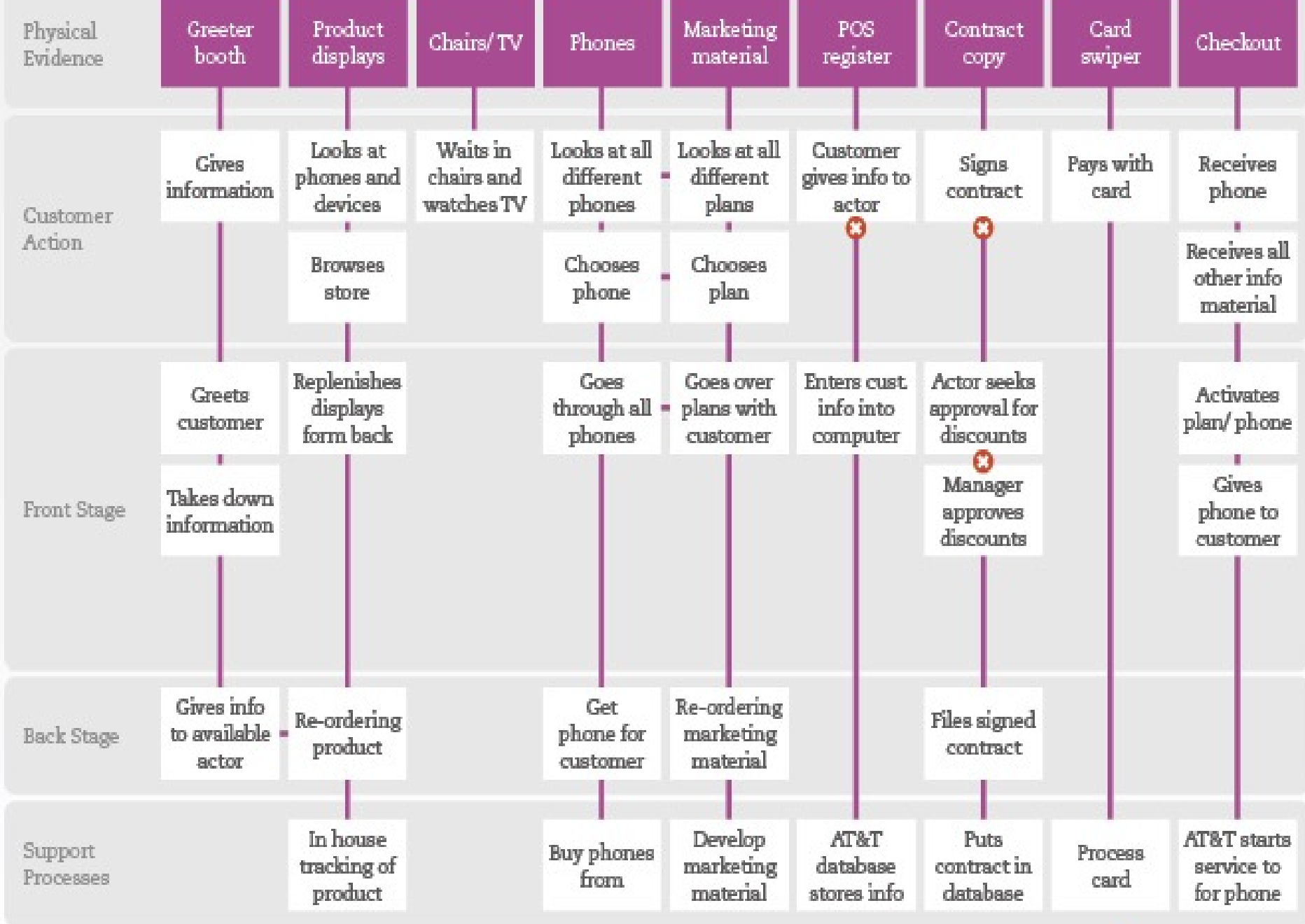
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Blueprint

- Gives representation of **how a service works**: provide a detailed visualization of the actions and processes
- Service blueprints are produced together by **various departments** or teams which may exist within the organisation of the service provider. A **collaborative workshop** is a very effective forum for this kind of co-creation

Blueprint is more elaborated view of the system, which:

- 1) differentiates services that are **visible** to the user and those that are **backstage**,
 - 2) shows **relationships among** and **journeys through** the services and touchpoints.
- By describing & outlining all of the elements contained within a service, the blueprint allow the most **crucial areas** to be identified, whilst also revealing areas of overlap or duplication.
 - Service blueprints are able to show the processes that lie **behind the critical** service elements around which user experience is defined.



✘ Design Opportunity

✔ Design Success



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Modeling the process of

LbD4All-process (using blueprint as a method)

- Project Title: Local Youth Event in Support of Refugees
- Employer: City Council, Youth Department/Social Work
- Local School, students of different ages
- Task: Students Create Ideas and Implementation for a Youth Event, in Order to Support Refugees
 - Look at the project task and its implementation from the perspectives of 1) employer, 2) teachers, 3) students
 - Study material and study subjects, learning outcomes
 - What is important, what needs to be done, which steps need to be taken, in which order, how responsibilities are shared, working schedule
 - Roles are divided in the group
 - Create a blueprint which presents the total process of the project
 - Time to work 20 minutes
- Presentations of the results
- Conclusion and discussion