

# Prototyping toolbox

Service design workshop

SETUP  
A TIME FRAME

DEFINE SERVICE CONCEPTS  
TO BE DEVELOPED  
ON DIFFERENC PHASES

CHOOSE A RIGHT  
PROTOTYPE FOR  
EACH CONCEPT

DEVELOP  
THE PROTOTYPE  
IN THREE STEPS



WHAT ARE WE  
PROTOTYPING? →

Websites or mobile apps

Human-to-human  
interactions (video)

Objects

Physical spaces

Process walkthrough

ROUGH

STEP I



How  
many?

When?

- Rough user journey map
- Wireframes
- Hand sketching
- Paper templates (i.e. Printable templates)
- Programs: Omnigraffle, Balsamiq
- Mobile stencil



- Live skit
- Rough script
- Body storming



- Hand sketches
- Rough model (put together with pieces you find)



- A3 hand sketches of physical walk-through
- Desktop walkthrough Use: Lego, modelling clay, toys / figurines, etc.

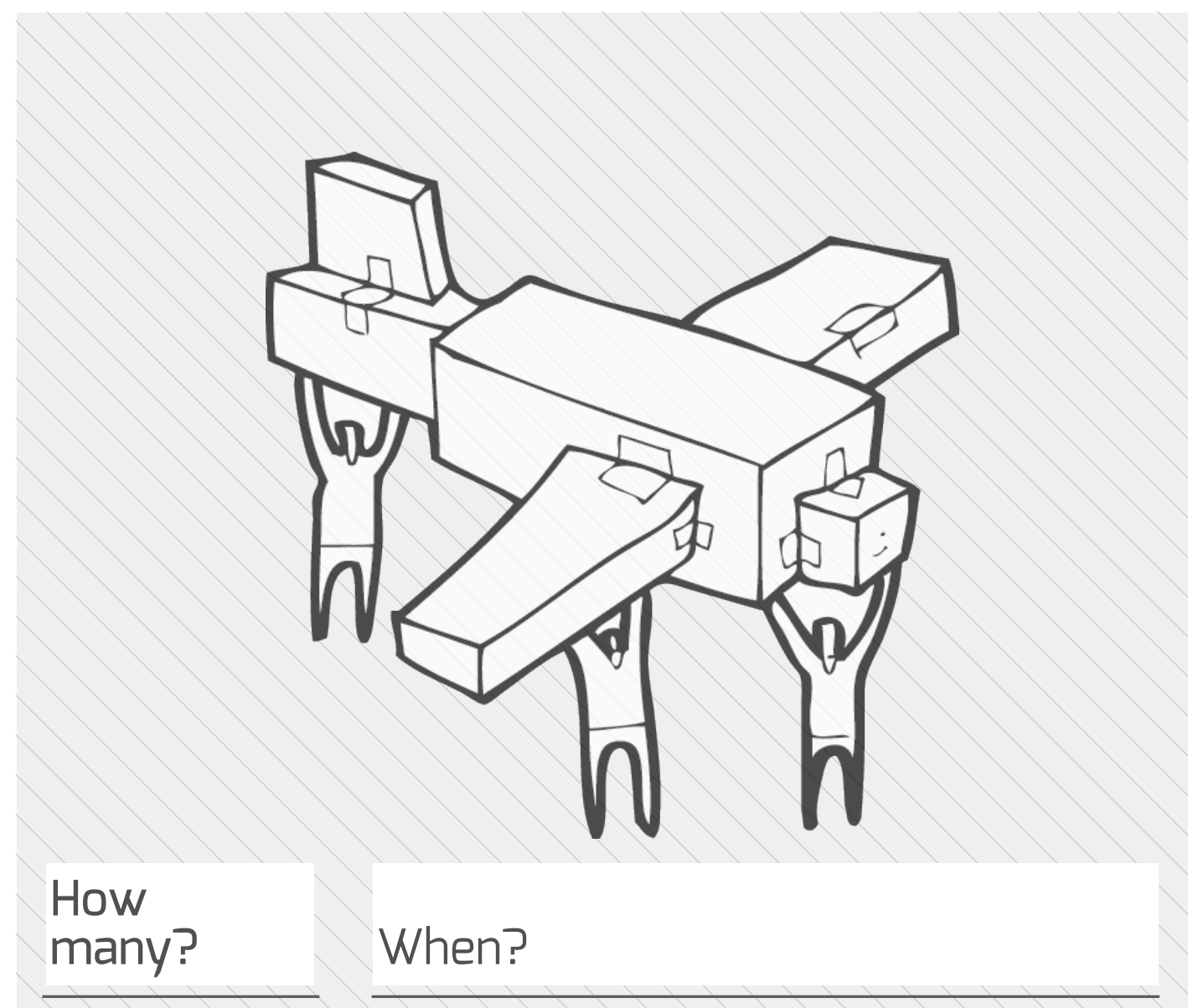


- Rough journey map
- Desktop walkthrough Use: Lego, modelling clay, toys / figurines, etc.



RIGHT

STEP II



How  
many?

When?

- Use scenario
- Looks like flow Programs: Adobe Suite, Omnigraffle, etc.
- Storyboard: drawn or picture still frames



- Storyboard
- Apply to persona / profiles descriptions
- Stage scene / process; Role play-see if it works; Test with various users (record observations)



- Looks like model to get general shape and size
- Acts like model just focuses on the function of the object and not the general look.
- Materials for either: Foam, cardboard, modelling clay, etc.



- Tape blueprint walkthrough

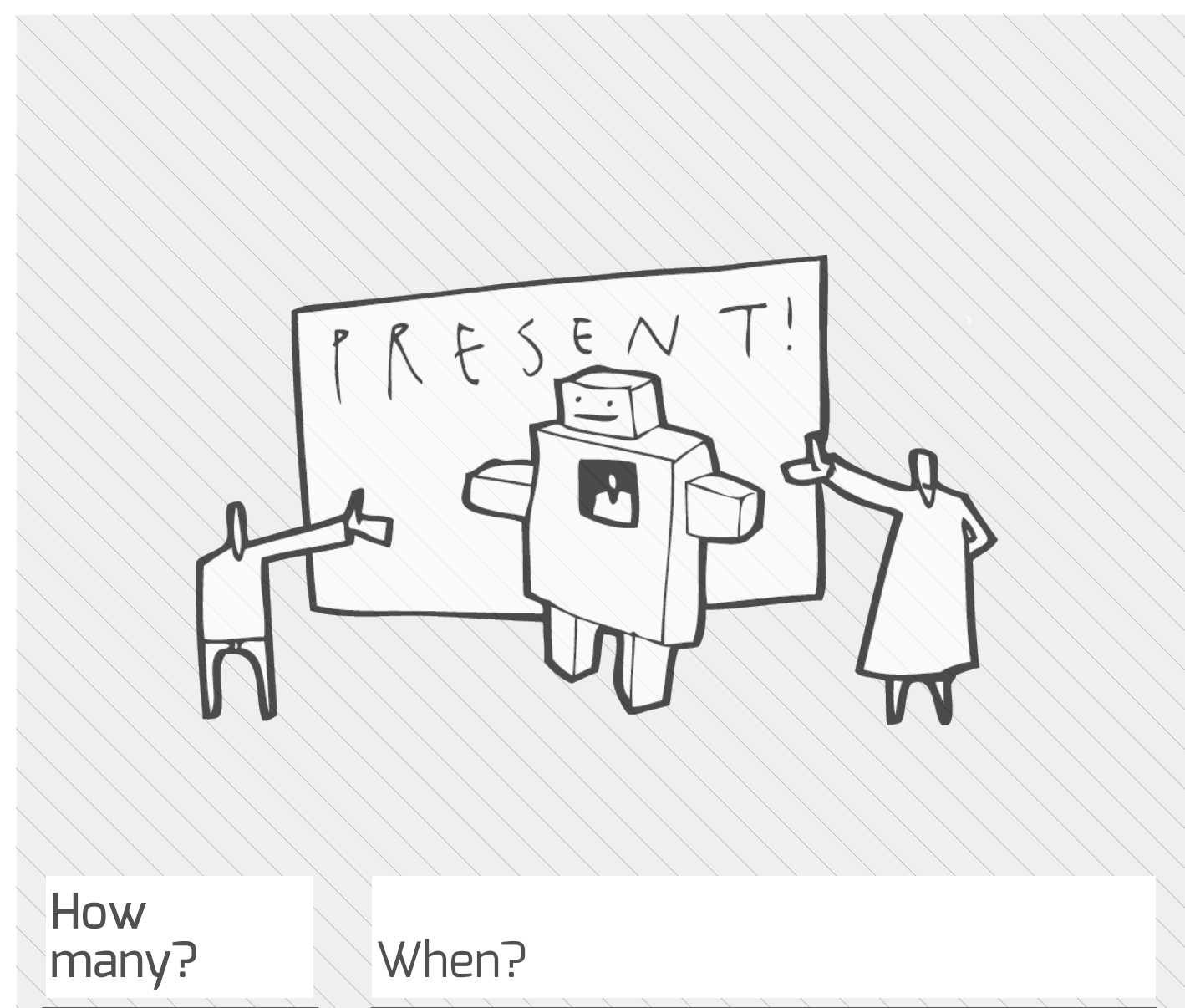


- Storyboard
- Apply to persona / profiles descriptions
- Stage scene / process; Role play-see if it works; Test with various users (record observations)



READY

STEP III



How  
many?

When?

- Acts like flow Programs / language: www.realizerapp.com, flash, html, etc.



- Recording: stop motion, animation, live action, interviews, etc.
- Editing tools: iMove, After Effects, Premiere, etc.
- Load on Vimeo / Youtube



- Combined looks like and acts like model (no need to be polished model – just combine general size and shape with function).



- Role play (in adapted space)



- Recording of walkthrough (video)
- Visualization of walkthrough (images)
- User scenario



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Designed by **Clou Studio**  
and **Marcin Chłodnicki, Ph.D.**