

Service design workshop

90 minutes / six participants / facilitator: Jordan Lee

Outcome

Agree one request journey, identify the unresolved decisions and leave with named owners for the next actions.

Agenda

00–10 Frame the problem. Agree the outcome and boundaries.

10–30 Map the current journey. Make handoffs and waiting points visible.

30–55 Design the next journey. Name roles and decision points.

55–75 Test two scenarios. Record exceptions and open questions.

75–90 Commit next actions. Agree owners, dates and a review point.

Preparation

Bring two anonymized requests: one routine case and one that needed several handoffs. Read the current service description before the session.

Capture before closing

Decision / owner / due date — record all three for every action. Share the agenda and the resulting notes with participants.