Feedback Banu Cicek Avciogl

Thank you for your final assignment.

You provided a noteworthy definition of service ecology and the many benefits that this tool offers. Service ecology can help service designers understand the bigger picture of the challenge they aim to solve, taking into account not only the service lifecycle but also, as you are writing, stakeholders’ points of view and their needs.

I would like to know what the reference was where you found this definition.

You provided key service design characteristics as your learning: zooming in, zooming out to respond to challenges comprehensively, holistic solutions and the importance of prototyping and testing.

Finally, inserting visualisations and some essential tools and frameworks can support your service design learning.

Great work.