

Identify stakeholders that should be involved



- employees
- customers
- service providers
- creative communities
- citizens
- others

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What roles will participants have?



- informants
- inspiration
- co-creators
- citizens
- service providers
- others

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How can stakeholders contribute to the project?



- user experiences
- political support
- contextual knowledge
- critical voices
- creativity
- other

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Take five persona cards



- Choose 1-2 that you consider most important to involve
- Why them? How could they contribute?

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Reasons for collaboration



- Discuss, why you want to include stakeholders in service development.

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