

More detailed guidelines from the Living Lab Methodology Book



The Planning Phase

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Checklist for Planning the Intervention

Planning stands for planning the R&D project as a whole and in this phase is it important to gain as much information as possible about the underlying circumstances for the project, its aim and scope, different perspectives on the project, relevant competencies among the project-team, and the context, constraints and boundaries that needs to be defined and agreed upon. It is important to mix different competencies to stimulate knowledge sharing and an increased understanding of the involved stakeholders' visions [62, 63].



This process can be difficult to accomplish since project participants usually want to make contributions to many diverse areas, hence making it hard to decide what to include and what to exclude in the intervention. Thus, it is important to support a continuous and communicative approach to build trust and confidence between the stakeholders [64].

During this process it is important to keep the five key principles in mind and to consider how, for example, **value** can be created for the users, how the users can **influence** the process, how **sustainability** take form, how openness should take form, and how the process should be designed to capture as **realistic** situation as possible in this phase.



Developing services for private users to co-develop in their own private homes during their spare-time, 24/7, calls for new circumstances that need to be considered when planning and determining the focus for the intervention. Explicit questions that need to be discussed among project partners before the discovering needs phase starts are:

- What is the goal with the intervention?
 - What is aimed at being achieved?

- What is the purpose with the intervention?

- What problem or opportunity does it aim to contribute to?

- What is the background and needs that formed the project idea?
 - Why is the project relevant?

- Is there any product or service being developed in the project?
 - Yes, No, Don't know
- What technical equipment does the project require?

- What competencies and resources are important to involve in the process?
 - Content providers
 - Distributors
 - Developers
 - Customers and or
 - Users
 - Other

- What are the important frames for the project?
 - What are the economical frames?

- Are there any ethical considerations that need to be handled?

- What resources are needed to start the project?

- Which important time-frames needs to be handled?

- In which context is the inquiry planned to take place?

In a Living Lab context, user tests are done in a real world context and this includes some aspects that need to be dealt with. These aspects are related to the contexts in which the service being developed is aim to contribute to. Users' response to an innovation can be influenced by how well it merges into their context and their activities. Even things not directly linked to the innovation can influence the users' experiences of using the product. It is therefore imperative to define:

- What in the context might influence the intervention?

- What, in the context, can the intervention influence?

- Identifying the target user group, customers, intended users, as well as non-users.

- Is there any power relations that need to be considered and how can these influence on the intervention?

- Who has the power to realise ideas, who are the decision makers and informal leader that needs to be contacted, and who can stop an idea?

When all these questions have been handled and discussed the detailed planning of the project can start.

