Service Design Blueprint Mapping

(Future State)

What is it

- Service Design Blueprints come in two forms - current and future state mapping.
- A Future State Service Blueprint, much like a Current State Service Blueprint, is a visualisation tool used in service design. However, while the Current State Service Blueprint is used to map out the service as it exists presently, a Future State Service Blueprint represents how an organisation would like the service to be in the future. The purpose of a Future State Service Blueprint includes:
- Service Innovation and Improvement, Strategic Planning, Stakeholder Alignment, Implementation Roadmap, Change Management, Testing and Refinement

Who

- Service Designer or T-shaped UX designer

Running the technique

- A current live service should have an existing current state blueprint. If this is missing, then the team should make a decision on the value of completing this exercise.
- A Service Blueprint can range from a few days to several weeks or even months for very complex services or detailed blueprints. It's important to remember that the blueprinting process isn't just about creating the final artifact - the process of gathering information, involving stakeholders, and thinking through the service can be equally valuable. Work with the product manager to agree the level of detail that delivers the most valuable outcome in a timely manner.

- The Future State Service Blueprint should be detailed enough to capture all the proposed changes and how they will impact the service delivery and prioritised solution approach

⬚⬚Authoritative source

- (CSD miro board for detailed understanding of the process)