Understanding People

Prepare

Scope   Team

Repeat

Plan

Identify

Structures   Culture

Geography

One-to-one Interviews

Facilitated Discussion

Delphi Study

Locate

Understanding People

Prior to understanding the system users there is a need to prepare the scope of the mapping required, identify the team and plan the process.

After the enquiry is complete it is important to communicate the outcome to the appropriate audience. The whole process may then need to be repeated if the scope of the mapping process or the system changes.

People are essential to the smooth operation of any systems, both as service providers and as recipients of the service. It is important not only to learn who these systems users are, but also to be able to describe them to the improvement team.

Understanding People

Chose a variety of approaches to assist in identifying and understanding the system users and stakeholders, and their relationships. More than one approach may be required to adequately capture and characterise the key participants.

Iteratively cycle between the **Locate**, **Identify** and **Situate** stages until sufficient insights into the system's users, location and situation are known.

Further details regarding the individual enquiry tools, examples of their use and useful reference sources, are provided later in this section and in the resources section of this toolkit.

Participant Observation

Observational Study

Designing Personas

Designing Scenarios

Life Café

Public Involvement

Iterate

Evaluate

Policies

Deliver

Message   Audience

Engagement   Politics

Communicate

Situate