



The Service Innovation Lab -
Operational Workflow Model
2018

Required Lab People

- **Commissioning and Relationships:** Relationship managers and Product owners
- **Scoping:** Product Owner / Designer / Agile coach
- **Discovery:** Researcher / Design researcher / Designer / Agile Coach / Product owner / Scrum Master / Developer
- **Design:** Designer / Developer / Agile Coach / Product owner / Scrum Master
- **Alpha:** Developer / Designer / Product owner / Scrum Master
- **Beta:** Relationship managers / Product owner / Developer

● Stage Gates / Decision points / Deliverables