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Chris is co-author of the Rosenfeld Media book, Orchestrating Experiences: Collaborative Design for Complexity. Follow him on Twitter @chrisrison. Read More . About Patrick Quattlebaum. Patrick Quattlebaum is a designer and teacher who gets up every morning to bring creativity, rigor, and humanity to problem-solving. He is the co-founder and CEO at Harmonic Design, a US-based service design ...

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Service Design is one of the best books I have read this year as it unpacks the jargon laden discipline of service design. The term service design reflects an enhancement of products, services and experiences to reflect the competitive, digital and consumer powered world we face.

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Polaine, Løvlie, and Reason. 2013. Service Design: From Insight to Implementation. New York: Rosenfeld Media. rosenfeldmedia.com/books/service-design/

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Service Design: From Insight to Implementation is a good book that provides a survey of the state of service design. The challenge is that the book is a general survey where the gap in the current service design literature is in the next step forward, an approach based on how things are done.

~~Service Design: From Insight to Implementation by Andy Polaine~~

SD053: Figure 5.14 A customer journey map. Polaine, Løvlie, and Reason. 2013. Service Design: From Insight to Implementation. New York: Rosenfeld Media.

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Rosenfeld Media: What excites you about enterprise design? Jim: Operating within an enterprise environment is a challenge for any young, little-understood profession. Communicating the value of design within such context is exponentially challenging. The reward is demonstrating value, converting minds and in the end delivering better, more ...

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