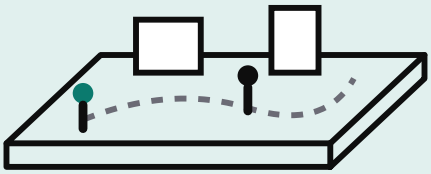
Method

Desktop walkthrough

A scale prototype, made with cardboard, building pieces, or figures, on which the team moves the characters step by step to rehearse a service from start to finish.



In Spanish
Recorrido de escritorio

Origin
Described in Stickdorn, Hormess, Lawrence, and Schneider (2018)

Output
A model of the service and a list of changes

What it's for

Lets you see failures and critical moments in a service or a space before building anything, with very few resources.

Key elements

Cheap and fast
Cardboard, building pieces, and figures are enough.

The value is in playing it
You learn by walking through the service, not by looking at the model.

Every role
Also move the staff and what happens behind the scenes.

How it's done

1 

Set up the space and the characters on the table.

2 

Walk through the service step by step, out loud.

3 

Note questions and failures, change things, and play again.

Applications in design

When to use it

To rehearse a service or a space with the team before a full-scale prototype.

Avoid

Polishing the model: it takes time away from playing.

Don't fall for it

Also play the difficult cases: a wait, an error, someone in a hurry.

Connections

Used by

- Service design

Related to

- Bodystorming
- Role playing
- Prototyping
- Service blueprint

Authors and works

2018	**Marc Stickdorn, Markus E. Hormess, Adam Lawrence, and Jakob Schneider**	They describe it among the methods for prototyping services: sharing a vision of the complete experience and testing a concept cheaply.

Sources

Original sources

- Stickdorn, M., Hormess, M. E., Lawrence, A., & Schneider, J. (2018). This is service design doing: Applying service design thinking in the real world. O'Reilly Media.
- Stickdorn, M., Hormess, M. E., Lawrence, A., & Schneider, J. (2018). Desktop walkthrough [Method]. This is service design doing. View source (https://www.thisisservicedesigndoing.com/methods/desktop-walkthrough)

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