

# The Digital Assistance System Canvas

Designed for:

Date:

Version:

<p><b>Work Context</b></p> <p>How does a typical working day look like? Which tasks have to be done? Are there any additional tasks on top of the normal ones? What kind of business work, internal work, changes and unplanned work does exist? Which particular behavior can be observed? Are there any shortcuts or workarounds used? What are indispensable factors at work? How does a positive experience at work look like? How does a negative experience at work look like? What are known or observed challenges and pain points (e.g. media discontinuities, blockades, inhibitors, communication barriers) What causes frustration?</p> <p>2</p>	<p><b>Physical Environment</b></p> <p>How does the workplace look like? How is the workplace structured? Are there any work position alternations or walking routes? Which documents are used? Which tools are used? Are there any clothing conditions (e.g. gloves, protective goggles)? How does the light conditions look like? Are there any noise impairments?</p> <p>3</p>	<p><b>Employees   Users</b></p> <p>What kinds of people work in your company? Who will be affected by the digitization project? What are their personal motivations? What are their personal goals? What are their skills? What is their state of knowledge? How does their affinity towards technology look like? Are there any cultural challenges?</p> <p>1</p>	<p><b>Acceptance Criteria</b></p> <p>How does criteria look like that the new solution will get accepted by the employees? Who has to be invited to participate?</p> <p>6</p>	<p><b>Solution Idea</b></p> <p>How does the solution look like? What are necessary preconditions? What might be possible alternatives? What are the employees' benefits? Which activities or tasks will be supported? How does employees' wishes look like ("What would be my first change?")? Which challenges will be addressed? Are there any potential or natural inhibitors of the solution (e.g. management levels, development director)? Is the solution feasible (e.g. spatial, financial, technical)? Does the solution help to meet the core needs of the employees ("We believe that [work outcome] will be achieved if [employee] attains [benefit] with [feature])? What are the riskiest assumptions? Are there any proof of concepts (POCs) that have to be addressed?</p> <p>5</p>
<p><b>Social Relationships</b></p> <p>Which employees have to work together? How does the kind of communication look like (e.g. direct interaction, information providing, reporting, approval procedures, work instructions)? How does the manner towards other employees look like?</p> <p>4</p>		<p><b>Impacts</b></p> <p>How will activities change? How will responsibilities change? Are there any other workplaces that will be affected by the new solution? Are there any communication impacts? Will there be changes due to performance-based salary? How can further pitfalls look like?</p> <p>7</p>		<p>5</p>
<p><b>Business Invest &amp; Revenue</b></p> <p>What do we have to invest to realize the solution? What do we have to change (e.g. processes, mindsets, organizational culture)? What are the business goals with regard to the solution (e.g. competitive advantage)? How does the business revenue look like (e.g. time saving, effectiveness, quality improvement, flexibility, shorter time-to-market)?</p> <p>8</p>			<p><b>Technology Setting</b></p> <p>Which technologies can be used? How does the user interaction should look like? Which pattern for digital assistance systems fit the solution? Which information are needed in which situation? Where do we get the information? How does the data quality look like? Is the data quality sufficient? How does the solution fits to the overall system infrastructure? How does the solution interact with other systems?</p> <p>9</p>	



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