The Digital Assistance System Canvas

**Work Context**
- 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?
  - Are there any work interruptions or unplanned work?
- Which particular behavior can be observed?
- Are there any shortcuts or workarounds used?
- What are the media discontinuities, blockades, inhibitors, communication barriers?
- What caused the frustration?

**Physical Environment**
- 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 glasses)?
- How does the lighting conditions look like?
- Are there any noise impairments?

**Employees | Users**
- 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?

**Social Relationships**
- 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?

**Acceptance Criteria**
- How do these criteria look like that the new solution will get accepted by the employees?
- Who has to be invited to participate?

**Business Invest & Revenue**
- 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 advantages)?
- How does the business revenue look like (e.g., time saving, effectiveness, quality improvement, flexibility, shorter time-to-market)?

**Technology Setting**
- Which technologies can be used?
- How does the user interaction 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 fit to the overall system infrastructure?
- How does the solution interact with other systems?

**Impacts**
- 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?

**Solution Idea**
- 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 do 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]”)?
  - Are there any proof of concepts (POCs) that have to be addressed?

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