



















- Blomkvist, J., & Holmlid, S. (2010). Service prototyping according to service design practitioners. *ServDes.2010*. Linköping, Sweden: Linköping University Electronic Press.
- Brandt, E., & Grunnet, C. (2000). Evoking the future: Drama and props in user centered design. *Participatory Design Conference*. CPSR.
- Buchenau, M., & Fulton Suri, J. (2000). Experience Prototyping. *Proceedings of the 3rd conference on Designing interactive systems: processes, practices, methods, and techniques* (pp. 424-433). New York: ACM.
- Burns, C., Dishman, E., Verplank, W., & Lassiter, B. (1994). Actors, Hairdos & Videotape - Informance Design. *Conference Companion on Human factors in Computing Systems* (pp. 119-120). Boston, MA, USA: ACM.
- Holmlid, S., & Evenson, S. (2007). Prototyping and enacting services: Lessons learned from human-centered methods. *Proceedings from the 10th Quality in Services conference, QUIS 10*. Orlando, Florida.
- Hutchins, E. (1995). *Cognition in the Wild*. Cambridge, MA, USA: MIT Press.
- Kimbell, L. (2009). Insights from Service Design Practice. *8th European Academy of Design Conference*, (pp. 249-253). Aberdeen.
- Kimbell, L. (2008). *What do service designers do?* Retrieved 07 01, 2009, from Designing for Services: <http://www.sbs.ox.ac.uk/D4S/videoArchive/index.html>
- Nesta, & thinkpublic. (2011). *News and Features: Prototyping Framework*. Retrieved October 24, 2011, from Nesta: Making Innovation Flourish: <http://www.nesta.org.uk/library/documents/PROTOTYPINGPROCESSHANDBOOK.pdf>
- Nilsson, S. (2010). *Augmentation in the Wild*. PhD Thesis. Linköping, Sweden: Linköping University.
- Ostrom, A. L., Bitner, M. J., Brown, S. W., Burkhard, K. A., Goul, M., Smith-Daniels, V., et al. (2010). Moving Forward and Making a Difference: Research Priorities for the Science of Service. *Journal of Service Research*, 13 (1), 4-36.
- Oulasvirta, A., Kurvinen, E., & Kankainen, T. (2003). Understanding contexts by being there: case studies in bodystorming. *Personal and Ubiquitous Computing*, 7, 125-134.
- Parker, S. (2009). *Social Animals: tomorrow's designers in today's world*. Retrieved 08 16, 2009, from RSA Projects: Removing barriers to social progress: <http://www.thersa.org/projects/design>
- Parker, S., & Heapy, J. (2006). *The Journey to the Interface*. London: Demos.
- Segelström, F. (2010). *Visualisations in Service Design*. Licentiate Thesis. Linköping, Sweden: Linköpings universitet.