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Marc Stickdorn

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"This is Service Design Doing" is a new book project from the authors of "This is Service Design Thinking" (Marc Stickdorn & Jakob Schneider) together with the instigators of the Global Service Jam (Adam Lawrence & Markus Horneß).

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and information systems, Marc is a visiting / adjunct professor at various business and design schools. He published numerous academic papers on service design and ethnography – including two best paper awards. He pursues a PhD at the University of Erlangen-Nuremberg in Germany in information systems – Innovation and Value Creation.

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Fabian holds an MSc in Design and a BSc in Cognitive Science, both from Linköping University. He is currently doing his PhD, in which he focuses on user involvement in the early stages of service design projects. He has published on visualisations in service

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design as well as appropriations of ethnography to service design and interaction design.

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