

The circle of life

A talk about killing services

Agile Cambridge

Anne Dhir
She/her

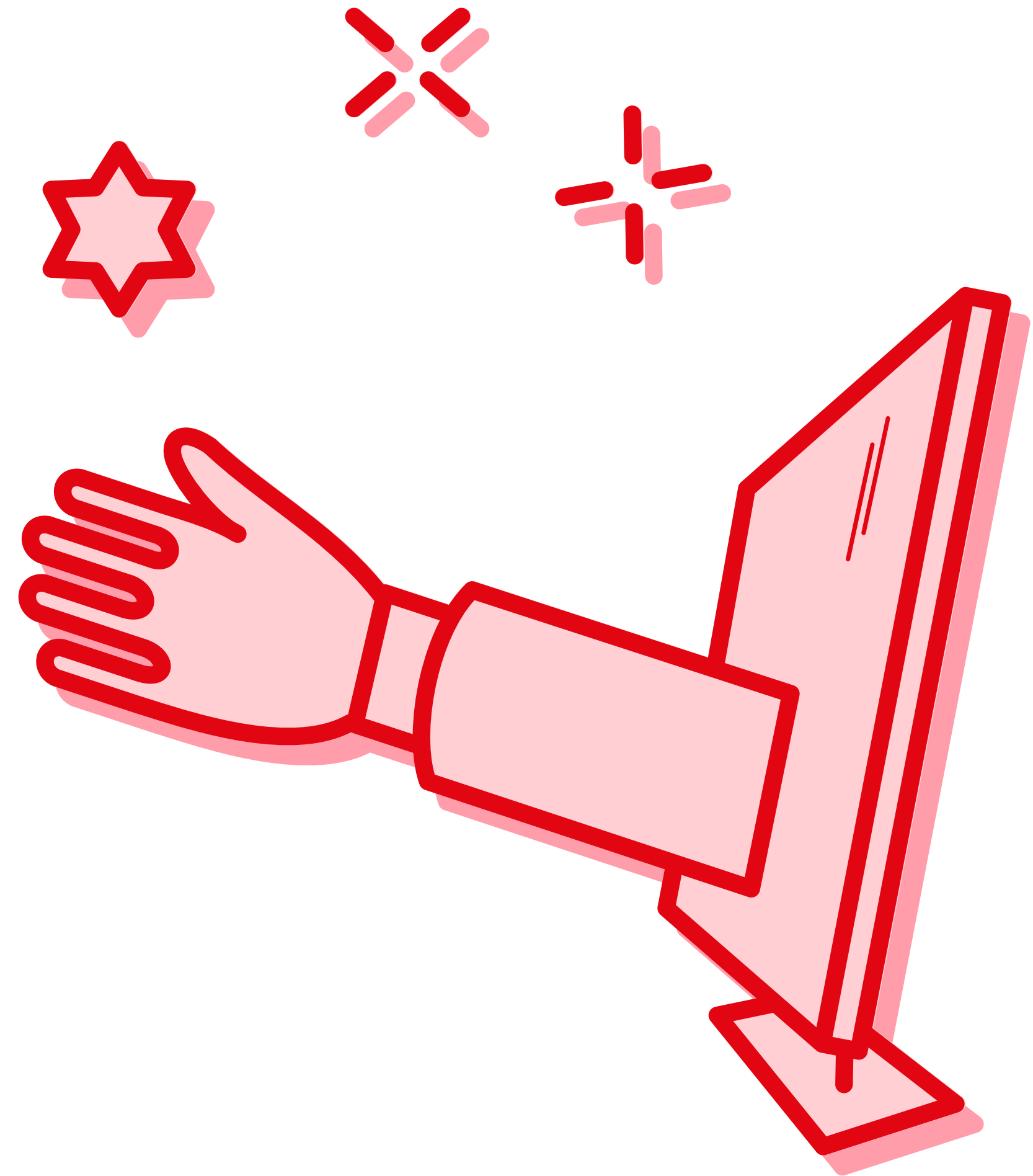
* SPARCK



Hello

My name is **Anne Dhir**.

I'm a **creative strategist** and **service designer**
with **SPARCK** and **BJSS**.

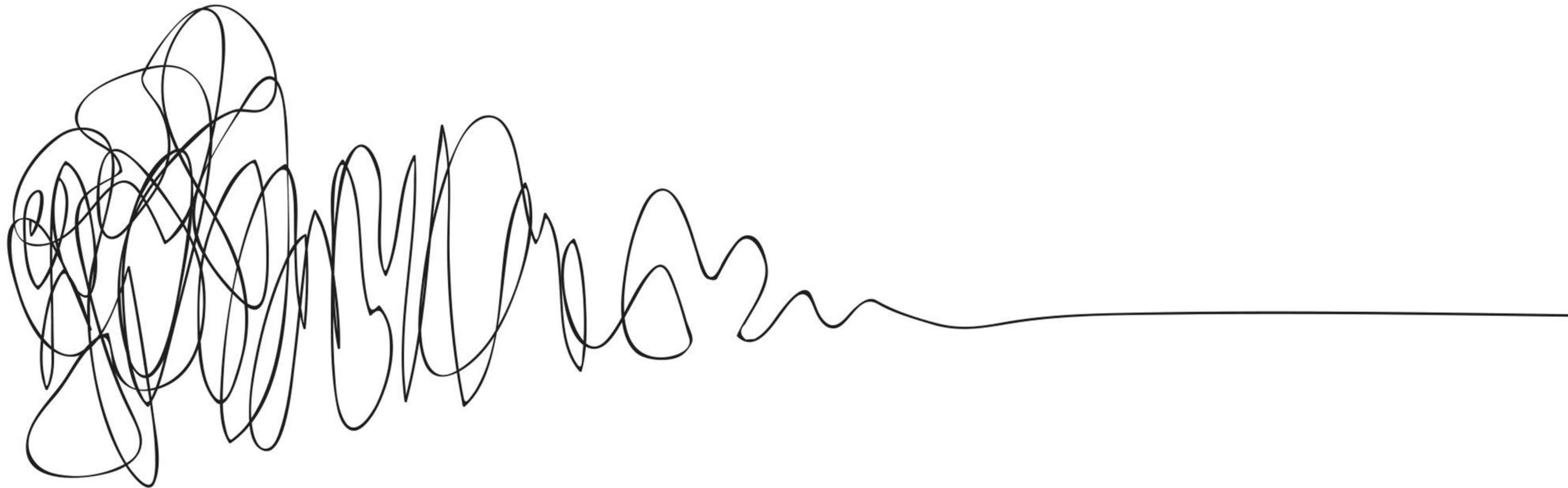


We design to deliver

* Understand

* Design & Experiment

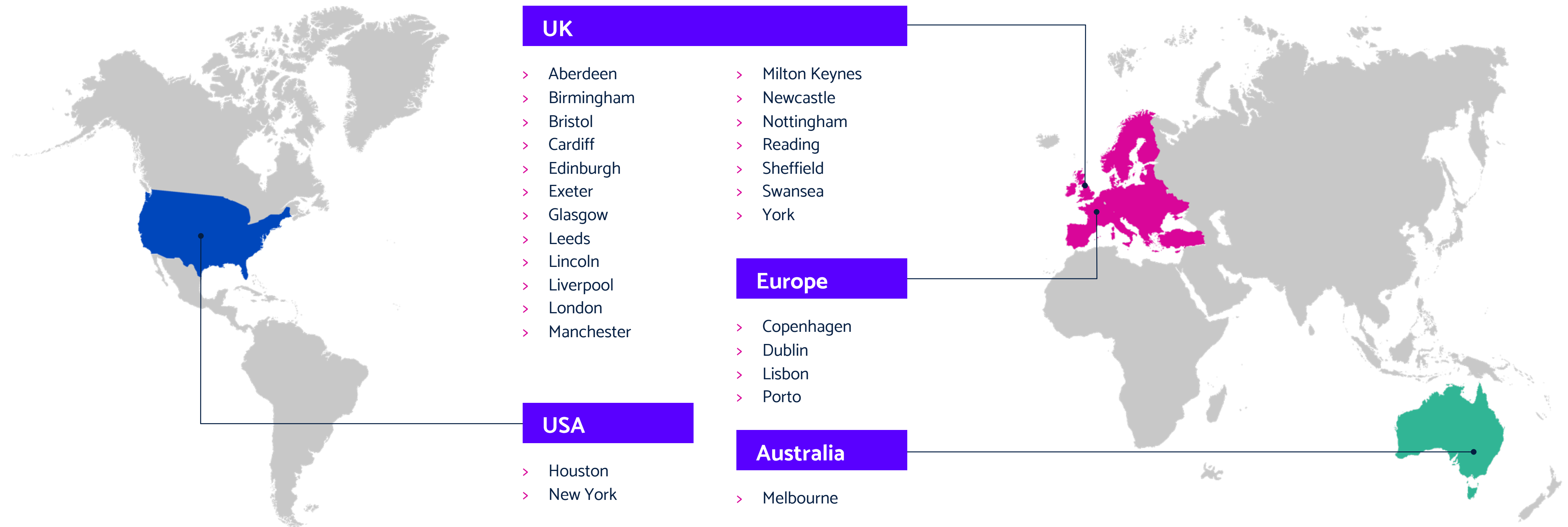
||| Deliver



We work across industries



Across 3 continents



A topical story

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Raac concrete in schools



Raac safety work under way at Assembly Rooms

Derby · 4h



Town's Raac-hit theatre's filmhouse set to reopen

Northampton · 5h



Delay reopening school 'exceptionally disruptive'

Nottingham · 5h



Crumbling concrete found in Houses of Parliament

UK Politics · 15h · 166



School closes over concrete concerns

Tees · 16h



'Hundreds' of English schools checked for Raac

Family & Education · 17h



Rail firm checks 134 stations for unsafe concrete

Essex · 18h



Crumbling concrete found in second county school

Northampton · 19h



Essex library closes suddenly over concrete risk

Essex · 21h



Preston Guild Hall crumbling Raac concrete fears

Lancashire · 22h



Student unions and lecture halls shut at Raac unis

Family & Education · 23h



Concrete: How safe are buildings in Wales?

Wales · 23h

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Today in Focus

The concrete crisis: is Britain falling apart?

Last-minute safety worries about the structural soundness of school buildings threw the new term into chaos for many children and their parents. Could the episode spell disaster for Rishi Sunak's government?

3:00 AM





Politics live with Andrew Sparrow

Rishi Sunak says he told China actions to undermine British democracy are 'completely unacceptable'

Prime minister says he told Li Qiang, the Chinese prime minister, at G20 that Chinese interference with the work of parliament will 'never be tolerated'

8:31 PM 5,671



Collapse-risk concrete found in Houses of Parliament

7:51 PM



Could Gillian Keegan identify Raac if she saw it?

6:10 PM

COURAGE TO
DESIGN FOR GOOD



Have you
ever killed
a service?

Velkommen!



Song Design

Starting from the beginning

The Agile Manifesto

**Our highest priority is to
satisfy the customer
through early and
continuous delivery
of valuable software.**

**Continuous attention to
technical excellence and good
design enhances agility.**



Credit: Piers Olphin



Credit: Mick Truys



“We just leave it running”

**“We’ve got enough work
delivering new services”**

The cost of doing nothing







Child Trust Funds: Millions of pounds stuck in 80,000 accounts - report

🕒 4 days ago



MICHELE CREED

Michele Creed, pictured with her daughter Alana, is warning other families to think twice before taking up the court battle to access their child's money

By Ruth Clegg

Disability news reporter

Tens of millions of pounds belonging to about 80,000 young people without capacity to make financial decisions could be locked in trust funds, a report suggests.

BIRMINGHAM
EDUCATION DEPARTMENT

DINNER
TICKET

CONTROL SYSTEMS LTD.

R1
64022

DATA PROTECTION ACT 2018 (PART 6, SECTION 155)

SUPERVISORY POWERS OF THE INFORMATION COMMISSIONER

MONETARY PENALTY NOTICE

To: Easylife Limited

Of: 94 Orchard Gate, Greenford, England, UB6 0QP

Introduction and Summary

1. This Information Commissioner ("the Commissioner") has decided to issue Easylife Limited ("Easylife") with a monetary penalty under section 155 of the Data Protection Act 2018 ("the DPA"). The penalty notice imposes an administrative fine on Easylife, in accordance with the Commissioner's powers under Article 83 of the General Data Protection Regulation 2016 ("the GDPR"). The amount of the penalty is £1,350,000 (one million three hundred and fifty thousand pounds).
2. The penalty is in relation to contraventions of Article 5(1)(a) of the GDPR and an ongoing incident during the period of 1 August 2019 to 19 August 2020 ("the relevant period") affecting personal data processed by Easylife during the relevant period ("the Incident")¹.
3. For the reasons set out in this Monetary Penalty Notice, the Commissioner has found that Easylife failed to process personal data in

¹ The applicable legislation at the time of the Incident was the (EU) GDPR. The Commissioner was at the material time the supervisory authority in respect of the (EU) GDPR.

The existential threats



Credit: Md Mudassir Hossain



A quick tour of the graveyard

Services do die

Temporary

Guidance

English | [Cym](#)

Check if you can claim a grant through the Self-Employment Income Support Scheme

If you're self-employed or a member of a partnership and have been impacted by coronavirus (COVID-19) find out if you can use this scheme to claim a grant.

From: [HM Revenue & Customs](#)

Published 26 March 2020

Last updated 1 October 2021 — [See all updates](#)

 [Get emails about this page](#)

This guidance was withdrawn on 1 October 2021

Claims for the fifth SEISS grant have now closed. The last date for making a claim was 30 September 2021.



Sainsbury's 
@sainsburys

...

We are prioritising elderly and vulnerable customers for online delivery slots. If you consider yourself to be vulnerable and do not receive an email from us today, please visit our Groceries Online website tomorrow (Monday) for information on how to contact us.

11:41 am · 22 Mar 2020

216 Retweets 125 Quotes 912 Likes 25 Bookmarks



...

This app is no longer active.

You will no longer be alerted if you have been in close proximity with another App user that has reported a positive COVID-19 test to the Protect Scotland App.

Therefore the App will no longer allow you to be aware of any potential infection risk that you may then pose to others, such as family members or work colleagues.

Cyclical



Get InvolvedRed Nose DaySport ReliefApply for FundingWhat Your Money Does

Donate

FUNDING OPPORTUNITIES

LIVE OPPORTUNITIES

Temporarily closed for new applications.

The world around us is constantly changing, yet we are acutely aware that Comic Relief's application process hasn't altered much in several years. With this in mind we are currently reviewing our strategy and funding process and therefore are temporarily closed for new applications.

There may be funding programmes later in 2022 and we recommend to check back for more information on these. We will always ensure there is a reasonable time between promoting a programme and its deadline, and if you check monthly you shouldn't miss an opportunity to apply.

CLOSED OPPORTUNITIES



FundingKey initiativesNewsInsightsContact us

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[Active England](#)  Archived

Encouraging creative approaches to increase physical activity and sports participation

[Active Futures](#)  Archived

Active Futures will fund anything that gets young people active

[Active Lifestyle](#)  Archived[Activities for Young People](#)  Archived

Funding to provide activities that are stimulating, challenging and enjoyable

Change in strategy

Tesco shuts its non-food website, Tesco Direct

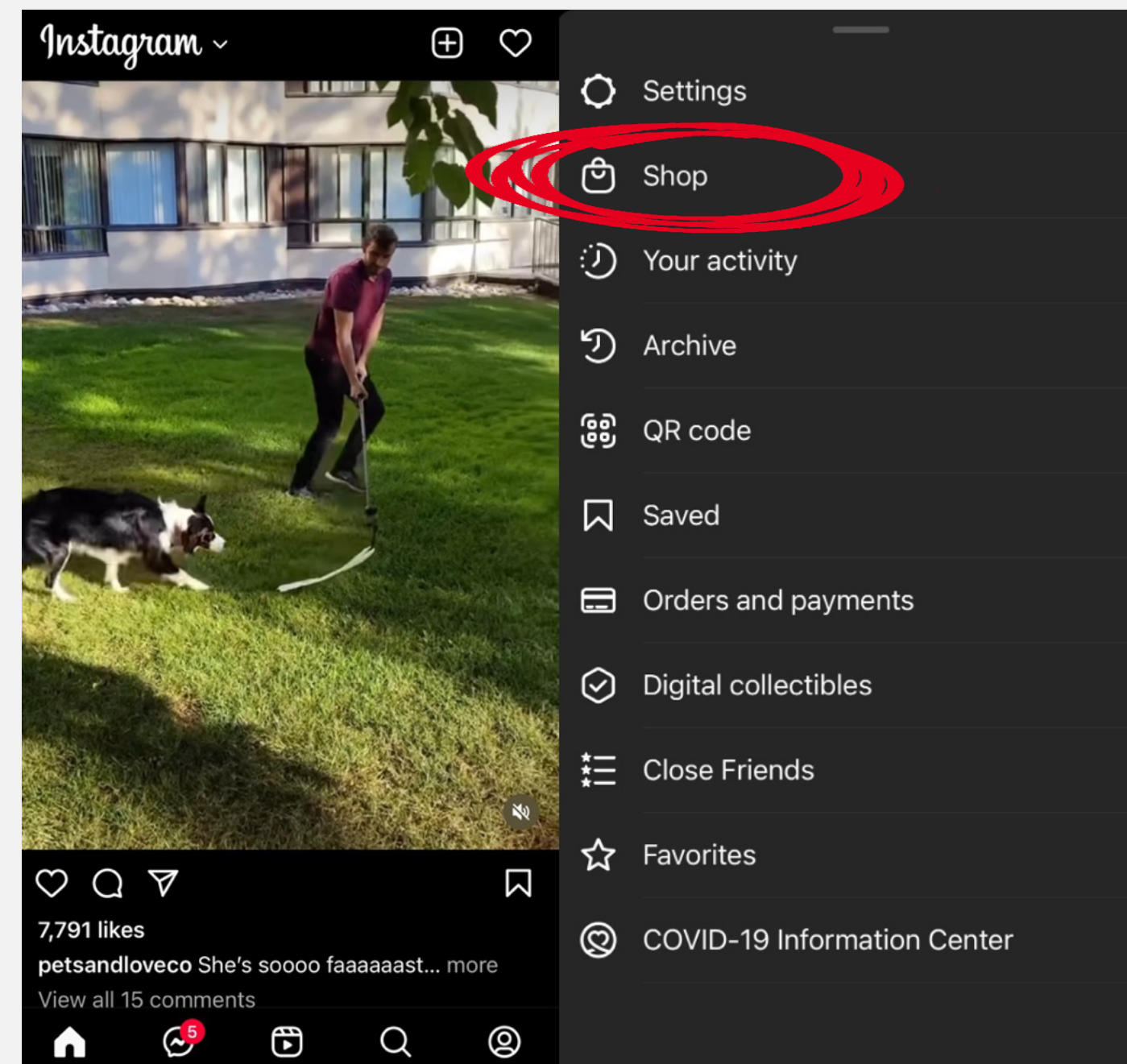
500 jobs at risk as company concludes it cannot make the loss-making arm profitable



Tesco blames high costs for fulfilment and online marketing for closing Tesco Direct.
Photograph: Nick Ansell/PA

Tesco is shutting down its clothing and homewares website Tesco Direct in a surprise move that puts 500 jobs at risk.

Staff were briefed on Tuesday afternoon about the decision to close the loss-making website which was the supermarket giant's attempt to take on Argos and Amazon by selling everything from sofas to TVs and toys.



GOV.UK

Blog

Government Digital Service

Organisations: [Government Digital Service](#), [Cabinet Office](#)

Why we've decided to decommission GOV.UK PaaS (Platform as a Service)

[Tom Read - Chief Executive Officer, Government Digital Service](#) and [Clara Barnett - Deputy Director of Digital Service Platforms, Government Digital Service](#), 12 July 2022 - [Digital Service Platforms](#)

Change in policy

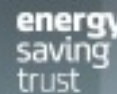
 

[Home](#) > [Environment](#) > [Climate change and energy](#) > [Energy efficiency](#)

Guidance

Green Homes Grant: make energy improvements to your home (closed to new applicants)

How to use your Green Homes Grant voucher to make energy efficient improvements to your home.



Financial support for renewable technology

Renewable Heat Incentive

The domestic Renewable Heat Incentive (RHI) closed to new applications on 31 March 2022.

Retirement

JOHN LEWIS
& PARTNERS

Account Basket Menu

Search product or brand

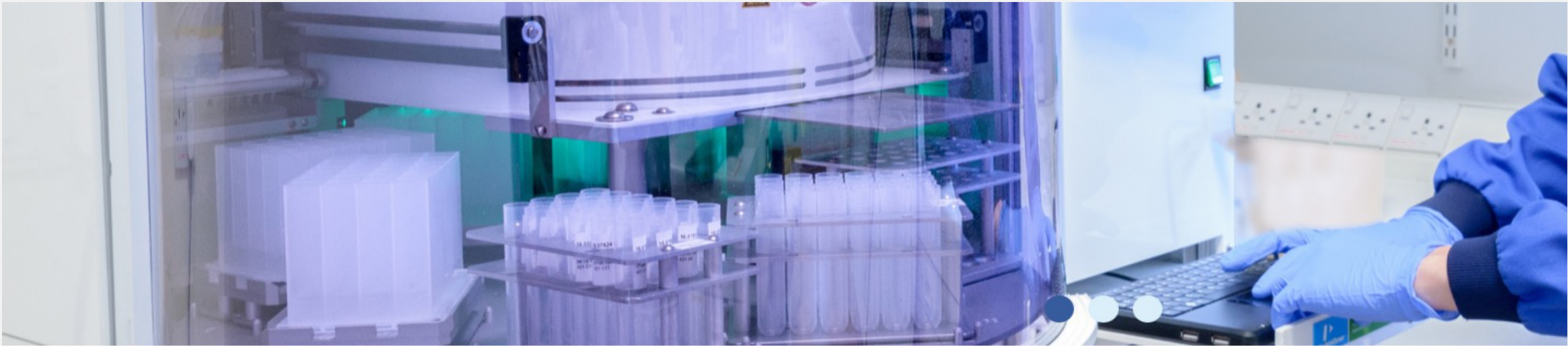
< Prices & payment



NEVER KNOWINGLY
UNDERSOLD

WE'VE **NOW RETIRED OUR** NEVER KNOWINGLY UNDERSOLD
POLICY.

AS OF 23 AUGUST 2022, WE NO LONGER ACCEPT PRICE MATCH
CLAIMS WITH OUR COMPETITORS.



Home > Services > North East and Yorkshire Genomic Laboratory Hub, Central Lab

North East and Yorkshire
Genomic Laboratory Hub,
Central Lab

Discontinued services

Information regarding discontinued services can be accessed

[Whipple Disease](#)

[Aortopathy](#)

[Brugada Syndrome \(SelGen\)](#)

Constitutional Genetics

Oncology Genetics

Clinical Genetics

Suspend



POLITICS • BUDGET

This Is What Actually Happens In a Government Shutdown



A closure sign is posted on the national mall near the US Capitol in Washington, D.C. Jewel Samad—AFP/Getty Images

BY **LAURENCE ARNOLD / BLOOMBERG**



[Le groupe](#)[Nos événements](#)[L'offre d'abonnement](#)

HOME | SOCIAL / RH | PROTECTION SOCIALE | DÉPÊCHE N°677842

Le CH de Corbeil-Essonnes contraint de déclencher son plan blanc suite à une cyberattaque

Dans la nuit de samedi à dimanche, une cyberattaque a visé le Centre Hospitalier Sud Francilien (CHSF), à Corbeil-Essonnes. L'ARS IDF indique ce vendredi que "tous les logiciels métiers de l'hôpital, les systèmes de stockage (notamment d'imagerie médicale) et le système d'information ayant trait aux admissions de la patientèle sont pour l'heure

 Pinned Tweet



Mermaids  @Mermaids_Gender · 6 Oct

Due to intolerable abuse, we have made the decision to close the hotline and webchat services for the rest of today and tomorrow. Next week, to enable us to take all volunteers off the rota, we will reduce hours to 9am to 6pm only.

 1 5,185 20.6K

[Show this thread](#)



travel

VIDEO



Why the sky is still full of empty 'ghost' flights

Paul Sillers, CNN • Updated 2nd April 2022

Bloomberg UK

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Pursuits | Travel

A Third of the World's Air Routes Have Been Lost Due to Covid

- Lost routes thrust aviation's economic miracle into reverse
- Some services may be gone for good, making travel tougher

Collapse

Welcome Together Energy customers

Sit back, relax and let us take care of everything.

Your transfer to British Gas

When you transfer over to us, we'll let you know how it's progressing - below you'll see the steps that we'll go through and the communications you'll receive along the way.



We'll take care of your energy



We'll complete the switch



Together we're closing your account

TIME

SUBSCRIBE

BUSINESS • TRAVEL

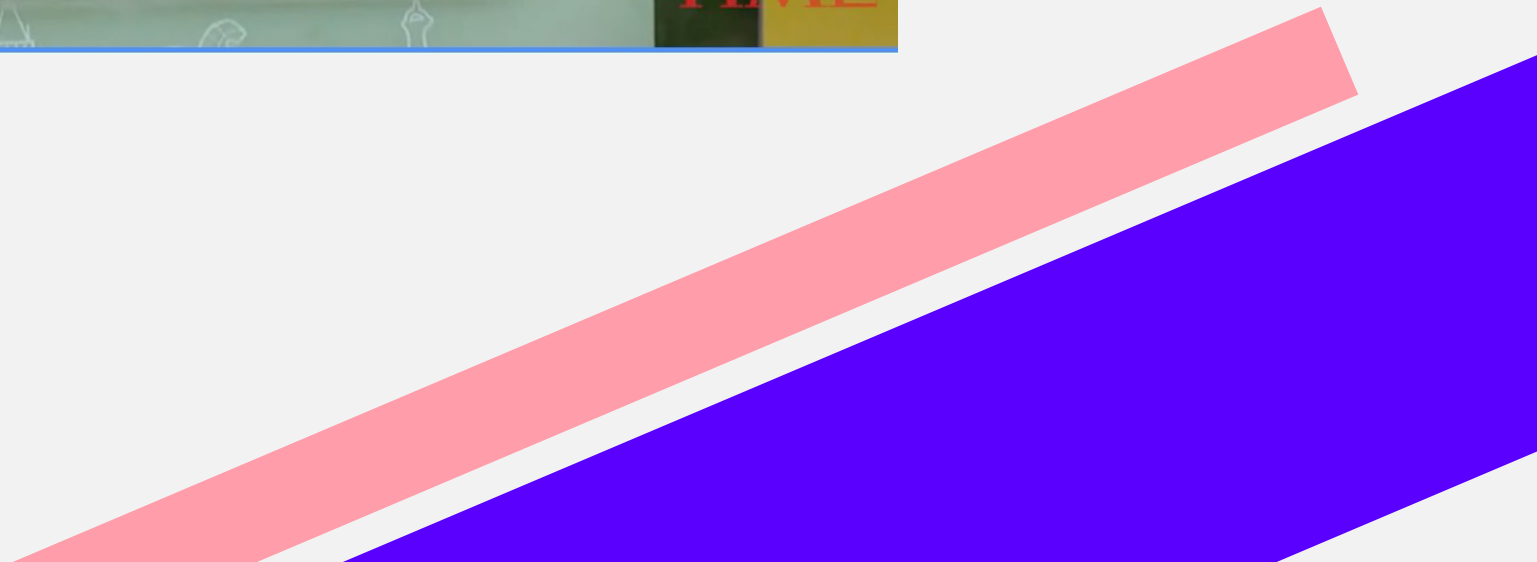
This American Said He Had to Pay \$2,400 to Get Home After Travel Company Thomas Cook Collapsed

ITN

The return of the firm's 150,000 British customers now abroad would be the largest repatriation in its peacetime history

7 nights, 4*, Half Board

from £299 pp



Micro-ends



**22m unused broadband
routers, enough to fill ten
Olympic swimming pools**

Uswitch survey, 2022

However, some legends never die!



Broadband

What is the number for the speaking clock?

Find the precise time by dialling 123 to hear the BT speaking clock (Timeline). The time is announced every ten seconds.

It costs 50p a minute from BT landlines any time of day or night.

Was this answer helpful?



[Print these instructions >](#)

**What type of endings are we
talking about?**



Offboarding



Offboarding



Retiring



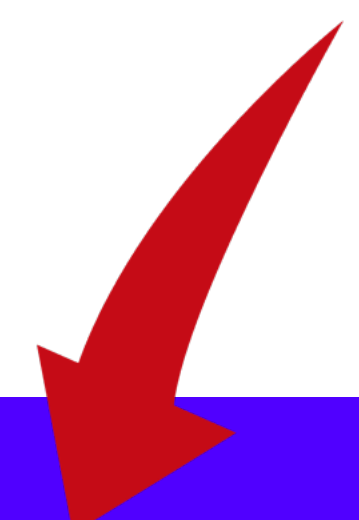
Offboarding



Retiring



Closing the circle

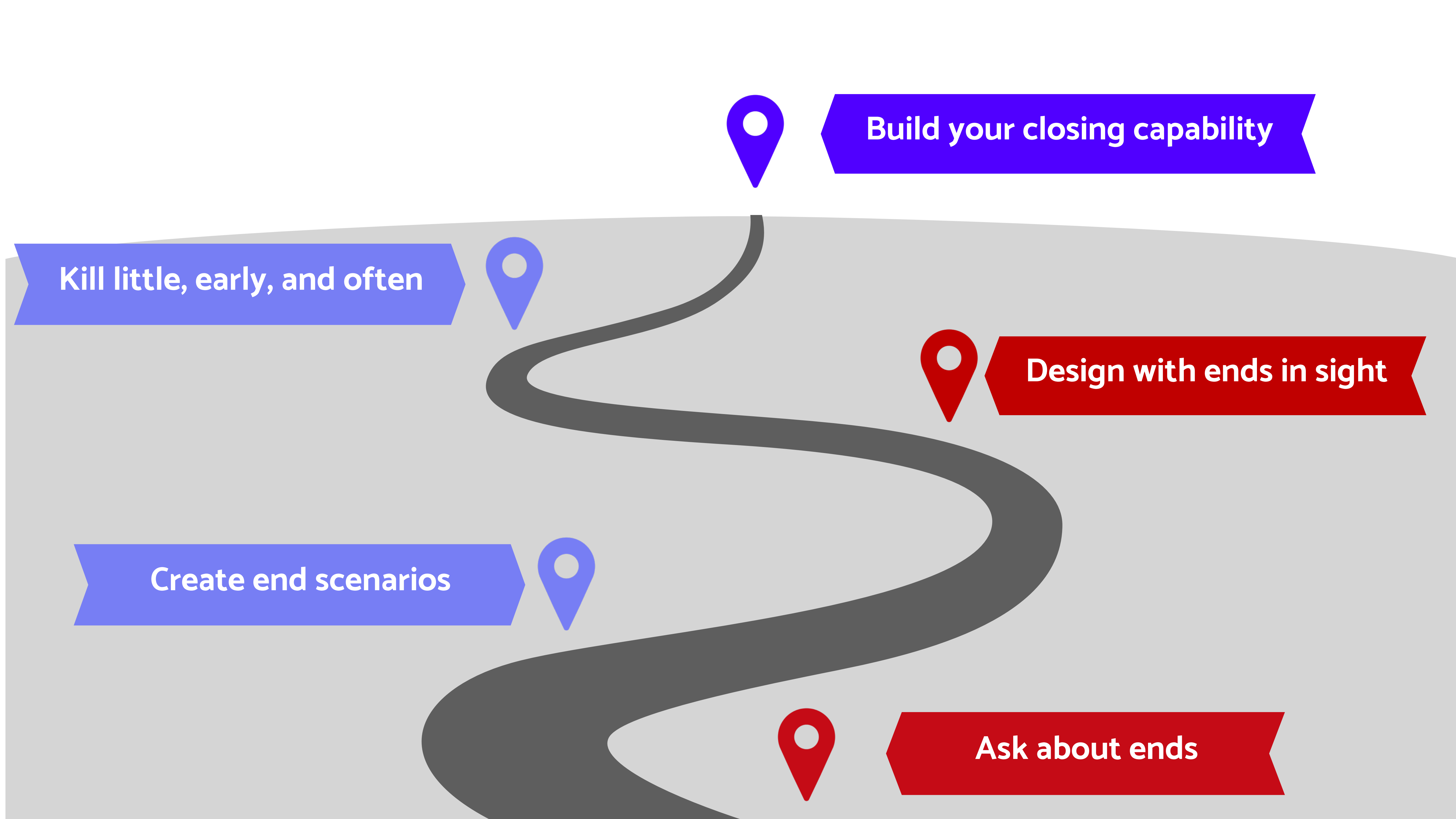


It's the end of the world **service**

And I feel fine



Plan for the end of the road



Build your closing capability

Kill little, early, and often

Design with ends in sight

Create end scenarios

Ask about ends

 **Ask about** **ends**

Create **end** scenarios

- ☐ Could the service be(come) **temporary or cyclical**?
- ☐ Are we prepared for it to **collapse**?
- ☐ Could it **be suspended**?
- ☐ Does it still **align to the strategy**?
- ☐ What **dependencies** might make retirement difficult?
- ☐ What if the **need** were met?

Create **end** scenarios

- ☐ Could the service be(come) **temporary or cyclical**?
- ☐ Are we prepared for it to **collapse**?
- ☐ Could it **be suspended**?
- ☐ Does it still **align to the strategy**?
- ☐ What **dependencies** might make retirement difficult?
- ☐ What if the **need** were met?
- ☐ **What would it look like if it were turned off by default?**

Create **end** scenarios

- ☐ Could the service be(come) **temporary or cyclical**?
- ☐ Are we prepared for it to **collapse**?
- ☐ Could it **be suspended**?
- ☐ Does it still **align to the strategy**?
- ☐ What **dependencies** might make retirement difficult?
- ☐ What if the **need** were met?
- ☐ What would it look like if it is **turned off by default**?
- ☐ **What does it look like when global warming reaches 4c?**

 **Design with** **ends** **in sight**

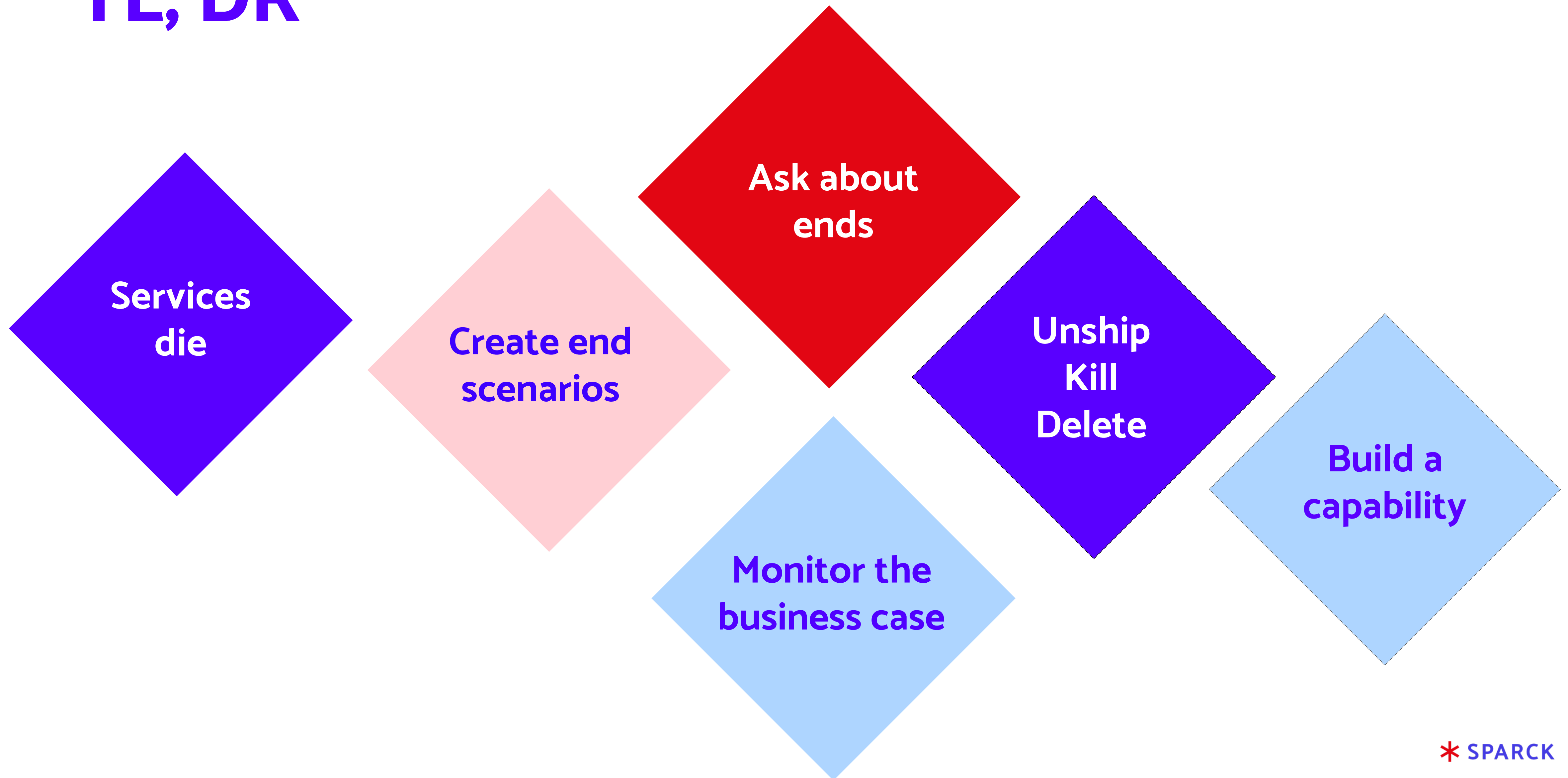
 **Kill early, little, often**



Build your closing capability

Final thoughts...

TL; DR



R

REMOVE

R

REDUCE

R

REUSE

R

RECYCLE

A little help
makes
a big difference.

Play

TESCO
Every little helps

**“Kill your darlings,
kill your darlings,
even when it breaks your
egocentric little scribbler’s heart,
kill your darlings.”**

Stephen King 'On Writing'

Thank you

Anne Dhir