

Faculty of Design

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## Inclusive worklife innovation – reflections on problem framing and solution spaces across systems

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# Inclusive worklife innovation – reflections on problem framing and solution spaces across systems

Sofie Wass & Lise Amy Hansen

# PERSONS WITH INTELLECTUAL DISABILITIES ARE EXCLUDED

- > Almost all persons over the age of 26 receive social support.
- > Only 1-2% of those in adjusted work settings move on to ordinary work (Wendelborg & Tøssebro, 2018).
- > Marginalised regardless of country (Butterworth et al., 2015; Hedley et al., 2016).

# THE PROJECT

The InnArbeid project will design and develop innovative ICT solutions, easing the transition from secondary school to work for persons with intellectual disabilities.



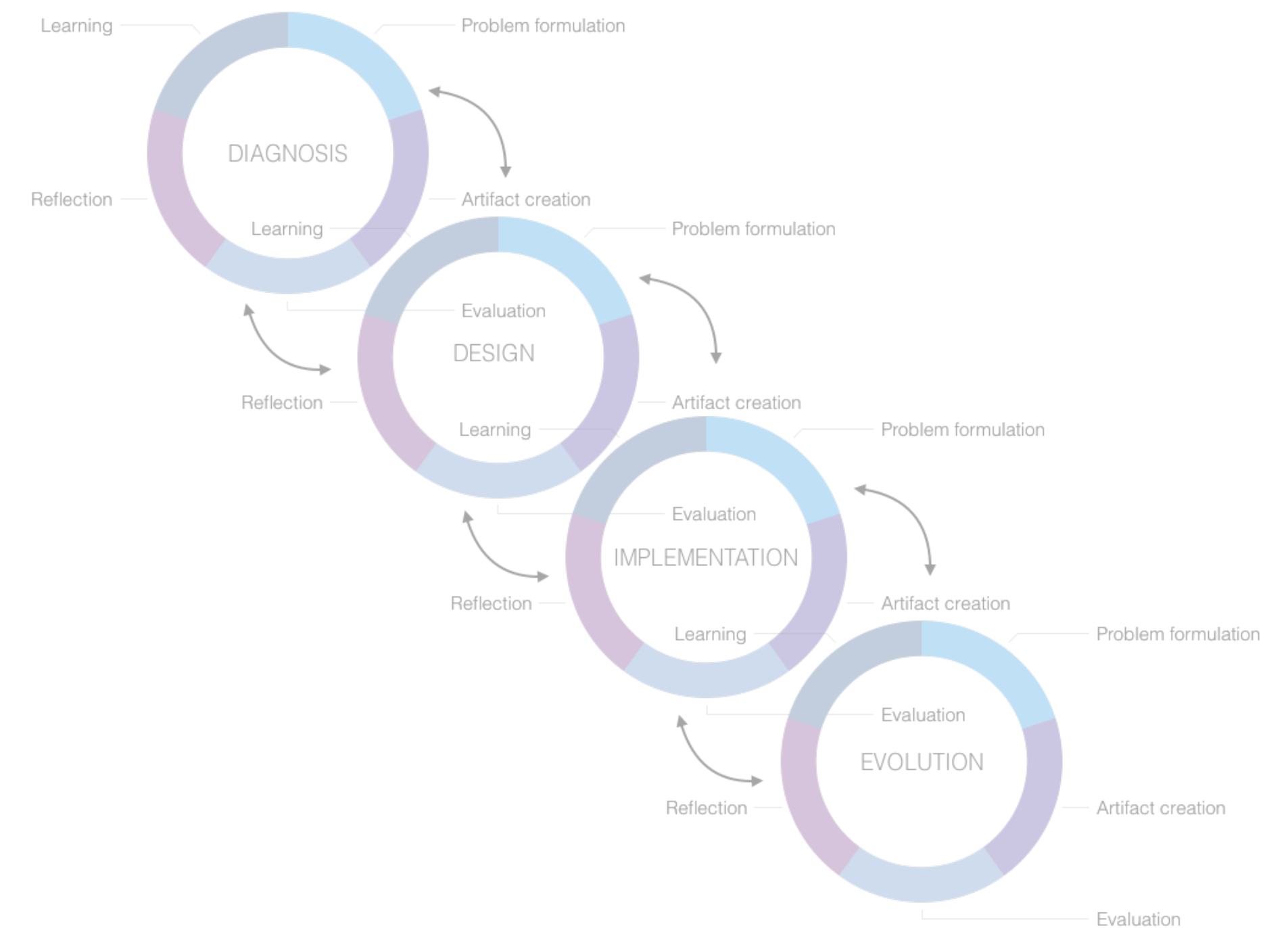
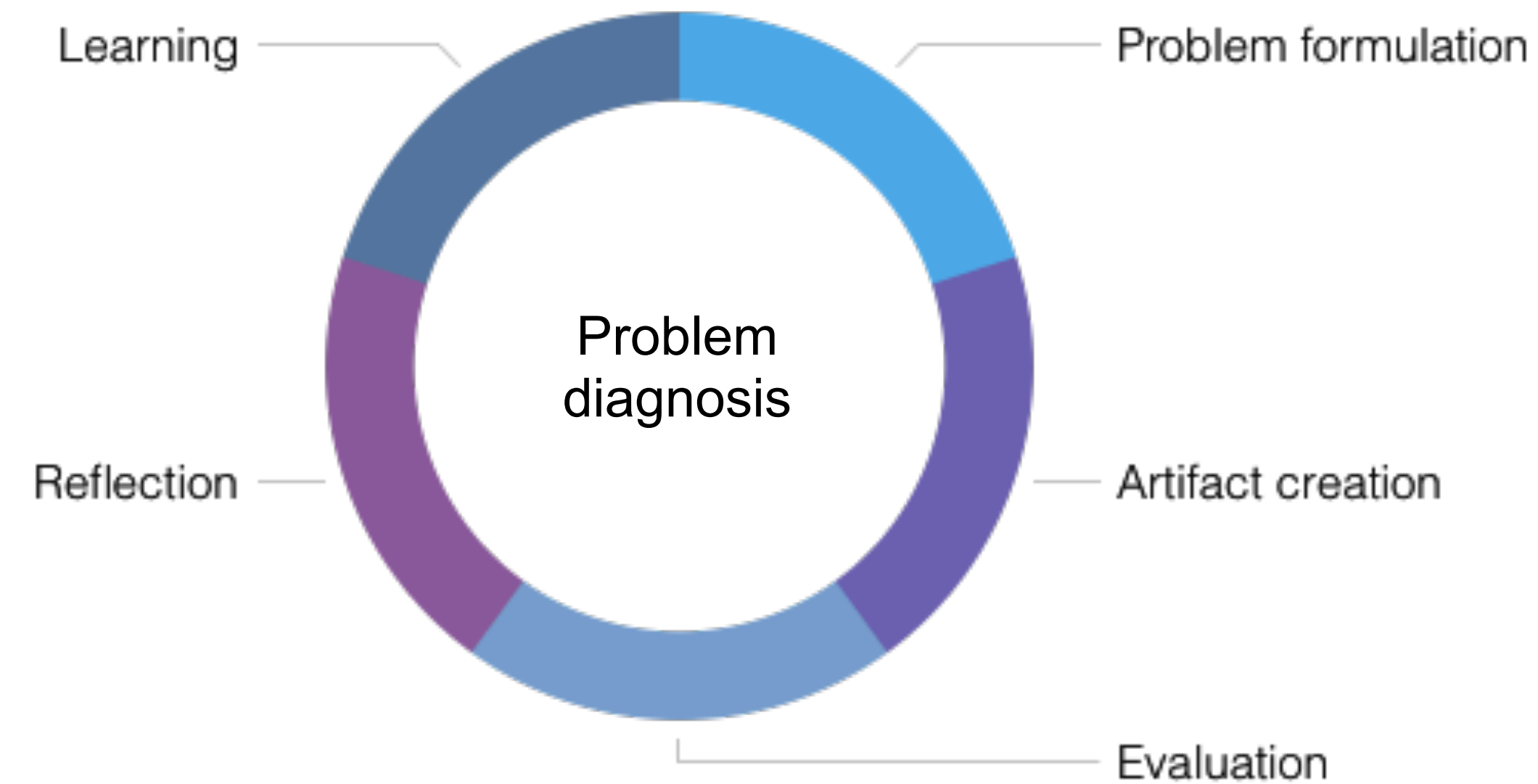




# FOCUS OF ABSTRACT

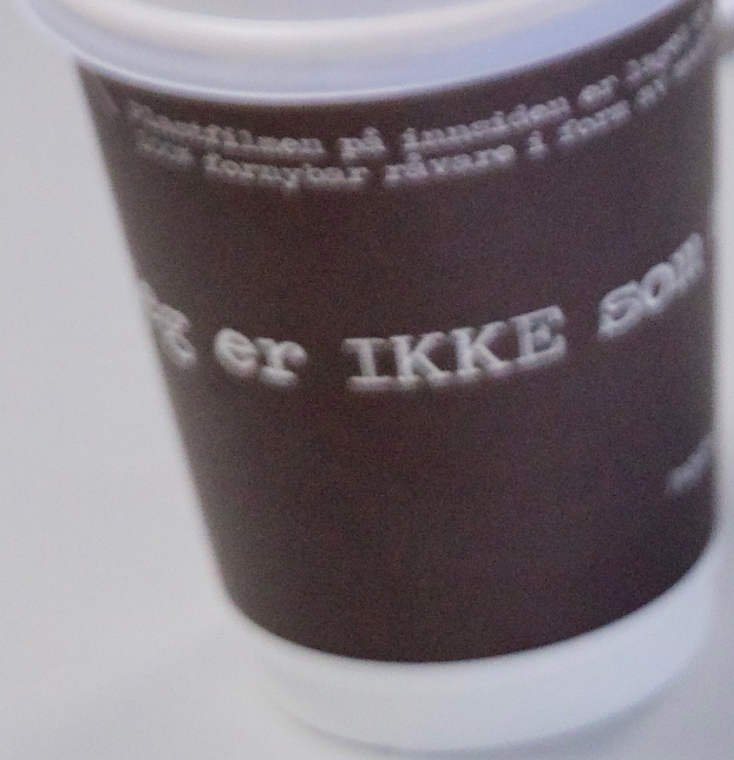
Problem framing in an Action Design Research project where the public is invited to co-create the innovation initiatives.

# AN ELABORATED ACTION DESIGN RESEARCH PROCESS



Based on Mullarkey M. T. and A.R Hevner (2018). "An elaborated action design research process." *European Journal of Information Systems* 28 (1), 6-20.





**IDÉKORT**  
Hvem bør ha tilgang  
til informasjonen om  
arbeidsevne?

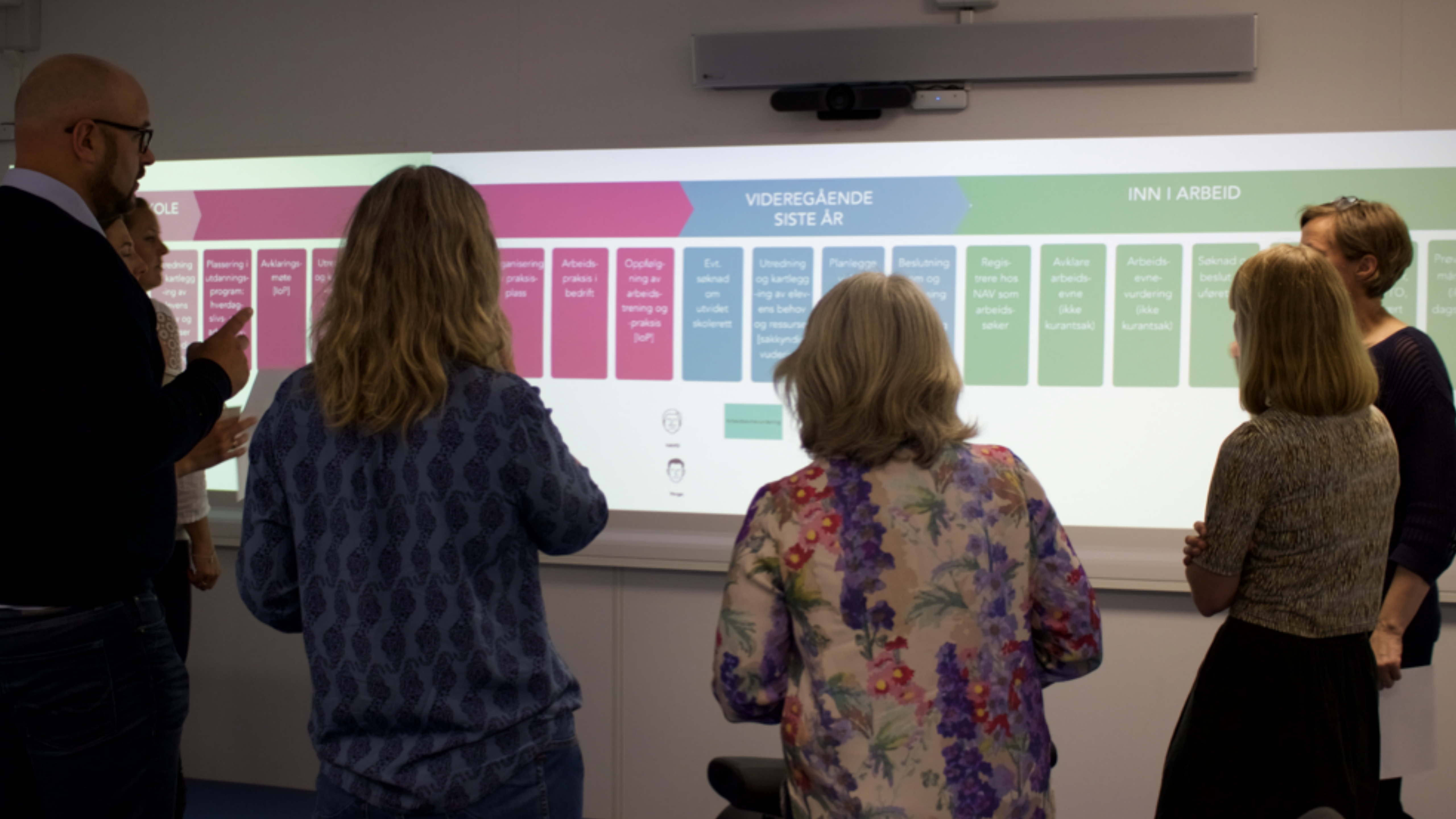
Ansvarsgruppemøter bør ha fast sak fra VG1. der bør brukeri foresatt og skole kan uttale seg om tanker om frem arbeid. Ha en plan for de løpet allerede fra VG1.

KINEN IDEEN DIN BEGYNNER ELLER HØRER HJEMME









## SKOLE

## VIDEREGÅENDE SISTE ÅR

## INN I ARBEID

Utredning og kartlegging av elevens behov og ressurser

Plassering i utdanningsprogram: Hverdagsliv og arbeidspraksis

Avklaringsmøte (IoP)

Utredning og kartlegging av elevens behov og ressurser

Organisering av praksisplass

Arbeidspraksis i bedrift

Oppfølging av arbeidstrening og praksis (IoP)

Evt. søknad om utvidet skolenett

Utredning og kartlegging av elevens behov og ressurser (sakkynndig vurdering)

Planlegging av videreopplæring

Beslutning om videreopplæring

Registrere hos NAV som arbeidssøker

Avklare arbeids-evne (ikke kurantsak)

Arbeids-evnevurdering (ikke kurantsak)

Søknad om beslutning om uføret

Prøve m... (ikke dags...)



- > Norwegian Labour and Welfare Administration (NAV)
- > Community-based housing
- > Secondary school
- > Day-care centres
- > Work-training centres
- > Private and public companies (employing staff with ID)
- > Private companies (not employing staff with ID)
- > Next-of-kin
- > Persons with intellectual disabilities





# OPEN SOLUTION SPACE

'Design a new service model for the transition between upper secondary school and working life for persons with intellectual disabilities'

- > New framings, theories and knowledge gaps
- > Transdisciplinary glitches



# OPEN SOLUTION SPACE

'What change (design intervention) may support systemic coordination and mapping of work ability for persons with intellectual disabilities?'



Om meg

Du kan spille inn en video om deg selv ☺  
Trykk på knappen under

Favoritfarger

Kontakt person

Navn: \_\_\_\_\_  
Rolle: \_\_\_\_\_  
Telefon: \_\_\_\_\_  
E-post: \_\_\_\_\_

Om dynamisk CV

KLAR

**Skole**

Hvilken skole?

ÅR ☐ til ☐ ☒ der n2

Linje?

Hvor godt lignede du det?

Hvor godt lignede du det?

Hvor godt lignede du det?

LEGG TIL NY SKOLE

[illegible]



Who am I,  
and who would like to  
become?



What would I prefer to do?



How do I get there?



I need help to reach my  
goal, and to know my  
progress



Is this really what I want  
to?



I TAKE PART IN MAKING  
MY OWN DECISIONS



# WHOM TO DESIGN FOR

- > Interests and opinions of multiple stakeholders
  - > Ability to influence our design
- > Transparent and explicit about the emergent problems and solutions

# SOLUTION SPACES ACROSS SYSTEMS

- > Models for accountability - for whom do we design?
- > Models to manage involvement in systemic settings - whom to involve?



Thanks for listening!