Social Services service ecology in Singapore

The service ecology map shows a holistic view of the environment we've researched and would like to innovate in.

By visualising the different stakeholders, agents, and touchpoints that affect a person with disability, we are able to see how each could potentially be related.

The service ecology map lets us investigate relationships that affect all or part of the service and helps people understand the personal relevance of services.

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KEY

STAKEHOLDERS Create the promise or the service.

Active stakeholders — Non-active stakeholders

AGENTS Deliver the offering to users.

Agents — Schemes & Policies

TOUCHPOINTS & SERVICES Final touchpoints to grow engagement.

Services — Touchpoints

ACTORS Support users in internalising the value offering.

Actors

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Map is non-exhaustive and may contain errors or omissions.