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Putting Food on The Table: Addressing food security among isolated older adults during COVID-19

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### Putting Food on the Table: Design Process

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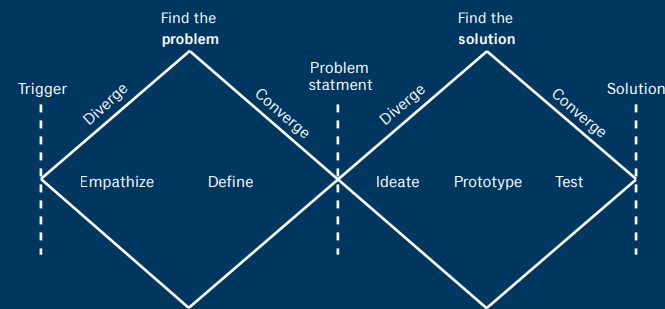
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# Putting Food on The Table

## Design process

### Problem

During the pandemic, needs for food supports were changing and the contactless delivery system was causing issues and not meeting the needs of the clients



### Process

Our team used a double diamond design process over an agile process because we did not have direct access to users for rapid testing and development. The double diamond process also helped us drill down into the raw data that had been collected and define our problem area.

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## Define

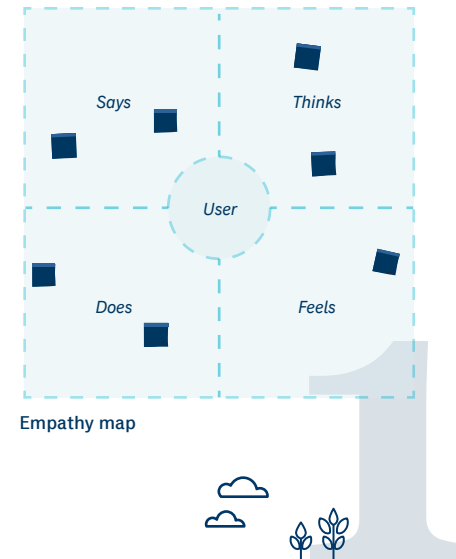
### Overview

Once the research was gathered, the define phase helps to understand the audience, the current situation, and the needs of users.

### Outcome

Understand and identify food insecurity in the community and define the problem areas to be addressed.

**Lesson:** When understanding users and their scenarios, be sure to consider the network of people and resources available to them to build a more accurate picture of the scenario.



Empathy map

## Diverge

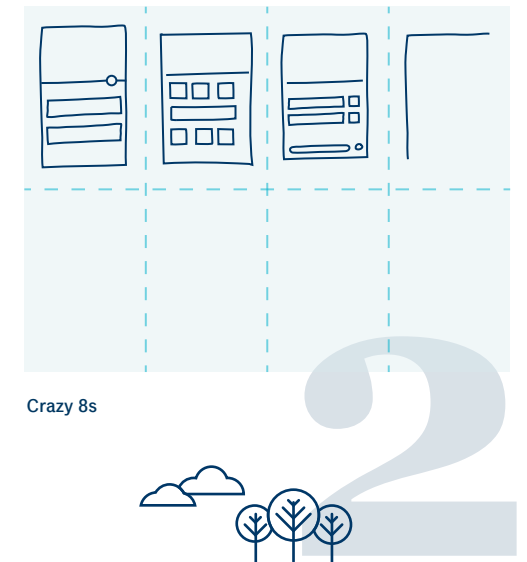
### Overview

Explore a breadth of directions to address problems and build off each other's ideas.

### Outcome

Explored multiple directions to address problems and narrowed the proposed solutions to the most feasible and impactful to develop and implement.

**Lesson:** Food insecurity demands systemic change, while you're ideating, try to think of modifications and adaptations that could be made to the current system instead of only thinking of additional services



Crazy 8s

## Converge

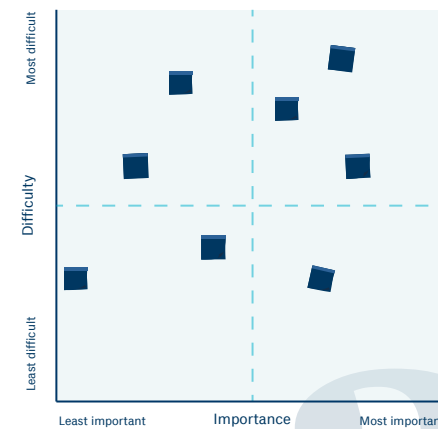
### Overview

Assess ideas from divergent ideation and narrow scope based on feasibility and impact. Ensure that all or most of the user's pain points are addressed in the final scope.

### Outcome

Define project scope and deliverables to be developed. Understand how each pain point is being addressed.

**Lesson:** Conduct separate workshops for divergent and convergent ideation to allow time for the team to change their mindset and expectations.



Importance /difficulty matrix

## Develop

### Overview

Divided up work to be developed and assigned a champion to each section to ensure that each part is being accounted for.

### Outcome

At the end of this phase, all assets have been made and are ready to be implemented.

**Lesson:** When dividing up work to be done, ensure that everyone is assigned appropriate tasks for their role and skill set and that they have the support that they need from the team as well as external sources.

	Team member 1	Team member 2	Team member 3	Team member 4
Task 1	R	C	I	A
Task 2	A	R	C	I
Task 3	I	C	A	R

RACI chart