WREN wheel (universal)

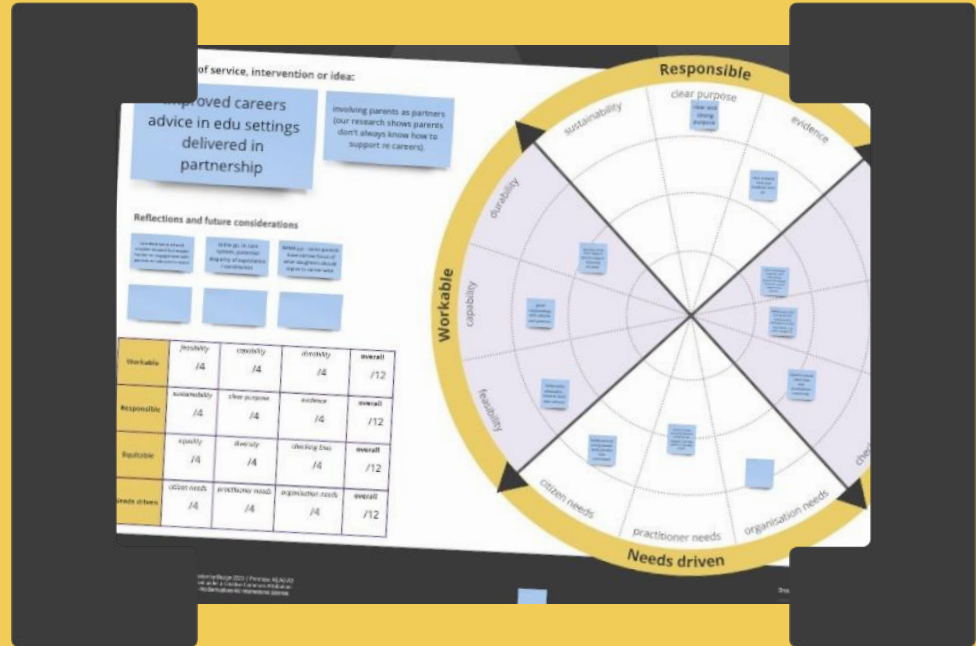Digital Transformation by Design

What is it?
The WREN wheel is a strategic design method with four lenses to aid reflection and review (of current state services or interventions), or assessment and prioritisation (of future state ideas or improvement opportunities). Each lens is scored separately and then reviewed in combination to create an ecosystem view.

WREN is influenced by the IDEO design thinking venn diagram combining desirability, feasibility and viability, Jobs-to-be-done theory, the NASSS Framework and the work of Kate Raworth plus others in Doughnut Economics.

Who needs to be involved?
Key stakeholders.

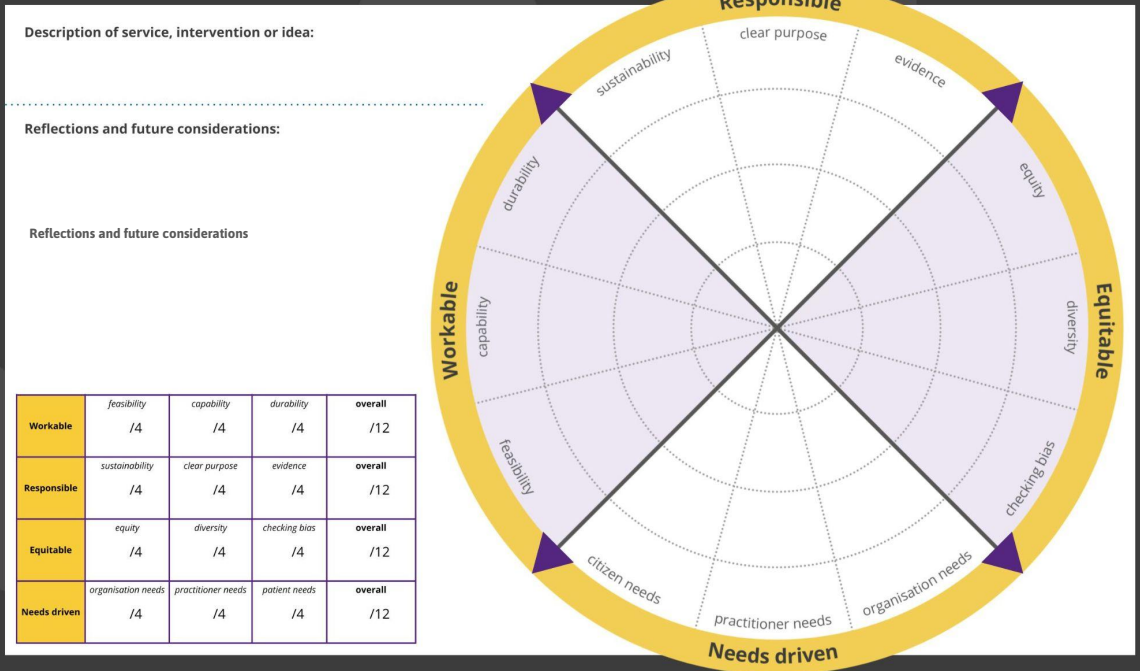**[workable | responsible | equitable | needs]**

WREN wheel [current state]

Completing WREN will help you assess potential strengths and weaknesses of your existing product / service and help identify areas for further development.

1. Fill in the description
2. Starting with the Workable section, work your way around the wheel as a team, to discuss and make a quick assessment of different aspects of the idea
3. Make a note of any reflections and considerations to inform next steps

Note: The centre ring represents a low score of 1 and each outer ring is higher with a maximum score of 4 in the outer ring.

WREN wheel (universal)

Description of service, intervention or idea:

Reflections and future considerations:

Reflections and future considerations

	feasibility	capability	durability	overall
Workable	/4	/4	/4	/12
Responsible	sustainability /4	clear purpose /4	evidence /4	overall /12
Equitable	equity /4	diversity /4	checking bias /4	overall /12
Needs driven	organisation needs /4	practitioner needs /4	patient needs /4	overall /12

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Digital Transformation by Design

[workable | responsible | equitable | needs]

WREN wheel [universal: current state]

Considerations for reflection / review.
These four lenses serve as thematic considerations for when you are seeking to reflect and review an existing service or intervention. This can also be used to inform a baseline self assessment and can be repeated and compared over time.

Workable:
This lens incorporates feasibility, capability and durability.
- Think about how realistic, actionable is it to deliver effectively and consistently?
- To what extent do you have what you need to deliver (e.g. tech, finance, skills, resources)?
- How durable is it? How will you know?

Responsible:
- This lens incorporates purpose, evidence and environmental sustainability.
- How clear is your purpose and how widely held is it?.
- To what extent have you prioritised environmental sustainability challenges and opportunities?
- What evidence do you have or can you collect?

Equitable:
This lens is about equity and fairness; incorporating equality, diversity and checking bias.
- How are you designing for next, not for now (the status quo)?.
- To what extent are you designing with people, not for people?
- How much are you prioritising giving everyone what they need to be successful (equity) as opposed giving everyone the same thing (equality)?
- To what extent are you designing for diversity and inclusion outcomes?
- How far are you testing assumptions and countering cognitive bias? What else could you do?

Needs driven:
This lens considers the needs of primary user and stakeholders in the ecosystem; incorporating citizen, practitioner and organisation.
- To what extent does it address the needs of different end users and others involved?
- How far does it align with the needs and direction of the organisation and wider context?
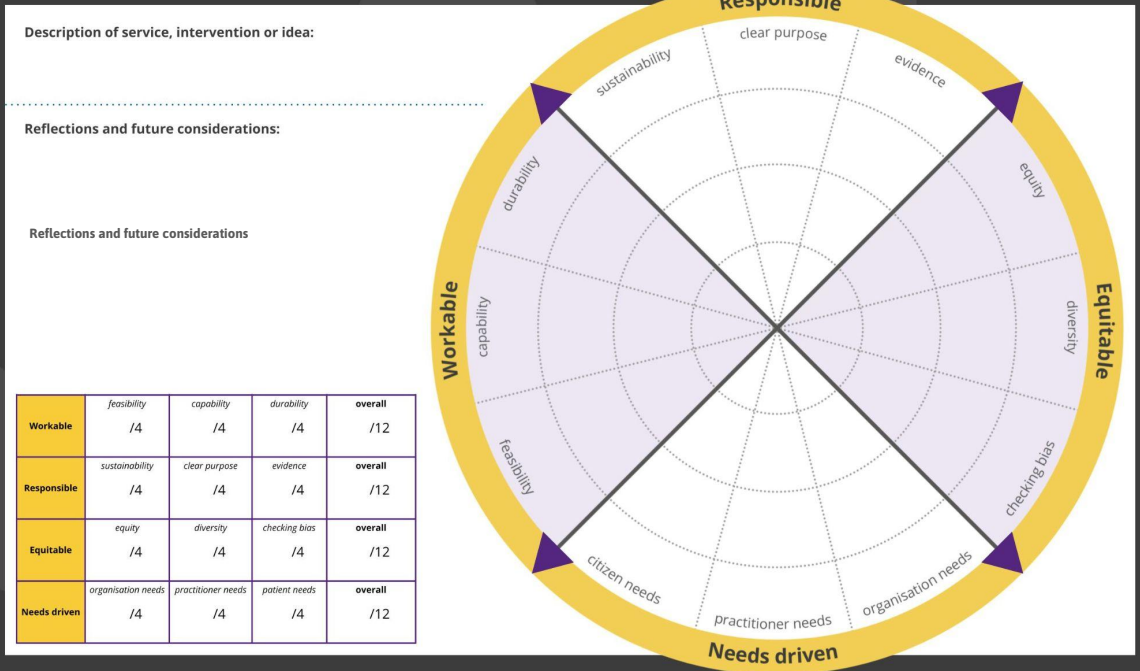
WREN wheel [future state]

Completing WREN will help you assess potential strengths and weaknesses of early stage ideas or interventions you are exploring, and to help identify areas for further development.

1. Fill in the description
2. Starting with the Workable section, work your way around the wheel as a team, to discuss and make a quick assessment of different aspects of the idea
3. Make a note of any reflections and considerations to inform next steps

Note: The centre ring represents a low score of 1 and each outer ring is higher with a maximum score of 4 in the outer ring.

WREN wheel (universal)

Description of service, intervention or idea:

Reflections and future considerations:

Reflections and future considerations

	feasibility	capability	durability	overall
Workable	/4	/4	/4	/12
	sustainability	clear purpose	evidence	overall
Responsible	/4	/4	/4	/12
	equity	diversity	checking bias	overall
Equitable	/4	/4	/4	/12
	organisation needs	practitioner needs	patient needs	overall
Needs driven	/4	/4	/4	/12

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[workable | responsible | equitable | needs]

WREN wheel [universal: future state]

Considerations for prioritisation.

These four lenses serve as thematic considerations for when you are seeking to assess and prioritise ideas, improvement opportunities or a specific future-state concept.

Workable:
This lens incorporates feasibility, capability and durability.
- Think about how realistic, actionable is it to realise / make it real?
- To what extent do you have what you need to deliver (e.g. tech, finance, skills, resources)?
- How durable is it? How will you know?

Responsible:
- This lens incorporates purpose, evidence and environmental sustainability.
- How clear is your purpose and how widely held is it?.
- To what extent have you prioritised environmental sustainability challenges and opportunities?
- What evidence do you have or can you collect?

Equitable:
This lens is about equity and fairness; incorporating equality, diversity and checking bias.
- How are you designing for next, not for now (the status quo)?.
- To what extent are you designing with people, not for people?
- How much are you prioritising giving everyone what they need to be successful (equity) as opposed giving everyone the same thing (equality)?
- To what extent are you designing for diversity and inclusion outcomes?
- How far are you testing assumptions and countering cognitive bias? What else could you do?

Needs driven:
This lens considers the needs of primary user and stakeholders in the ecosystem; incorporating citizen, practitioner and organisation.
- To what extent does it address the needs of different end users and others involved?
- How far does it align with the needs and direction of the organisation and wider context?