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Monday 13:00 hr Check-in & Lunch

14:00 hr Welcome and introduction

16:00 hr Presentation: Service Design

Basics 16:00 hr Introduction to

Service Design challenge and work

groups 17:00 hr Design research &

planning 19:30 hr Get-together with

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me permitió aprender. Pero cuando me llegó "Service Doing", me quedé enamorado del 2º, y de repente el primero me pareció menos interesante.

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