Resource Planning and Monitoring in Living Labs: Tools and Practices
OpenLivingLab Days 2026 – Hands on Workshop
Harmonization WG

Case 1 Scenario: Co-Creation and Service Conceptualisation (TRL 2-3)

The company has identified a basic idea for a new mobile app, but its value proposition, target users, and key functionalities require further exploration and refinement. To support this process, the company partners with a Living Lab to transform the idea into a validated service concept informed by potential users and other relevant stakeholders.

The Living Lab is responsible for recruiting and engaging approximately **15-20 participants**, conducting **8-12 interviews**, and facilitating **three co-creation workshops**. These activities aim to identify target user groups, understand user needs, define user requirements, prioritize key functionalities for the first prototype, and develop an evidence-based value proposition and a clearly articulated service concept.

Resource Planning Task: Using the Excel tool, identify the internal and external roles, competencies, and resource allocations required to successfully deliver these activities and outputs.

Case 2 Scenario: Early Prototyping in a Relevant (Simulated) Environment (TRL 4-5)

The company has developed a partially functioning mobile app prototype and the related service concept with marketing materials. While the core functionalities have been implemented, the prototype requires further testing and refinement before it can be deployed in a real-life environment. To support this process, the company partners with a Living Lab to evaluate the prototype with representative users in a controlled testing environment that replicates realistic usage scenarios and key aspects of the intended service experience.

The Living Lab is responsible for recruiting and engaging approximately **8-15 participants**, facilitating **individual prototype testing sessions**, and collecting feedback through **participant-completed questionnaires and follow-up evaluation interviews**. These activities aim to assess usability, user experience, perceived value, and the performance of key features, and to generate recommendations for further development and refinement of the prototype and service concept.

Resource Planning Task: Using the Excel tool, identify the internal and external roles, competencies, and resource allocations required to successfully deliver these activities and outputs.

Case 3 Scenario: Validation and Piloting Before Real-Life Adoption (TRL 7)

The company has developed a mature mobile app prototype, service concept, and supporting processes and is preparing for wider implementation. Before full-scale adoption, the solution is piloted in a real-life environment to assess user acceptance, operational feasibility, and service performance under actual conditions.

The company is responsible for recruiting and onboarding **12-20 pilot users** from its target customer group and **4-6 company employees** to participate in the pilot. The Living Lab supports pilot implementation and onboarding, monitors experiences during the **4-week pilot**, and collects feedback through **usage data, participant questionnaires, and follow-up interviews**. These activities aim to assess **user adoption, satisfaction, real-world performance, and implementation challenges**, providing evidence for wider deployment and identifying any final improvements needed before market launch or organizational adoption.

Resource Planning Task: Using the Excel tool, identify the internal and external roles, competencies, and resource allocations required to successfully deliver these activities and outputs.