What is service Evolution map?

This evolution map has been constructed in a way that clusters different concepts together toward reaching Apartment service transformation's Core Purpose. To suppor the Core Purpose we have created Experience Principles that guide HOW this purpose should be enacted, with criteria that defines the action needed to ideally reach these

This evolution map shows how to guide initiatives to reach their target experiences. This map visualizes the phased roll-out of different concepts throughout multiple Operation Initiatives; starting with the near-term (Phase 01) and ending with the fully-realized (Phase 03) experience. Unlike road maps that are date driven, evolution maps focus or phases of an experience, each with clear actions that are necessary steps towards growth and scale. This particular map shows the interconnectedness of multiple initiatives and concepts and are prioritized from left to right based on priority and

Who is it for?

For anyone who may be involved throughout any initiative to inform them of the intended future vision as well as all of the interconnected activities and partners who need to

- Create logical groupings of capabilities (clusters) that encompass a project or body
- Identify and convene the role or team responsible for delivering the service experience
- Choose a champion in leadership to guide the work, create a check-in cadence
- Each phase should deliver a complete iteration of the service experience

Culture Conversation Framework: Intentional conversations should be designed across time to support the evolution.

How it serves you?

The map will serve to inform initiating

projects, project teams, roadmaps

and project planning. This is a guide

to reach the future-state vision and

serves as documentation to inform

the process and collaboration.

Initial Conditions + Readiness State

Reflect: What works, what doesn't, what changes should we make?
Inspect: What value has been created as a result of our actions?
Prospect: Who, When, and what are we willing to commit to going forward?

Go Through These Steps in Each Phase

- The team should discuss the cluster of capabilities cards they are responsible for • Understand dependencies between capabilities (the arrows)
- With the team, translate the capability cards into project activities on a project plan
- Identify enablers, accelerators, and blockers to your success

• Determine what the team has the capacity to commit to and if any additional team

members, stakeholders or partners need to be involved in this new phase

• Identify stakeholders, Internal Partners, or customers involved in the work and create a plan for engagement

- Convene with champions or counsel governing the work and initiate Conversation Framework (see conversation framework diagram below for guidance)
- Identify what worked, what didn't, and any key considerations or uncertainties for each
- Based on the team's assessment determine what needs to change before moving forward in order to scale the work or move onto next steps

- Evaluate after each Phase how the project work tests against the Experience Principle
- criteria (found above each cluster) • Determine if the outcomes have met the Experience Principle criteria. How do we
- Determine success metrics for each Phase and markers that signal that the Phase is
- Determine how you will measure that success and end-of-Phase milestones
- Determine if the outcomes have met the markers for success. How do we know?

Proactive Employee Engagement Tenant-Staff Performance Feedback Preventative Maintenance and Workflow Surveillance Service Infrastructure Functional Zoning of APT Service Spaces Reservation Systems for Shared Spaces Reservation Systems for Shared Spaces Tenant/Sustainbale-Driven Initiative In-House Maintenance Tool Rentals Tenant Tool Sharing Neighbor Aid Networks Incentivized Mutual Aid Transparency & Responsiveness Openly Available Service Charges and Penalties Definitive Service Level Classifications Real-Time Service Request Updates Interior designers plan the space rationally to allocate it into different functional areas and produce drawings Layout workshops for tenants to immerse themselves in each functional area and record feedback Further decoration according to the construction drawings provided by the interior designer Notify tenants Understanding current policies of the build process 2nd Step Understanding current policies requirements during the build process Check governments policies for apartment renting out available spaces Check governments policies for apartment renting out available spaces Consult with legal experts to ensure that leasing out spaces compiles with local laws, zoning regulations, and property's existing agreements Negotiate the lease agreement, ensuring to cover all terms and conditions, including duration, price, and usage rules Gather feedback and analysis results Outline the further optimized options Outline the further optimized options Decide next version of MVP Outline the further optimized options Step | Develop a policy outlining what types of advertisements are allowed, how long they can be displayed, and the pricing structure | Develop a policy outlining what types of advertisements are allowed, how long they can be displayed, and the pricing structure | Develop a policy outlining what types of advertisements are allowed, how long they can be displayed, and the pricing structure | Develop a policy outlining what types of advertisements are allowed, how long they can be displayed, and the pricing structure