

Stéphanie Krus

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Service Designer | Accessibility | Inclusion

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Summary

Worked mostly for the public sector: in a local authority, for the Scottish Government and for the Central Government (Ministry of Justice, Department for Education and DWP Digital).

Projects covered all stages (Discovery, Alpha, Beta and live) and various roles: frontend developer, interaction design and service design. Also worked on the content or user research too.

Involved in service standards assessments at every stage: GOV.UK one and Scottish version of it: the Digital Scotland Service Standard (DSSS). Used the **GOV.UK Design system and its prototype kit**. I customised it while working in a local authority.

Always try to be as inclusive as possible and to design with accessibility in mind right from the start.

Work

DWP Digital - Senior Service Designer - (contract) | Oct 23 - Dec 2024 | Remote

Work on the end-to-end transformation of a service from pre-discovery to Alpha stage.

Map all aspects of that service based on research with external and internal users, third parties, policy, change group and operations teams, to plan the transformation of a paper-based service into a multi-channels and accessible service, simple to use, efficient to deliver, enabling eligible claimants to access the support they are entitled to.

Organise and facilitate various workshops with stakeholders to review the implementation of the policy and find opportunities to simplify the forms and processes. Plan and lead part of the research activities, as well as leading on service design activities.

Seek and organise collaborations with other teams working on similar services or which were joined-up with our own service.

dxw - Senior Service Designer | February 23 - July 23 | Remote

Work for the Department for Education to create products and services that meet the needs of the different people who will use and be affected by them. Frame the problem, support research, design and facilitate workshops, create outputs to move projects forward. Use a range of approaches to create recommendations, making sure they reach and influence the right people.

Scottish Government - Senior Service Designer | August 22 - January 23 | Glasgow

Lead the design, implementation of services, strategies, and policies to ensure business requirements and user needs are met. Champion design for users who require assisted digital support and / or accessibility technologies to access a service.

Sopra Steria - Senior Service Designer | July 21 - July 22 | Remote

Lead the Service Design on Scottish Government projects. Improve the Service Design discipline, shape the tools and approaches used. Mentor colleagues, create resources and presentations around accessibility and inclusion.

Scottish Enterprise - Service Designer | May 19 - July 21 | Glasgow

Create user-focused digital projects by analysing data and conducting research sessions to identify key service needs.

Produce service blueprints, personas and user journeys for the design of end-to-end services.

Make sure that the end to end journey is accessible and look at offline alternatives

Digital Customer Experience Project Officer - East Renfrewshire Council | Sept 18 - Feb 19 | Barrhead

Raise awareness of Accessibility. Advocate Design Principles and GOV.UK ways of working across all digital processes.

Introduce the GOV.UK prototype kit to create and code High Fidelity prototypes with Council branding. Facilitate and organise user testing with all types of participants including people who didn't have English as their first language.

MoJ (Criminal Injuries Compensation Authority) - Software Developer | June 16 - Sept 18 | Glasgow

Assist the design, coding, and testing of technical solutions, while following the Government Digital Service guidelines.

Create high-fidelity prototype for usability testing. Design the guidance for Support staff's training and up-skilling.

Outside of work

Public speaking

- **Inclusion: going beyond accessibility and digital capability**
[UX Scotland June 2023](#) and [SDinGOV September 2023](#)
- **Avoiding misconceptions on your accessibility learning journey**
[UCD Gathering June 2022](#) and [UX Scotland June 2023](#)
- **Digital inclusion in the workplace**
Talk for the Fife Council November 2022
- **Accessibility: what you need to know as a designer**
Talk for [UX Glasgow September 2021](#)
- **Reimagining pathways into design**
Workshop at the [UCD Gathering November 2021](#)
- **Invisible disabilities**
Lightning talk at the [Accessibility Scotland conference September 2019](#)

Co-organiser of UX Glasgow - Since Jan 20 | UX Glasgow

One of the five organisers of the [UX Glasgow](#) a monthly meet-up. We welcome everyone who cares about user experience.

Practitioner Stories - Jun 20 - Dec 21 | A self-initiated research project exploring service design practice

Working with 3 service designers. We collected stories of Service Design in the public and third sector in Scotland. We interviewed and discussed with 15 practitioners about how to better support, grow and build the service design community in Scotland.

[You can learn more about this on our website.](#)

Creating a tool to improve digital skills - Feb 20 - Oct 20 | As a volunteer for East Renfrewshire Council

Prototyping existing forms from the GOV.UK and the council to use as support for classes organised by the council for refugees and other members of the community with low digital skills to learn and become more confident.

[I blogged about this project](#)

Education

Interaction Design Foundation - May 17 - August 2020 | Online

Over 15 courses completed including one about accessibility

BSc in Computing and IT - October 12 - December 16 | The Open University

Fundamentals of Interaction Design, Software engineering

Master in Cognitive Sciences - September 93 | Université Paris Sud (Paris XI) - France

AI - Psychology - Linguistic - Biology