

ITC201

# **User-Centered Service Design For IT Convergence**

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**“DIABETES AS A FAMILY LIFESTYLE DISEASE”**

A group of people in a meeting, with a semi-transparent blue overlay. The text is centered over the image.

since 2010,

a **bigger** public-health problem than hunger

OBESITY

DIABETES

HYPERTENSION

=

**LIFESTYLE DISEASE**



Usually, the best remedy for lifestyle diseases is to  
**“JUST EAT HEALTHY”**

EATING HEALTHY:

**SIMPLE** in theory,

**DIFFICULT** in practice



“Difficult to maintain a healthy diet.”

Contextual Inquiry #1

Third-trimester pregnancy  
**GAMYOUNG KIM**



“I pay a lot of attention to what I eat,  
and try to maintain a healthy lifestyle.”

>> We found ramen, salty sauce and a box of alcohol at her house.

Contextual Inquiry #2

Type II Diabetes

GILSUN **HONG**



**difficulty planning meals**

**pressure to satisfy the whole family**

**family = bigger priority than self**

**easily tempted**

**engage the whole family in constructing  
healthy meals together**

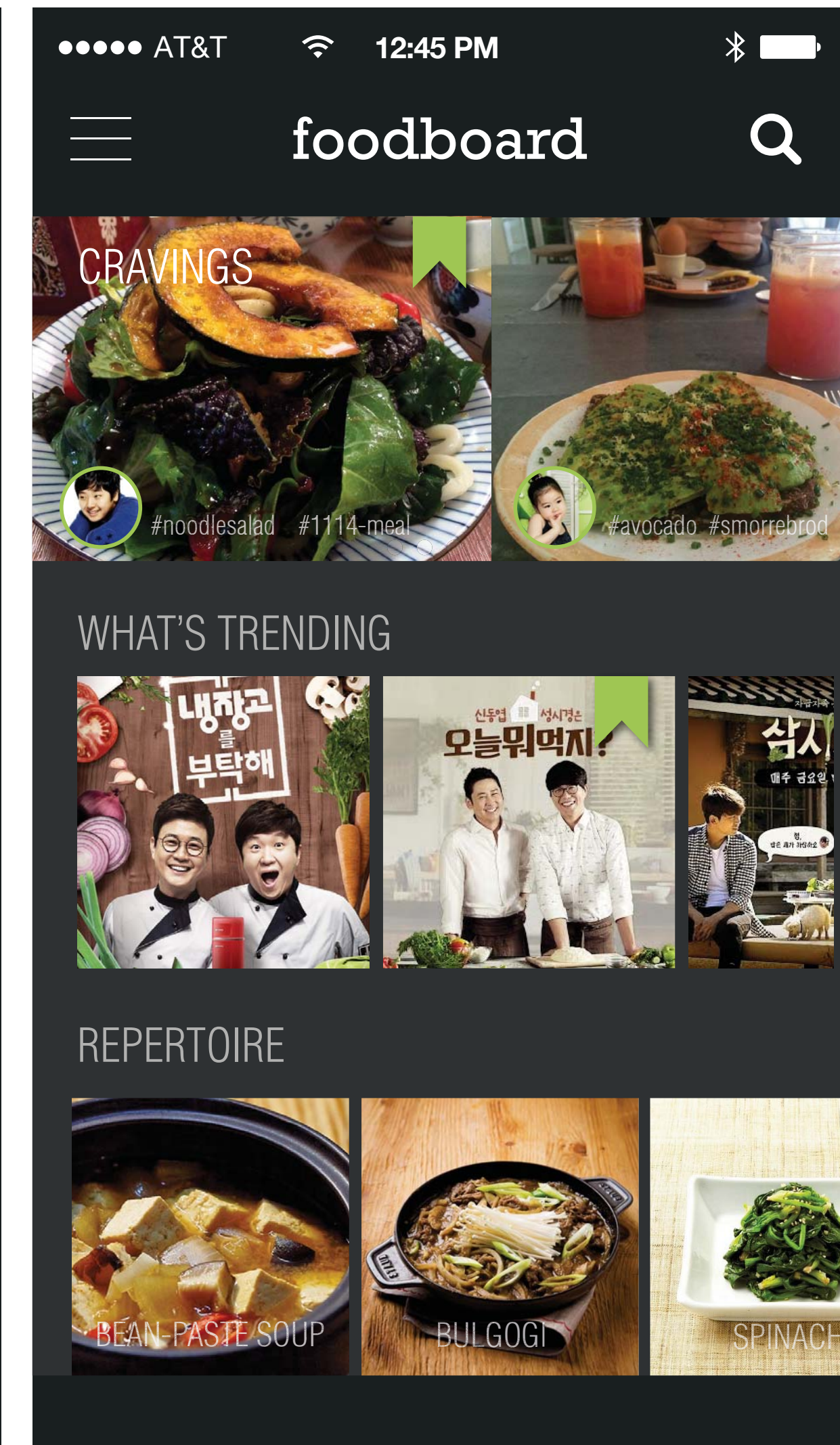
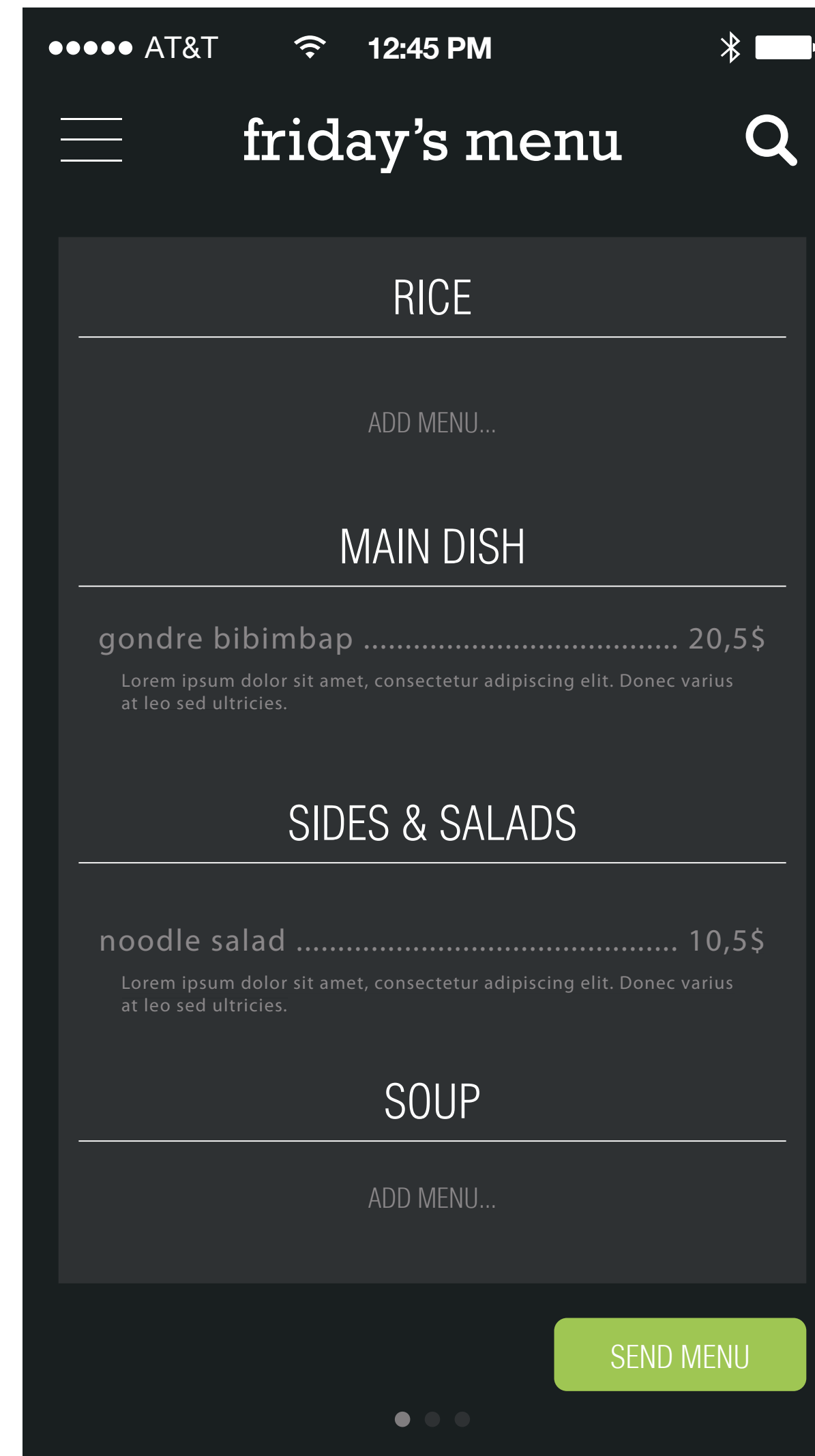
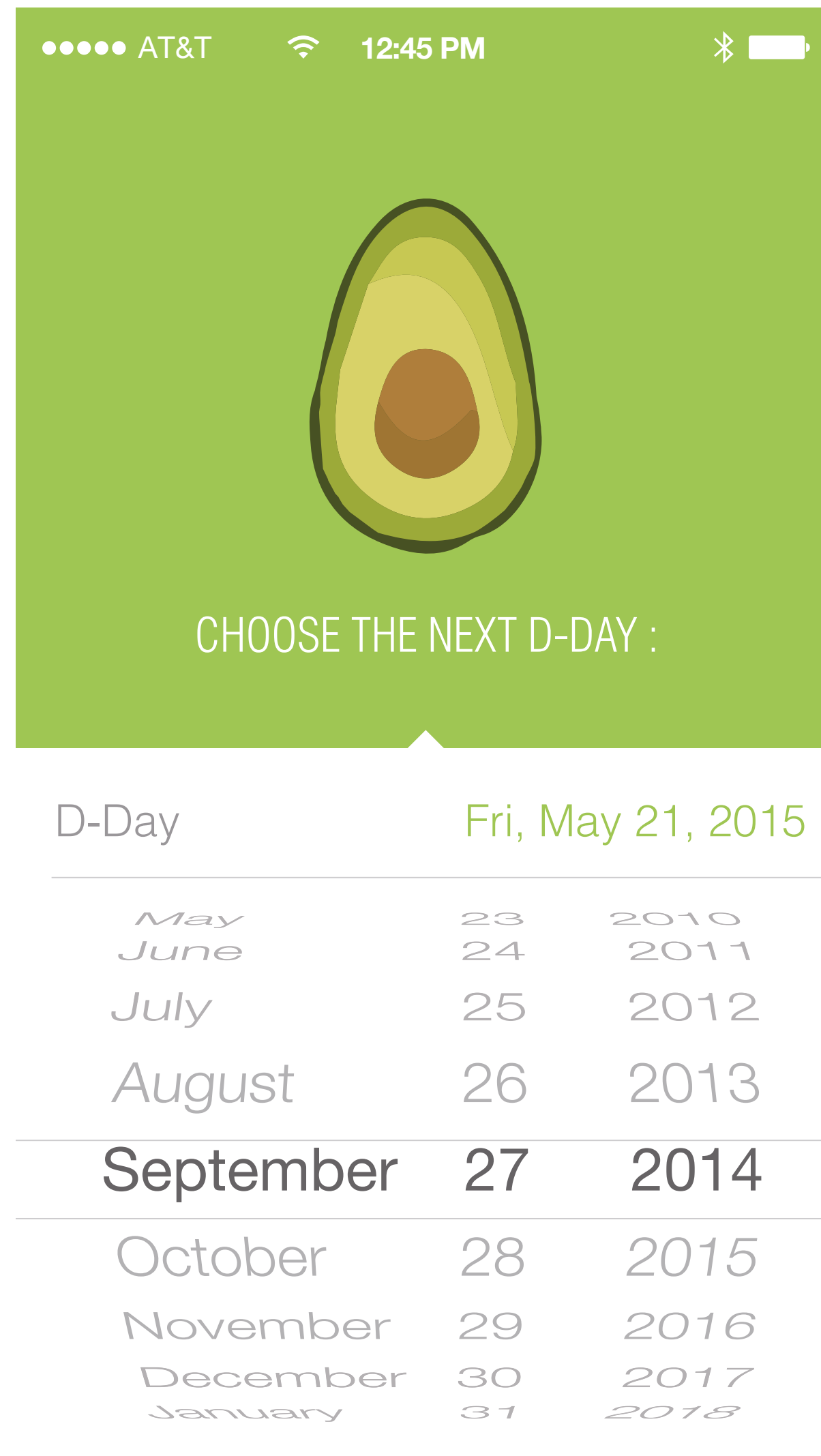
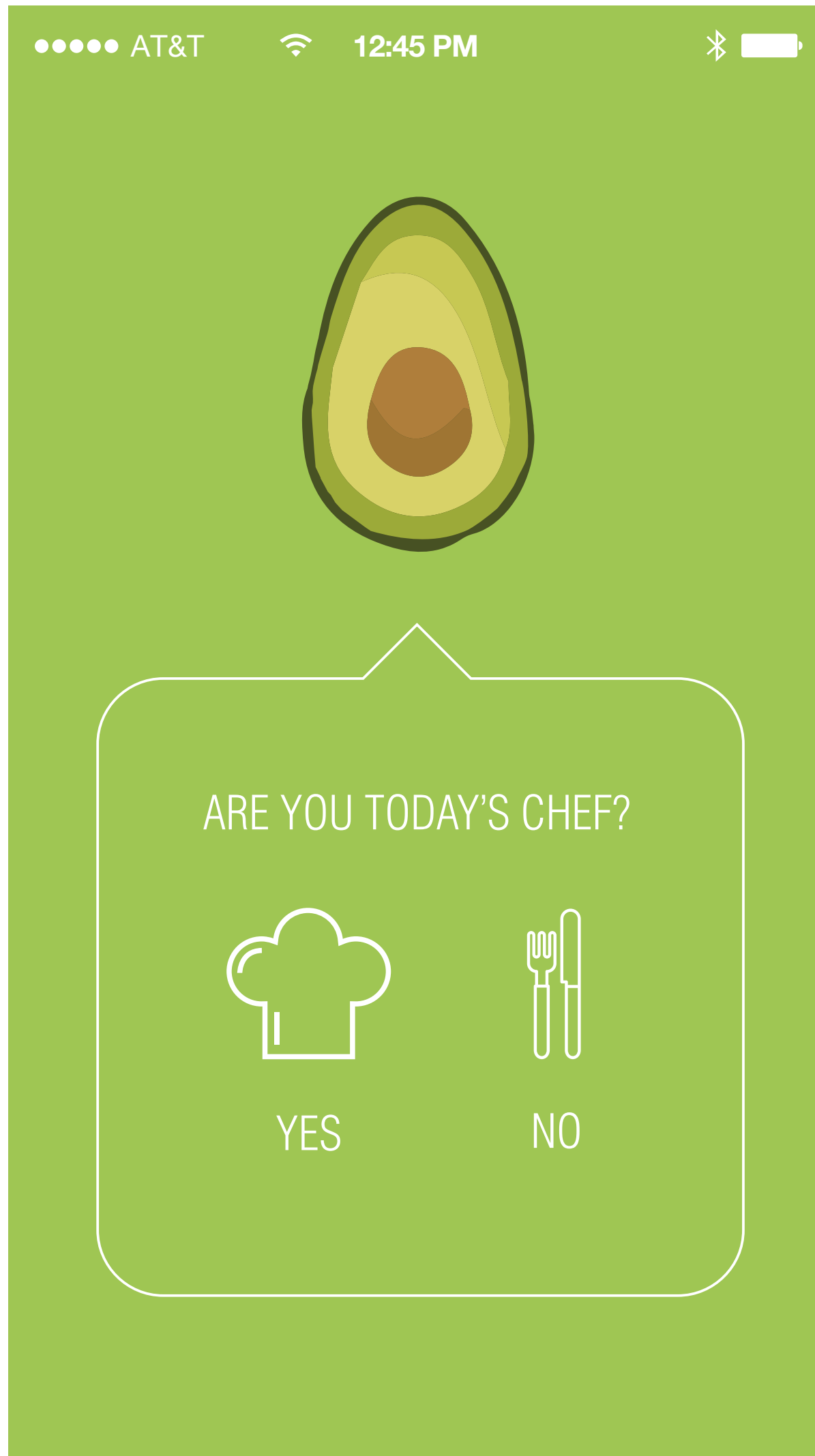


avocado

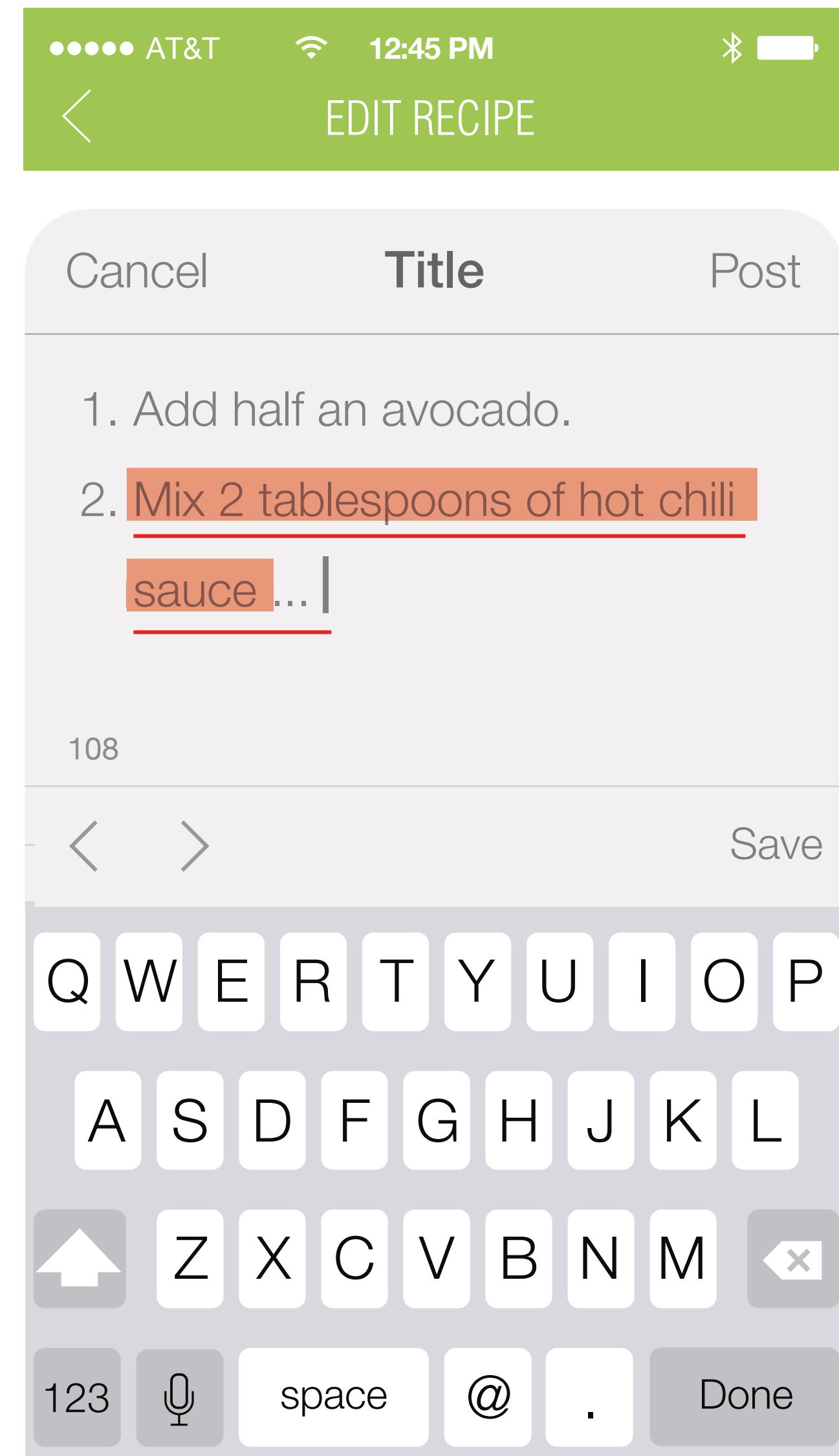
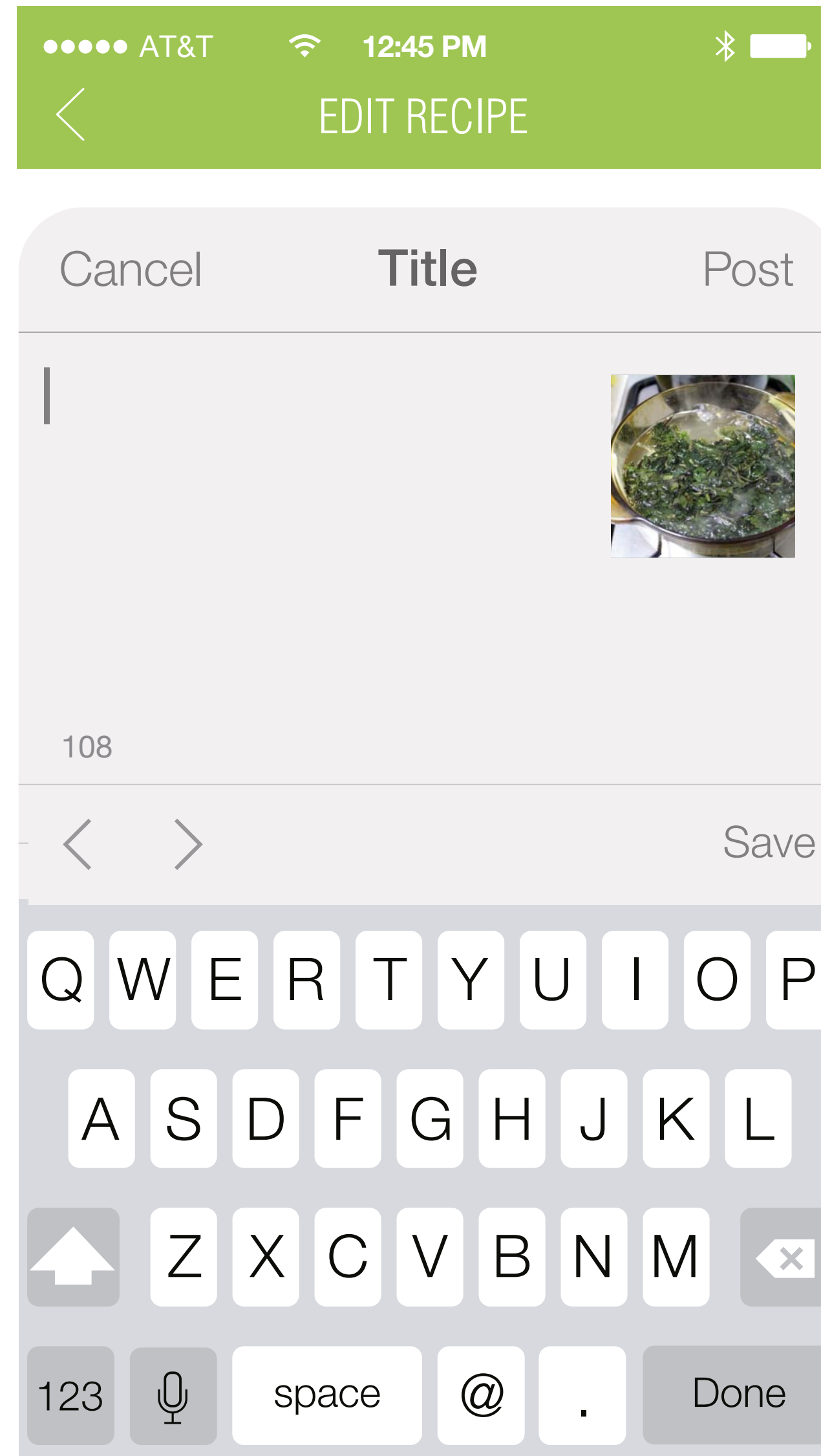
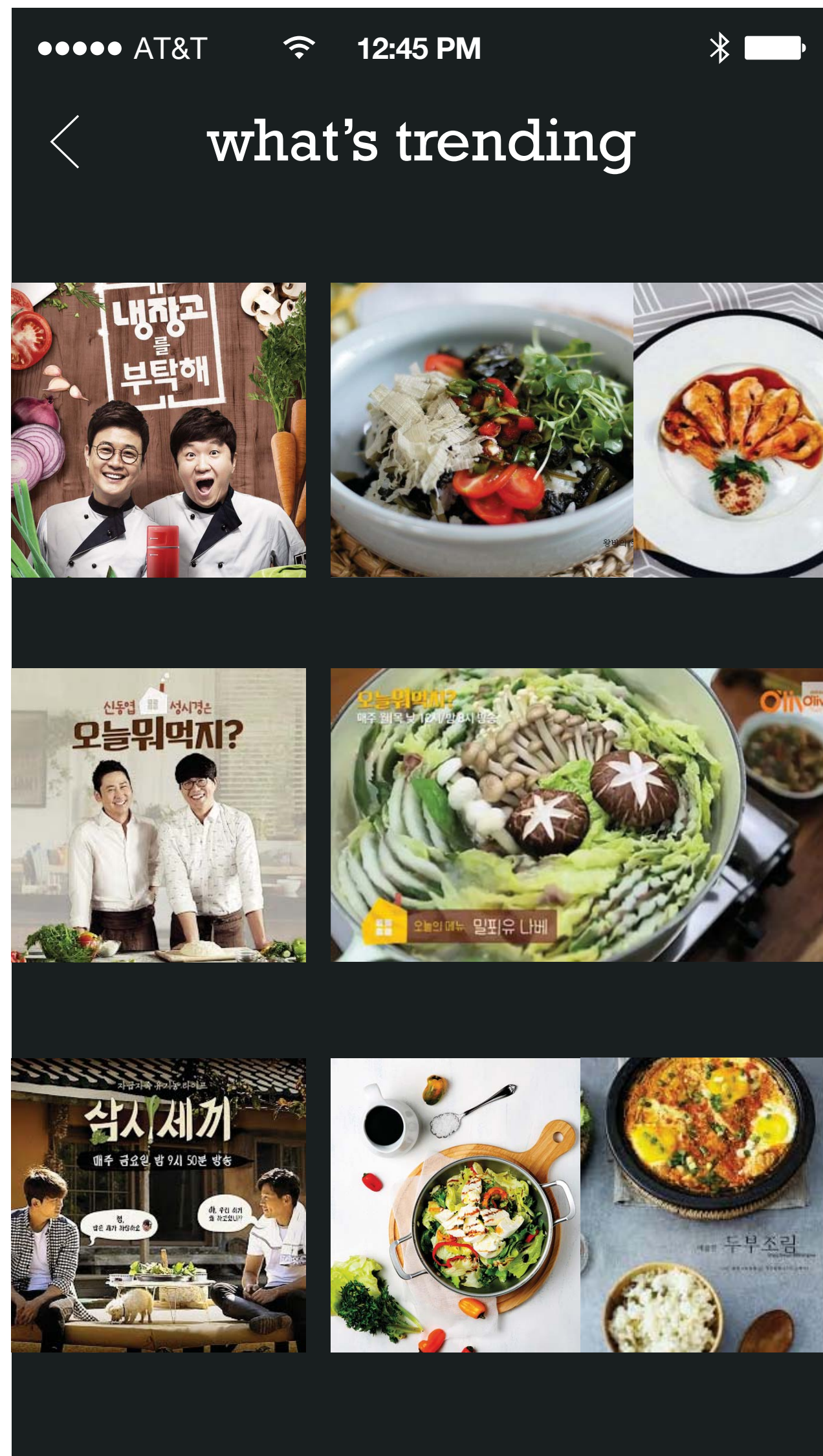
FAMILY MEAL-PLANNING

**<VIDEO>**

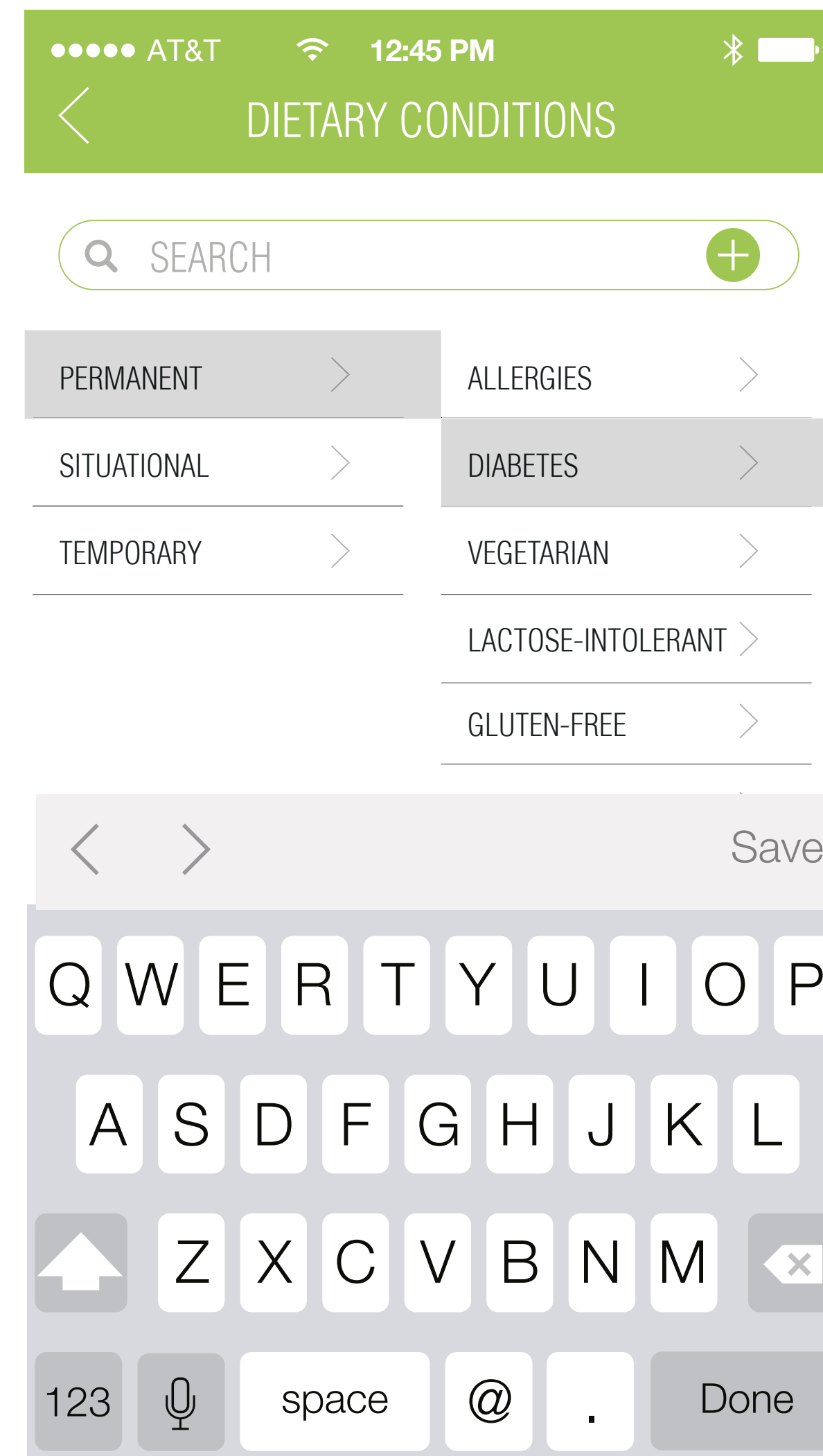
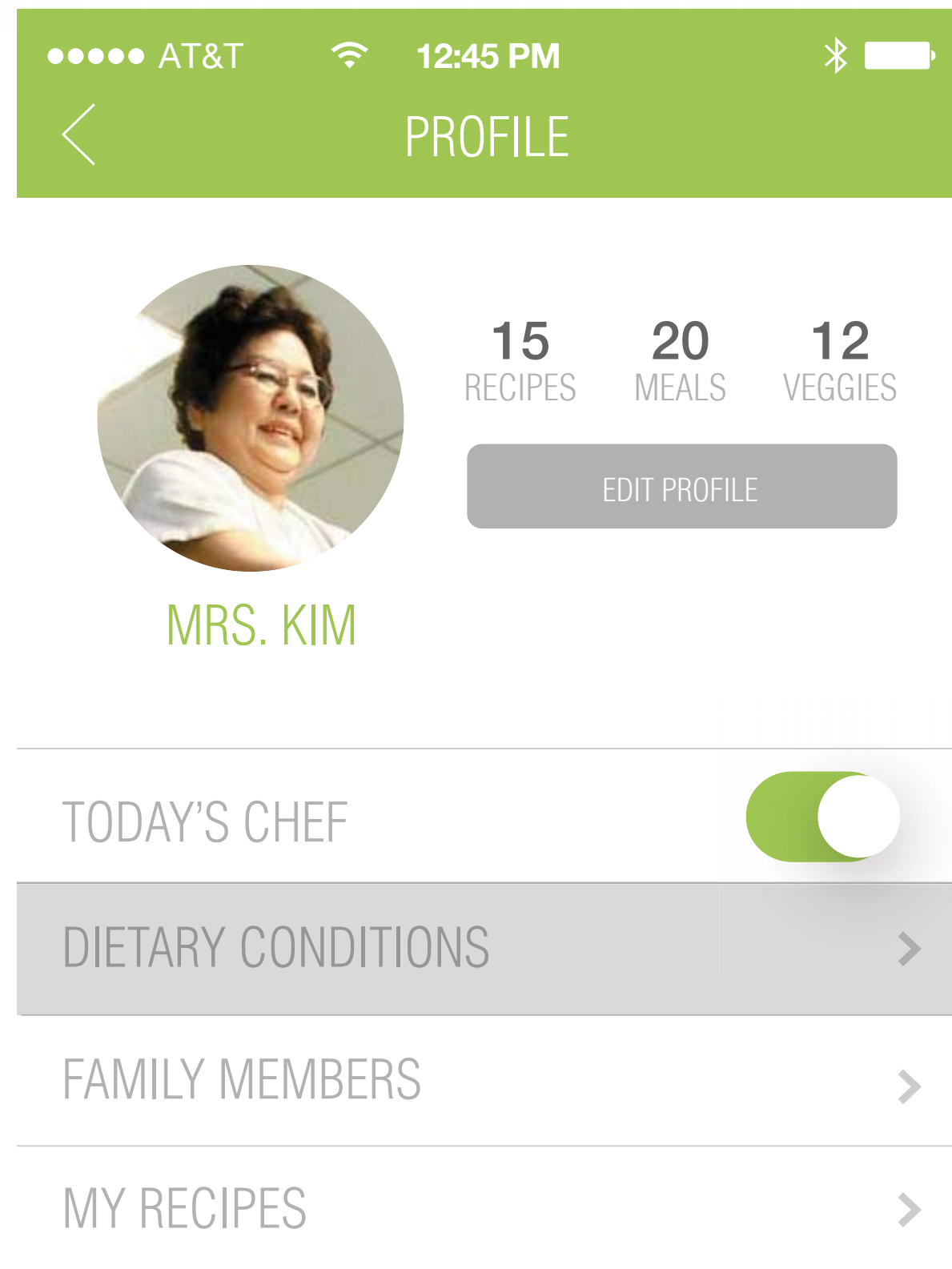
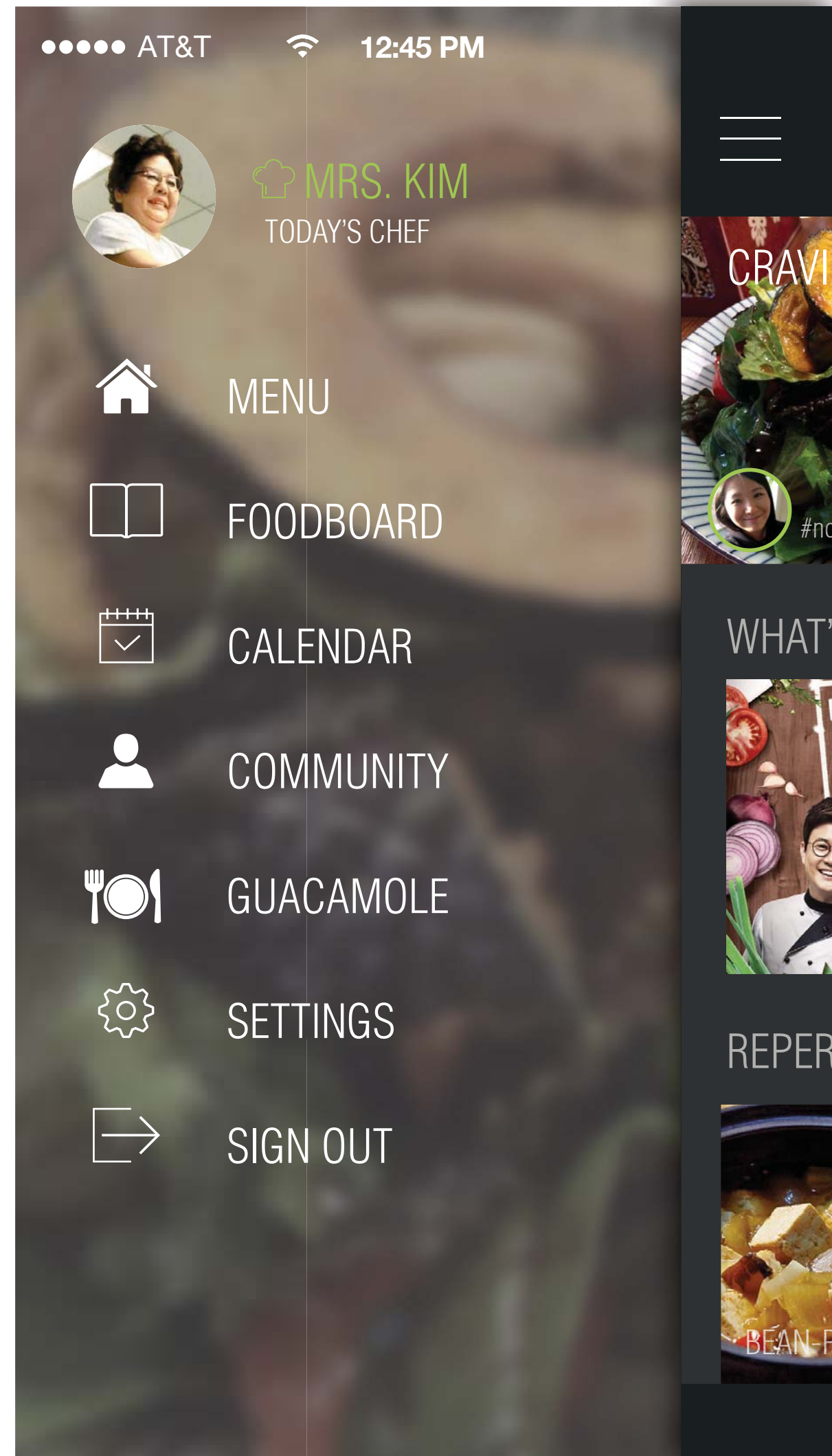
# How it works :



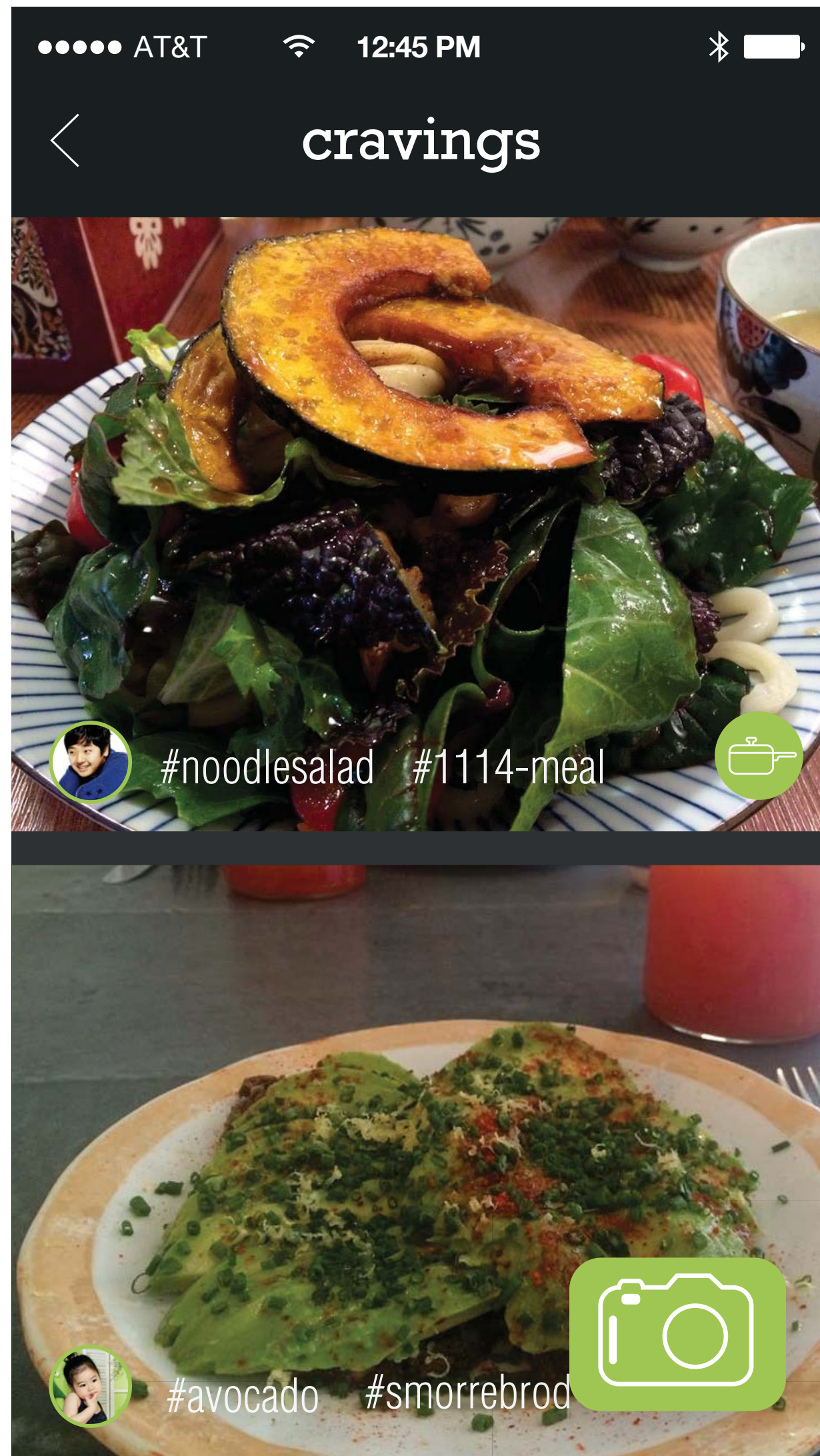
To maintain **the healthiness** of the whole app,



# To build a **consensus** among multiple dietary needs,

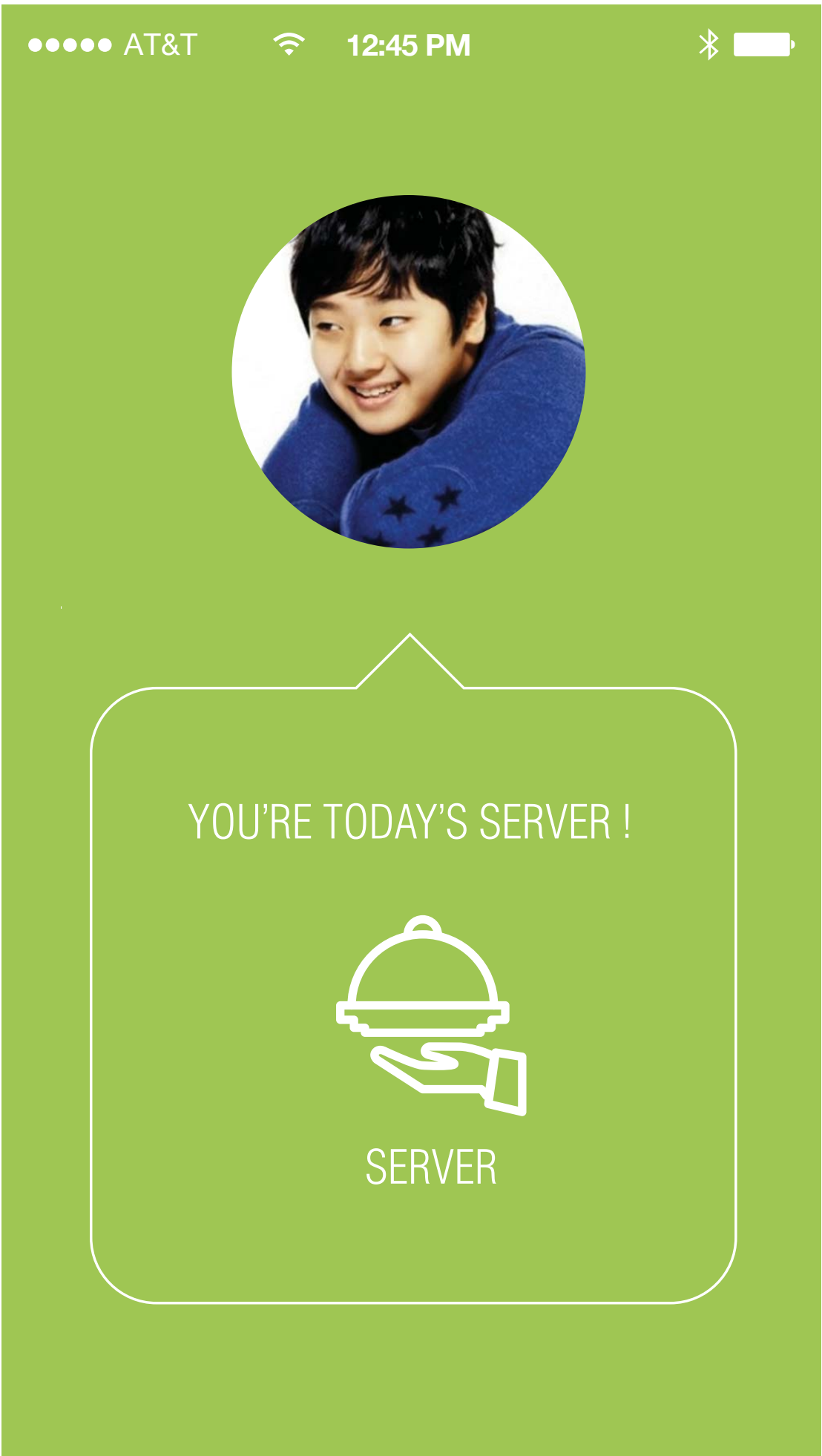


To build a **consensus** among family members,

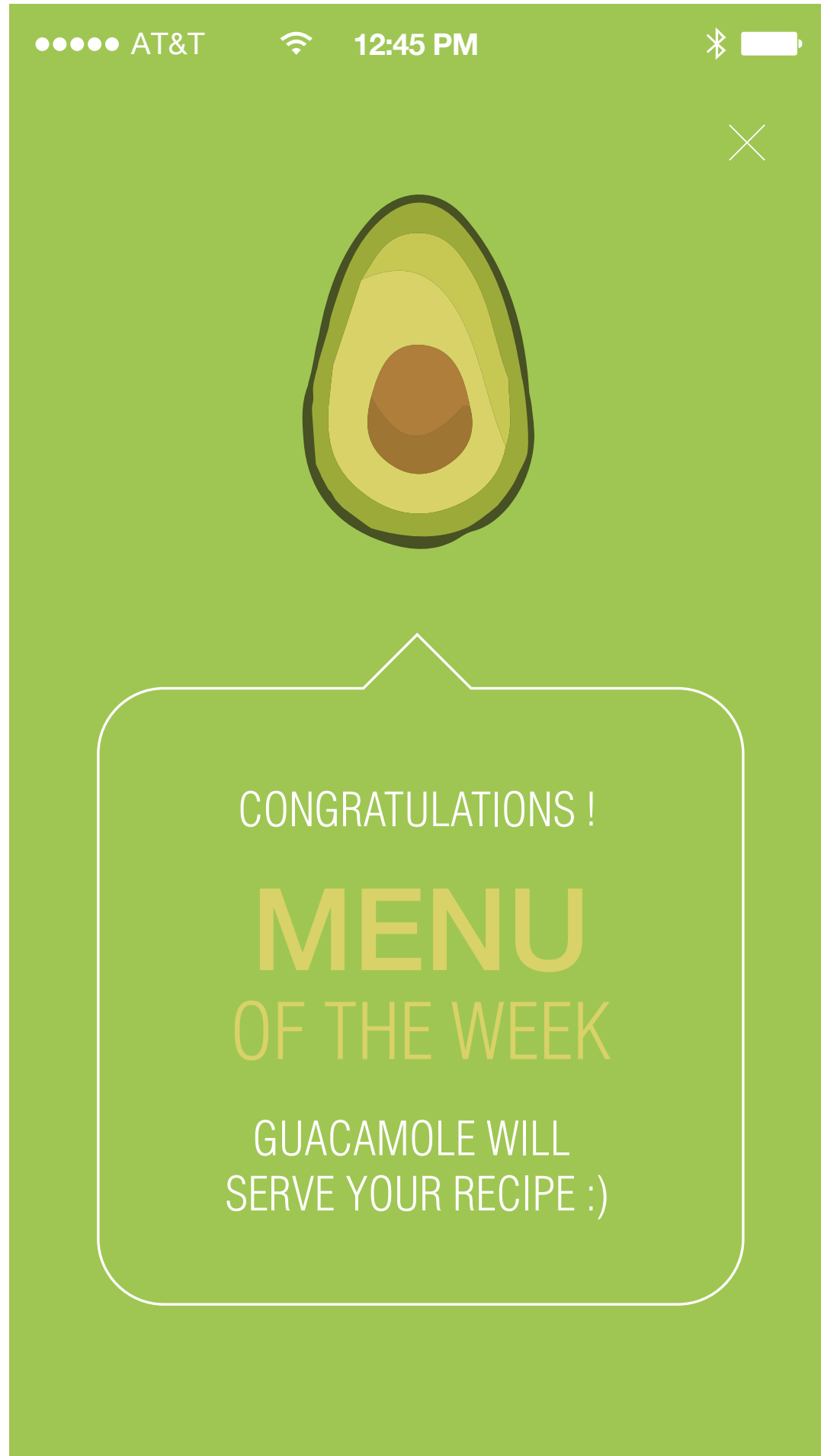
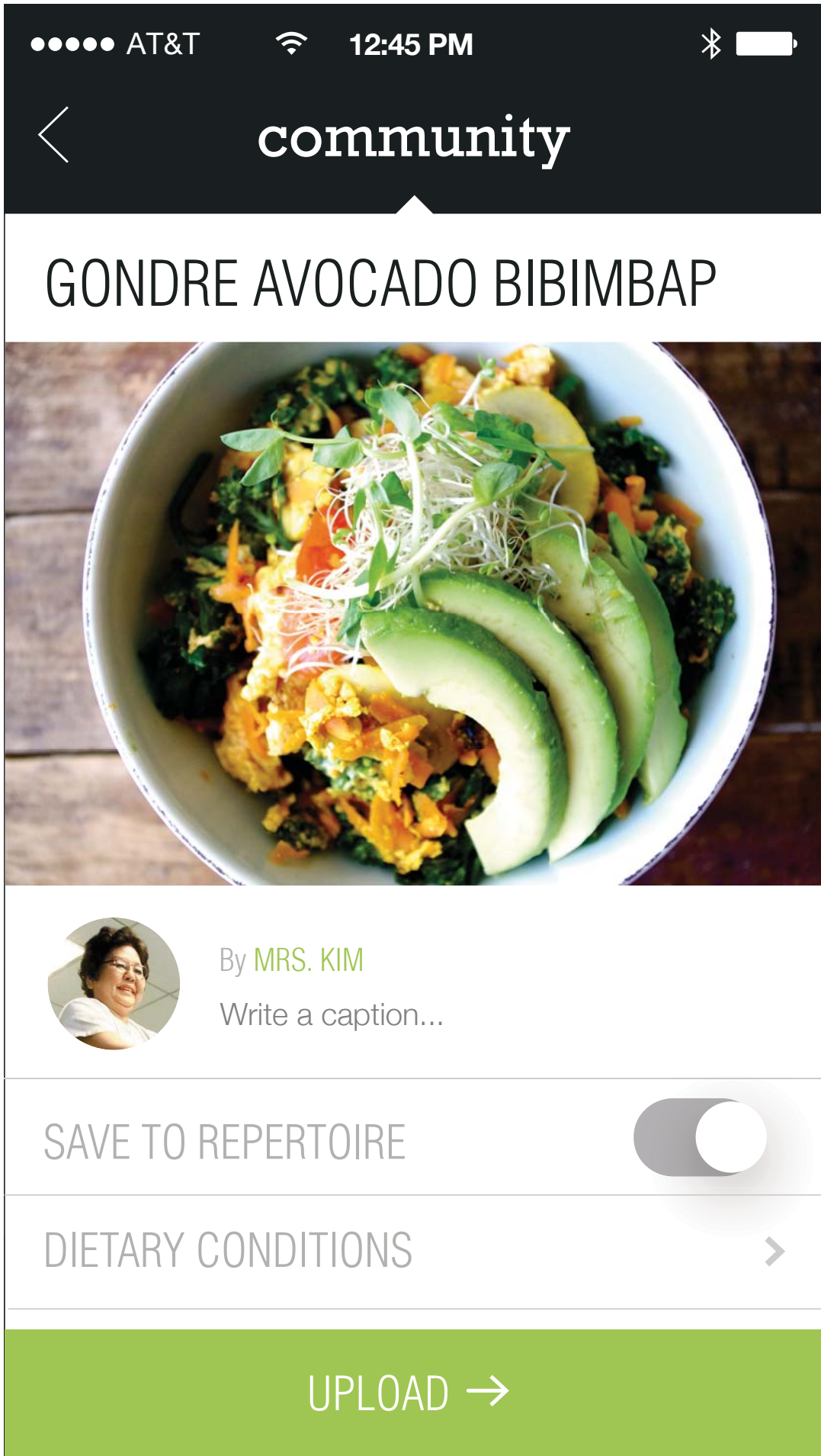
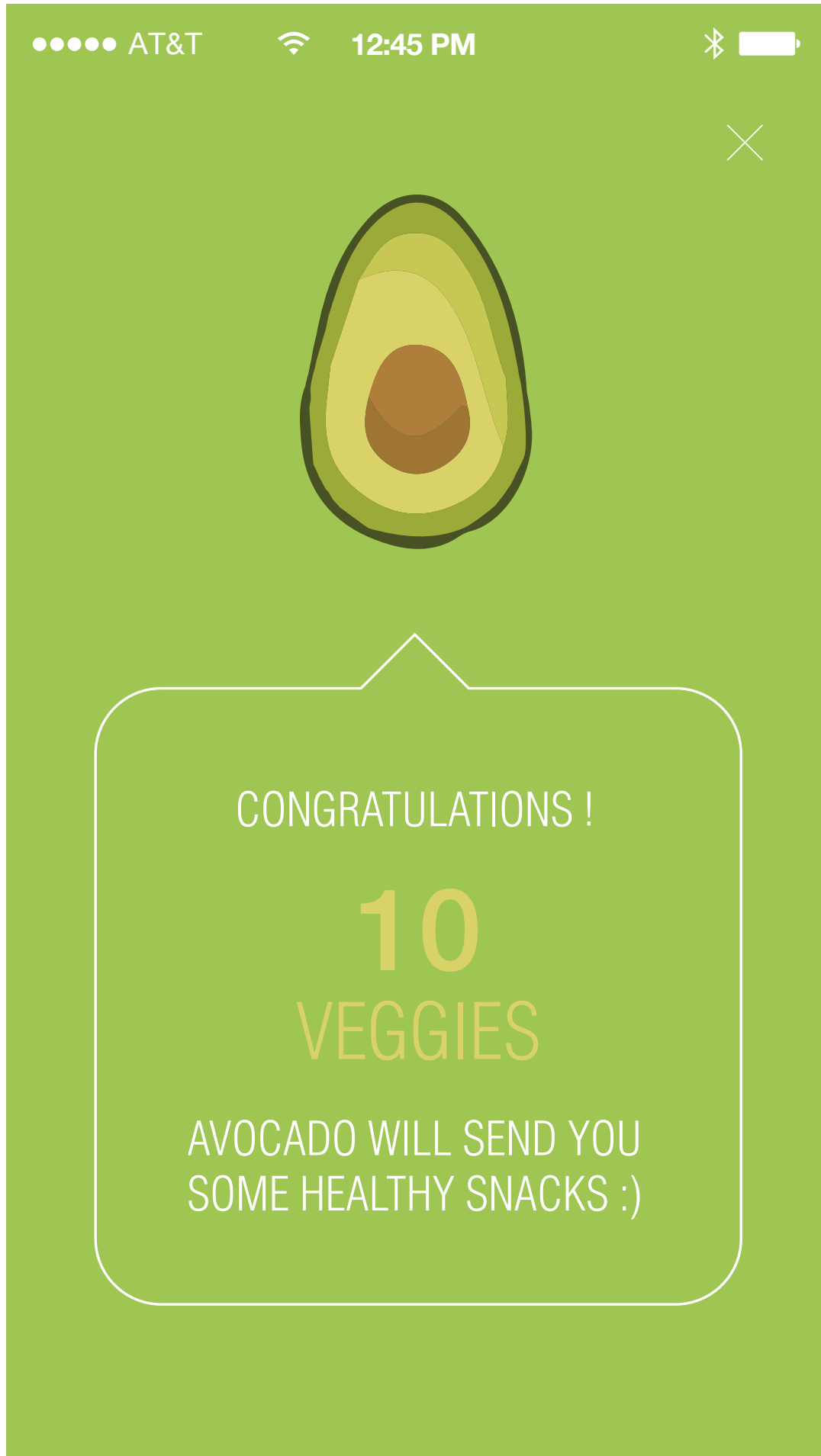
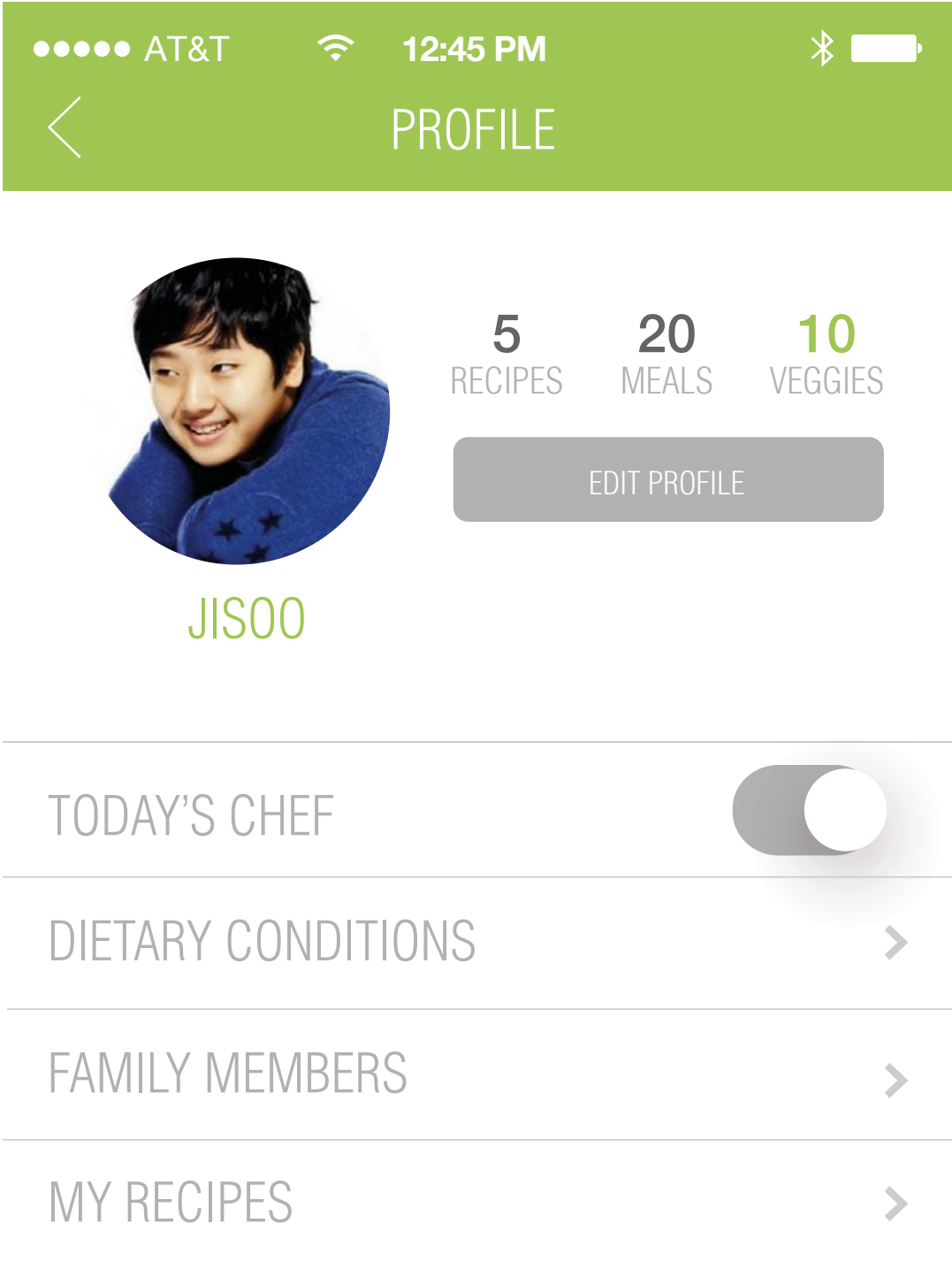




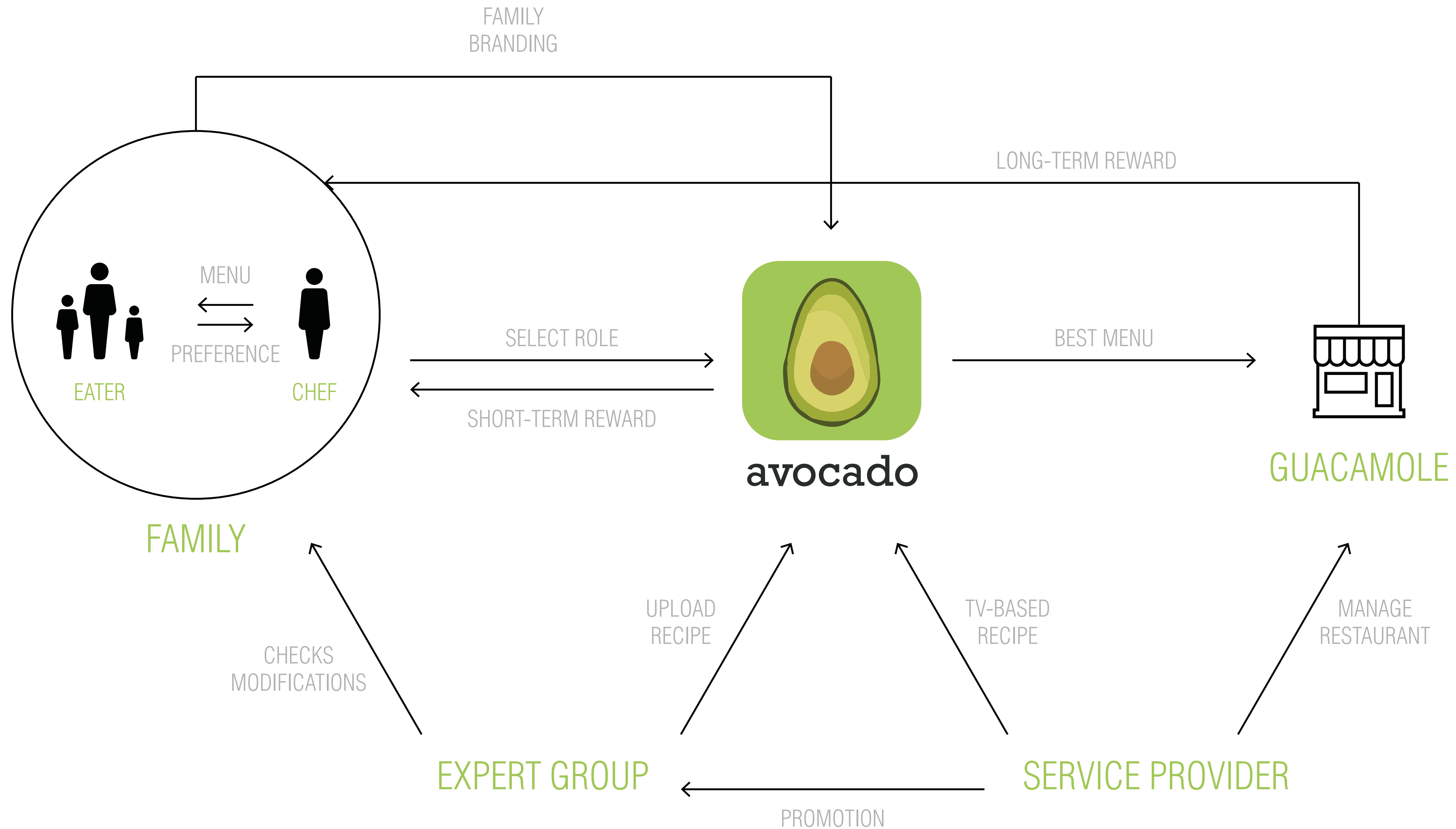
# To enhance **family connection**,



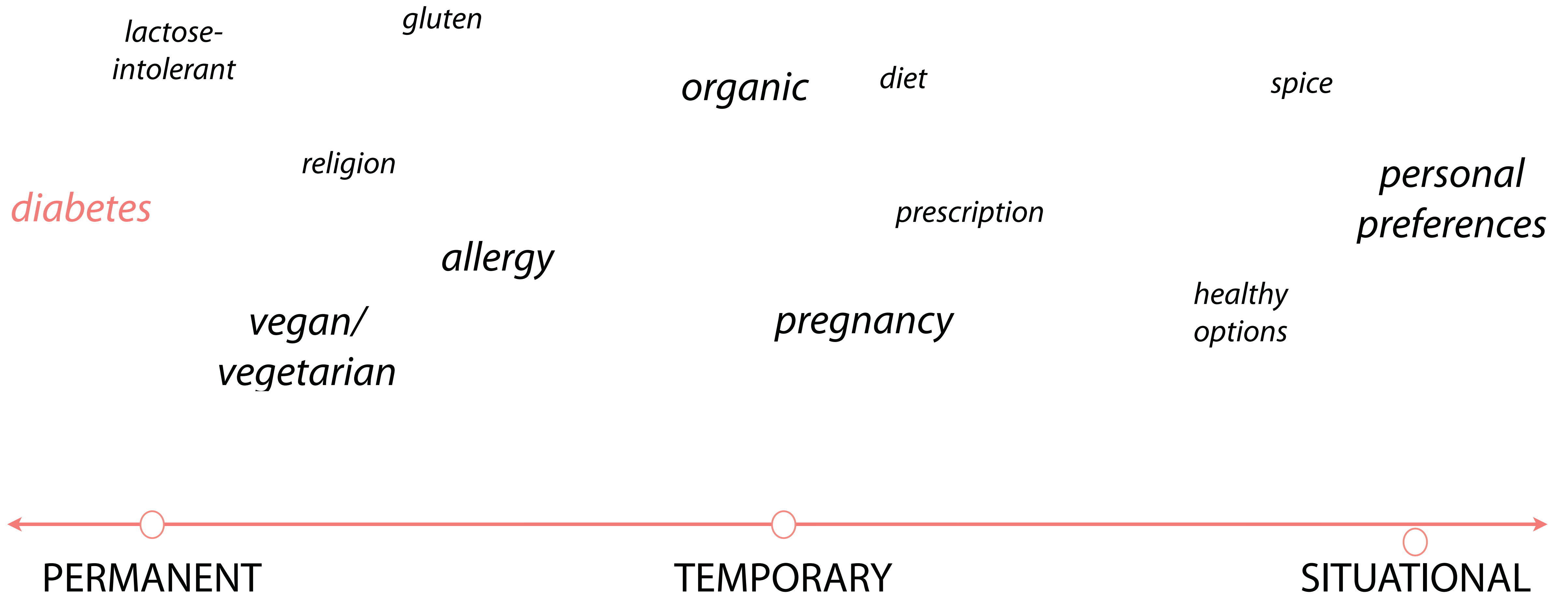
# To **motivate** further usage,



# SERVICE STRUCTURE



# IMPLICATIONS



THANK YOU