

ERRATA LIST

<p>Doctoral candidate: Manuela Aguirre Ulloa Titel of thesis: Transforming public organizations into co-designing cultures Abbreviations for different types of corrections: Cor – correction of language Cpltf – change of page layout or text format</p>		
Page/ Line/ Figure/ Footnote	Original text	(type of correction) Corrected text
72/__/16/__	“Timeline mapping the literature, iteration #1 (September 2013). Image by author.”	(Cpltf) “Timeline mapping the literature, iteration #1 (September 2013). Image by author.”
72/__/17/__	“Mapping author cards, literature-mapping iteration #2 (October, 2013).”	(Cpltf) “Mapping author cards, literature-mapping iteration #2 (October, 2013). Image by author, and the image references for the author cards are located in Appendix 3, 254.”
75/__/18/__	“Systems thinking board game, literature-mapping iteration #3 (January 2014).”	(Cpltf) “Systems thinking board game, literature-mapping iteration #3 (January 2014). Image by author.”
78/__/20/__	“My role as a designer doing research by design in the case studies. Images by InWithForward (top) and Laboratorio de Gobierno (bottom), reproduced with permission.”	(Cpltf) “My role as a designer doing research by design in the case studies. Images by InWithForward & Degrees of Change (top) and Laboratorio de Gobierno (bottom), reproduced with permission.”

81/ __/21/ __	“Documentation of generative work ethnographies, structured by organizational values (top), backstage practices (middle), and frontstage practices (bottom). Photo by author (March-May 2015).”	(Cpltf) “Documentation of generative work ethnographies, structured by organizational values (top), backstage practices (middle), and frontstage practices (bottom). Image by author (March-May 2015).”
83/ __/22/ __	“Participatory reflection session about Fifth Space experiences (September, 2015). Photo by InWithForward reproduced with permission.”	(Cpltf) “Participatory reflection session about Fifth Space experiences (September, 2015). Photo by InWithForward and Degrees of Change, reproduced with permission. Image by author.”
85/ __/24/ __	“Windows into social organizations canvas and cards for conducting a generative interview study (March 2016) for a post-evaluation of Fifth Space (March 2016).”	(Cpltf) “Windows into social organizations canvas and cards for conducting a generative interview study (March 2016) for a post-evaluation of Fifth Space (March 2016). Image by author.”
90/ __/29/ __	“Mapping the overlapping approaches among service, public policy, and systems thinking. These include administration, management, psychology, sociology/anthropology, and marketing. The references for Figures 27 and 28 are located in Appendix 2, 254.”	(Cpltf) “Mapping author cards, literature-mapping iteration #2 (October, 2013). Image by author, and the image references for the author cards are located in Appendix 3, 255.”
95/ __/33/ __	“Rich design research space in my office at AHO. Literature mapping iteration #11 (December 2016).”	(Cpltf) “Rich design research space in my office at AHO. Literature mapping iteration #11 (December 2016). Images

		by author.”
97/__/34/__	“Clustering and coding interview quotes from both Fifth Space (Case 1, Chapter 4) and Experimenta (Case 2, Chapter 5).”	(Cpltf) “Clustering and coding interview quotes from both Fifth Space (Case 1, Chapter 4) and Experimenta (Case 2, Chapter 5). Image by author.”
104/__/38/__	“Co-presenting with Fifth Space participants (case study 1, Chapter 4) at the Systemic Design Symposium (RSD4, 2015) at the Banff Centre, Canada. Image from InWithForward (2015), reproduced with permission.”	(Cpltf) “Co-presenting with Fifth Space participants (case study 1, Chapter 4) at the Systemic Design Symposium (RSD4, 2015) at the Banff Centre, Canada. Image from InWithForward and Degrees of Change (2015), reproduced with permission.”
105/__/39/__	“The initial sketches for developing “the Rippling model” (Chapter 6) was co-developed with the study participants from both case studies to present at the Systemic Design Symposium (RSD6, 2017) in Oslo, Norway. Photo by author (2017).”	(Cpltf) “The initial sketches for developing “the Rippling model” (Chapter 6) was co-developed with the study participants from both case studies to present at the Systemic Design Symposium (RSD6, 2017) in Oslo, Norway. Image by author (2017).”
7/__/2/__	“The global landscape of public innovation labs where design is (or has been) a core competency. Fifth Space (Canada) and Laboratorio de Gobierno (Chile) are the labs studied in this thesis. Helsinki Design Lab (Finland) and Design.gov (Australia) closed in 2013, while Mindlab (Denmark) closed in 2018, and therefore are	(Cpltf) “The global landscape of public innovation labs where design is (or has been) a core competency. Fifth Space (Canada) and Laboratorio de Gobierno (Chile) are the labs studied in this thesis. Helsinki Design Lab (Finland) and Design.gov (Australia) closed in 2013, while Mindlab (Denmark) closed

	<p>displayed in light gray. Visualization by author.”</p>	<p>in 2018, and therefore are displayed in light gray. Top image by InWithForward and Degrees of Change, bottom image by Laboratorio de Gobierno, both reproduced with permissions.”</p>
117/__/44/__	<p>“RV used to recruit the unusual suspects from social service organizations to join Fifth Space. Photo by InWithForward, reproduced with permission.</p>	<p>(Cpltf) “RV used to recruit the unusual suspects from social service organizations to join Fifth Space. Photo by InWithForward and Degrees of Change, reproduced with permission.</p>
118/__/45/__	<p>“Left: Staff having one-on-one conversations about Fifth Space with a platform orchestrator. Right: Staff applying to Fifth Space inside a tent that was setup in one of the agencies’ offices. Photo by InWithForward, reproduced with permission.”</p>	<p>(Cpltf) “Left: Staff having one-on-one conversations about Fifth Space with a platform orchestrator. Right: Staff applying to Fifth Space inside a tent that was setup in one of the agencies’ offices. Photo by InWithForward and Degrees of Change, reproduced with permission.”</p>
119/__/46/__	<p>“A problem statement framed by the Fifth Space participants. This activity initiated the ethnographic user research phase. Photo by InWithForward and, reproduced with permission.”</p>	<p>(Cpltf) “A problem statement framed by the Fifth Space participants. This activity initiated the ethnographic user research phase. Photo by InWithForward and Degrees of Change, reproduced with permission.”</p>

127/__/47/__	<p>“Contrasting the environment and practices of Fifth Space (left) and social services (right). Left: Fifth Space environment. Right: Social service office environment. Photo by InWithForward, reproduced with permission.”</p>	<p>(Cpltf) “Contrasting the environment and practices of Fifth Space (left) and social services (right). Left: Fifth Space environment. Right: Social service office environment. Photo by InWithForward and Degrees of Change, reproduced with permission.”</p>
174/__/54/__	<p>“The welcome package to the Fifth Space program that included the artifact of “fresh business cards for your new role as a Fifth Space fellow.” Image from InWithForward (2015), reproduced with permission. “</p>	<p>(Cpltf) “The welcome package to the Fifth Space program that included the artifact of “fresh business cards for your new role as a Fifth Space fellow.” Image from InWithForward and Degrees of Change (2015), reproduced with permission. “</p>
175/__/55/__		<p>(Cpltf) Blurred name showed in image.</p>
180/__/58/__	<p>“The “tangy” vs. “tasty” welcoming experience at Fifth Space’s orientation day. Images by InWithForward (2015), reproduced with permission.”</p>	<p>(Cpltf) “The “tangy” vs. “tasty” welcoming experience at Fifth Space’s orientation day. Images by InWithForward and Degrees of Change (2015), reproduced with permission.”</p>
156/5/__/__	<p>“...the ladder...”</p>	<p>(Cor) “...the latter...”</p>
163/22/__/__	<p>“...coroles...”</p>	<p>(Cor) “...co-roles...”</p>
217/15/__/__	<p>“...expect...”</p>	<p>(Cor) “...expect...”</p>
113/33/__/__	<p>“...However, it</p>	<p>(Cor) “...However, it</p>

	different...”	differs...”
253/1/__/__		(Added dates accessed)
254/1/__/__		<p>(Added Appendix 2): “Image references for Figure 17 (all accessed 13.5.2020)</p> <p>Donella Meadows: http://donellameadows.org</p> <p>Niklas Luhmann: https://alchetron.com/Niklas-Luhmann</p> <p>Bruno Latour: https://sciencenorway.no/award-forskning-norway/holberg-prize-awarded-to-bruno-latour/1383820</p> <p>John Warfield: https://www.jnwarfield.com</p> <p>Derek Cabrera: https://www.cabreraresearch.org</p> <p>Richard Buchanan: https://weatherhead.case.edu/faculty/george-buchanan</p> <p>Harold Nelson: https://www.facebook.com/pages/category/Designer/Harold-Nelson-LLC-260270017336676/</p> <p>Birger Sevaldson: https://designresearch.no/people/birger-sevadson</p> <p>Wolfgang Jonas: http://www.transportation-design.org/cms/front_cont</p>

Errata list – PhD Thesis Manuela Aguirre Ulloa

		<p>ent.php?idcatart=310</p> <p>Nigel Cross: http://www.4d-dynamics.net/DDR3/ddr3-nc.html</p> <p>John Thackara: https://servicedesigndays.com/work/john_thackara/”</p>
4/13/ __/ __	“...the current thesis...”	(Cor): “...this thesis...”
255/1/ __/ __		(Added): “* <i>Pictures were obtained from Google Images by searching for the author’s name.</i> ”
21/6/ __/ __	“...(Chapter 3) follow it.”	(Cor): “...(Chapter 3) that follows.”
22/23/ __/ __	“...which unfortunately recurred for...”	(Cor): “...which unfortunately have been a recurring challenge for...”
32/9/ __/ __	“...from “communing” ...”	(Cor): “...from “commoning” ...”
32/13/ __/ __	“Agonism supports “outsider” views...”	(Cor): “Agonism encourages “outsider” views...”
33/17/ __/ __	“...or coproduction...”	(Cor): “...or co-production...”