European Journal of Privacy Law & Technologies

2019/1



G. Giappichelli Editore

European Journal of Privacy Law & Technologies

Directed by Lucilla Gatt

2019/1



G. Giappichelli Editore

European Journal of Privacy Law & Technologies
On line journal
Italian R.O.C. n. 25223

G. GIAPPICHELLI EDITORE - TORINO
VIA PO, 21 - TEL. 011-81.53.111 - FAX 011-81.25.100
http://www.giappichelli.it



The Journal is one of the results of the European project TAtoDPR (Training Activities to Implement the Data Protection Reform) that has received funding from the European Union's within the REC (Rights, Equality and Citizenship) Programme, under Grant Agreement No. 769191.

The contents of this Journal represent the views of the author only and are his/her sole responsibility. The European Commission does not accept any responsibility for use that may be made of the information it contains.

Published Online by G. Giappichelli in June 2019
www.ejplt.tatodpr.eu

Challenge Title: Embedding Privacy in New Technologies	
Use Case Author	Roberto Montanari, Elisa Landini, Aura Tardia, RE:Lab
Topic	Data Protection
Overview	Provide a 100-300 word introduction to the challenge. Ensure that this only introduces the challenge and does not spell out solutions. AppOsta S.r.l., an Italian innovative small enterprise, is contracted by a big client the development of a mobile app. The app is intended to allow drivers to find, book and buy parking spots in urban areas using their mobile phone. AppOsta S.r.l. will implement state-of-the-art security measures for data protection within the app, which will gather personal data, location data and transaction data, among others.
1. Engage	
Big idea	One word or sentence about the challenge. Privacy and new technologies.
Essential Question	The big capstone question summarising the challenge'. How can technologies be designed to ensure privacy protection?
Initial resources	Any initial resources that students might use to contextualise the challenge – a video or small reading exercise for example. This should not run into the investigation stage. Many mobile apps still display information to the user in a way that is clearly non-compliant with the GDPR. Pre-ticked boxes are the most evident mistake. 

	In addition, many applications, even widespread ones, make it hard for the users to find their privacy settings, requiring them to navigate, tap and scroll through several pages before finding what they are looking for.  This means that the principles and processes of Data Protection by Design and by Default are still not fully known and understood by app developers and designers within enterprises.
Guiding Questions	Undertake a ‘situation room’ or ‘briefing room’ exercise with the students. They are your team. Encourage them to brainstorm to develop a list of questions which break the challenge down into its constituent elements and manageable sections. And to put these in an order. You are AppOsta S.r.l.’s newly appointed DPO. You are still collecting information to get acquainted with the company’s activities and related data protection issues. The App Development Team is starting to work on the design of the Parking App, and the Team Leader comes to you, knowing that the app will deal with personal data. He’s worried that he and his team do not know the new rules well enough to make the final app truly “GDPR compliant”.

	The design process for the app has barely begun, so you have the opportunity to guide it in the right direction. --- Use this space to show how you will do this. And Leave space for the students to complete the questions. This box should be completed as a team by the students What questions should you ask the Team Leader to start to frame the task? Brainstorm a list of questions you should ask in order to get a clearer picture of the activity and of the role you could play. Draft a complete list of questions and put them in an order, prioritizing the ones you believe are more important.
Reflections	1. Once the students have done this. Encourage them to reflect on how well this exercise worked. How well do the questions reflect the challenge? 2. How could a similar situation be tackled more effectively in the future? Use this space to record individual reflections on the process. 3. Reflect on the Guiding Questions process and results: 4. How did you feel about the initial brainstorming exercise? Were you happy with the list of questions you put together? Why/why not?
Other notes	
2. Investigate	
Activity Description	Now that you have identified the information you need from the Team Leader, you should gather this information and collect the resources that can help you develop a good solution. The Investigation phase should lead you to the answers to your Guiding Questions.
Resources	List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr

	Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr --- Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr --- Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation:

	https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr --- Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr --- Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr --- Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design:

	https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr --- Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr --- Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr --- Encourage students to collect and use resources to help them to address the question.

	Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr --- Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr --- Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr

	Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr --- Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr --- Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation:

	https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr --- Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr --- Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr --- Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design:

	https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr --- Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr --- Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr --- Encourage students to collect and use resources to help them to address the question.

	Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr --- Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr --- Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr

	Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr --- Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr --- Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation:

	https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr --- Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr --- Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr --- Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design:

	https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr --- Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr --- Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr --- Encourage students to collect and use resources to help them to address the question.

	Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr --- Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr --- Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr

	Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr ---- Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively. List any reading, web or video resources here that you think would be good to 'get the students going'. The principles of Privacy by Design: https://edps.europa.eu/sites/edp/files/publication/10-10-27_jerusalem_resolutionon_privacybydesign_en.pdf General information on the topic: https://iapp.org/news/a/privacy-by-default-in-online-services/ Hints and tips on PbD implementation: https://www.information-management.com/opinion/how-to-implement- privacy-by-design-requirements-for-gdpr ---- Encourage students to collect and use resources to help them to address the question. Try and gather more resources that might help you address the challenge more effectively.
Synthesis	Establish a task – eg. A presentation, report, essay, video, briefing etc that students should produce to synthesise their answer to the questions. Develop a short document (5 pages max.) containing Guidelines for the Team to follow for the development of the Parking App. This should allow the Team to understand how to concretely implement the principles and requirements of the GDPR.

	Try to focus on what data protection/privacy functions, sections, or specific elements the final app should contain. Include them in the Guidelines. --- Encourage students to summarise their answer.
Reflections	1. Students to provide a reflection on the process. Reflect on the Investigation phase: 2. What are the key problems to be overcome in this challenge? 3. How did you organize the work for the development of the Guidelines? 4. How did you collect additional information and resources? 5. How successful was the investigation process? How would you organize the work differently if you did it again?
Other notes	
3. Act	
Solution Prototypes	Provide the students with a format for presenting their solutions to the problem. This might be a report template, a real world simulated scenario – e.g. a briefing to a client or senior managers in an organisation. Design a complete Workflow that the App Development team should follow throughout the design cycle. While each specific app will obviously require specific adaptations, this workflow should contain steps and processes that apply to app development in general and can be used as a basis for future cases within the company.
Solution	Students to provide a solution or options for different solutions in the format suggested above. Summarize your key recommendations and suggestions to the Team Leader for the development of the Parking App.
Implementation plan	Students also to provide a plan for how at least one of the solutions should be delivered. Please, develop a plan for the implementation of the Workflow solution. How will you monitor the progresses? What indicators will you evaluate? How will you cooperate with the App Development team?
Evaluate	Students to develop a journal entry to evaluate the different solutions, and how they might go about the exercise differently in future.

	Students might also be asked how the exercise itself could be further developed as a pedagogical process. Develop a journal entry evaluating the solution you identified: 1. What are the key challenges that the Team Leader and his colleagues may encounter in executing the Workflow? 2. What were the strengths and weaknesses of your overall approach? 3. What changes would you make to your specific Guidelines and to your general Workflow? What did you learn from this process?
Other notes	
4. Reflection and documentation	
Case notes	